



REGIONAL RESOURCE CENTER (RCC)  
Operated by the  
VIETNAMESE AMERICAN COMMUNITY CENTER  
OF THE EAST BAY (VACCEB)

# VACCEB

VIDEO PRODUCED  
WITH ASIAN PACIFIC FORUM AND PG&E



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# HISTORY

ORIGINALLY RUN BY THE CATHOLIC CHURCH - DAUGHTERS OF CHARITY 1997

INCORPORATED AS 501(c)(3) NON-PROFIT IN 2006

20+ YEAR PROVIDING SERVICE TO SOUTHEAST ASIAN COMMUNITIES WITH SPECIALTY WORKING WITH VIETNAMESE COMMUNITY

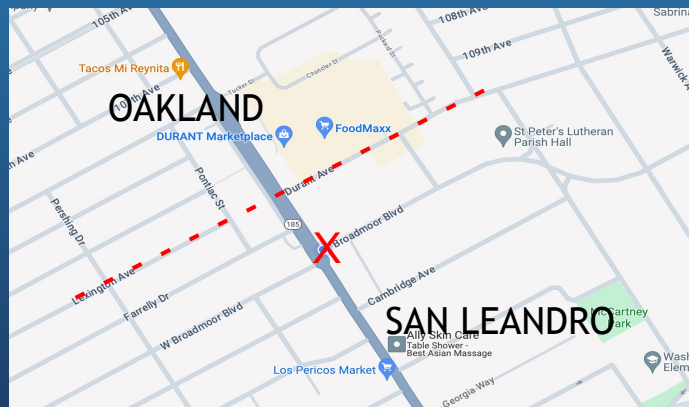
USING HISTORY OF WORKING WITH VIETNAMESE COMMUNITY TO SERVE OTHER VULNERABLE REFUGEE AND IMMIGRANT COMMUNITIES (ASIANS, MENA, LATINOS, ETC.)

# LOCATION

198 E. 14<sup>th</sup> Street, San Leandro, CA 94577  
(Corner of E. 14<sup>th</sup> & Broadmoor)



- BORDER OF OAKLAND AND SAN LEANDRO
- BETWEEN FREEWAY 880 AND 580 ON E. 14<sup>TH</sup> STREET
- PUBLIC TRANSPORTATION (AC RAPID TRANSIT, INTERCITY FLEX RIDE FOR SENIORS, BART, BIKING)
- CLOSE TO SAN LEANDRO CITY HALL AND DOWNTOWN SAN LEANDRO



# DEMOGRAPHIC CLIENT INFORMATION

- LOW INCOME OR AT POVERTY LEVEL
- PREDOMINANTLY SENIORS, REFUGEES & IMMIGRANTS
- LIMITED ENGLISH SPEAKING
- TRANSPORTATION AND SOCIAL NAVIGATION CHALLENGES

CORE COMPETENCY IS SERVING SOUTHEAST ASIANS,  
ASIANS, MIDDLE EASTERN/NORTH AFRICAN, HARD-TO-  
REACH, VULNERABLE COMMUNITIES

# ONE REFUGEE/IMMIGRANT STORY ...

## THE VIETNAMESE COMMUNITY



- The Vietnamese community has contributed significantly since their arrival in America in the 60's; particularly in California.
- Their economic contributions in the small business arena in the United States has been impressive. Vietnamese Americans account for 310,000 businesses with annual revenues of \$35 billion.
- The Vietnamese population has steadily increased over the last three decades and their contributions in the legal, sciences and medical field have been noteworthy.
- The general Asian population in County of Alameda at 34% is the largest among all the groups in County of Alameda. Within the Asian population, the Vietnamese population number 42,000 in Alameda County (Oakland, Alameda, San Leandro, Hayward and San Lorenzo) and next door in Santa Clara County (San Jose), they number 154,000.
- MORE IMPORTANT... the lessons learned in helping this community, the original “boat” people, has serve as an operation model to help other refugee/immigrant populations achieve self-sufficiency and social and economic empowerment within one generation.

# CLIENT NEEDS

- THE CENTER IS A “ONE STOP SERVICE” FACILITY
- CLIENTS NEED TO HAVE EVERYTHING IN ONE LOCATION.
- VERY DIFFICULT FOR SENIORS, REFUGEES AND IMMIGRANTS TO NAVIGATE THROUGH THE SOCIAL SERVICE APPARATUS DUE TO TRANSPORTATION ISSUES, AVAILABILITY OF TRANSLATORS, AND MOBILITY ISSUES.

# FOOD SECURITY

HOT MEALS AND FRUITS/VEGETABLE BAGS

CULTURALLY RELEVANT TO POPULATION  
SERVED

MEETS CALIFORNIA NUTRITION AND CALORIC  
STANDARDS





# INFORMATION & ASSISTANCE

## GOAL:

PROVIDE INFORMATION AND ASSISTANCE TO SENIORS,  
REFUGEES AND IMMIGRANTS

## INFORMATION

- PROVIDE NEEDED INFORMATION TO SHARE WITH FAMILIES
- PROVIDE INFORMATION ABOUT CURRENT EVENTS RELEVANT TO THEM
- STAY INFORMED ABOUT HEALTH EPIDEMICS
- STAY INFORMED ABOUT CRIME WAVES IN PARTICULAR AREAS IN TOWN
- ACT AS LIAISON BETWEEN SOCIAL SERVICE AGENCIES AND COMMUNITY MEMBERS
- ACT AS TRANSLATOR FOR POPULATION AS NEEDED



# INFORMATION & ASSISTANCE (CON'D)



## ASSISTANCE

- TRANSLATION SERVICES
- MAKE APPOINTMENTS
- UTILITY-RELATED ISSUES
- HOUSING ISSUES
- HELP WITH SOCIAL SECURITY AND MEDICARE QUESTIONS
- HELP TO FILL OUT PAPERWORK AND APPLICATIONS
- REFER SENIORS TO APPROPRIATE RESOURCES AS NEEDED (E.G., LEGAL, IMMIGRATION, MEDICAL, ETC.)



# INFORMATION & ASSISTANCE (CON'D)

- a. CalFresh/Food Insecurity
- b. Housing/Rental Issues
- c. Legal Referral
- d. Healthcare (Medicaid, Medicare, Insurance)
- e. Domestic Violence
- f. Mental Health Referral
- g. Social Security Administration
- h. Household (Telephone/Utility Bills/Disputes)
- i. Safety and Injury Prevention
- j. Employment/Unemployment Benefit Inquiries
- k. Advance Health Care Directives

# SENIOR CENTER ACTIVITIES

## GOAL:

- EXTEND INDEPENDENCE LIVING AS LONG AS POSSIBLE
- PROVIDE SOCIALIZATION AND POSITIVE ENGAGEMENTS
- PREVENT MENTAL ILLNESS ASSOCIATED WITH ISOLATION
- PROMOTE NORMALCY AND ROUTINE
- FIELD TRIPS (MUSEUMS, PARKS, TRAIN OR BUS TRIPS, WALKING TOURS, ETC.)



# OTHER SUPPORT PROGRAMS

## “HELP THE ONE AND SERVE THE MANY”

- MULTI-GENERATION HOUSEHOLDS
- SENIORS ARE DEPENDENT ON THEIR SONS/DAUGHTERS FOR FINANCIAL SUPPORT
- ASSISTANCE TO THE EXTENDED FAMILY HELPS THE SENIORS MENTAL HEALTH AND ANXIETY OVER LIMITED FINANCIAL RESOURCES



# EDUCATION



WHAT: ENGLISH AS A SECOND LANGUAGE (ESL) - THREE LEVELS: PRE-ESL, ESL BASIC, ESL INTERMEDIATE

WHY: STRENGTHEN THE LANGUAGE SKILLS OF NEXT GENERATION SO THEY CAN KEEP OR GET JOBS SO THEY CAN CONTINUE TO SUPPORT THEIR SENIOR FAMILY MEMBERS



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WHAT: COMPUTER LITERACY - BASIC (INTERNET, WORD AND EXCEL)

WHY: TO IMPROVE SKILL SET SO NEXT GENERATION CAN GET BETTER JOBS OR GET PROMOTED





# EDUCATION (CON'D)



- WHAT - VOCATIONAL CLASS
- WHY - NEED ASSISTANCE WITH INTERVIEWING, RESUME WRITING, AND JOB SEARCH
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- WHAT - CITIZENSHIP
- WHY - FAMILY UNIFICATION. CIVIL ENGAGEMENT (E.G., VOTING, PASSPORT TRAVELS, ETC.)

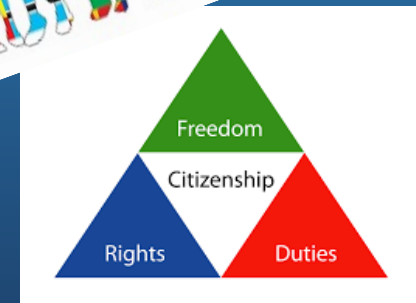


# DOJ LEGAL ASSISTANCE

## ACCREDITED REPRESENTATIVES FOR LEGAL ASSISTANCE

Goal: To assist clients with their  
citizenship journey

- Legal Referrals
- Assistance with N-400 Forms  
(Citizenship Application)
- Information and Assistance on  
Citizenship
- Referral to Citizenship Classes





# EMPLOYMENT

- WHAT: HELP CLIENTS FIND JOBS
- WHY: THEIR ABILITY TO FIND JOBS HELPS NEXT GENERATION TO SUPPORT SENIORS IN THEIR HOUSEHOLD



# HEALTH AND WELLNESS

WHAT: ANNUAL VACCINATION PROGRAMS

WHY: UNINSURED POPULATIONS MORE VULNERABLE TO EPIDEMIC OUTBREAKS. HOST A VACCINATION PROGRAM TO ASSURE OUR CLIENTS HAVE ANNUAL PROTECTION

WHAT: BI-ANNUAL HEALTH CLINIC

WHY: HEALTH PREVENTION AND EDUCATION KEEPING CLIENTS HEALTHY AS MULTI-GENERATIONAL HOUSEHOLDS MORE SUSCEPTIBLE TO EPIDEMIC OUTBREAKS (CHECK FOR BONE DENSITY, HYPERTENSION, FOOT EXAMINATIONS FOR DIABETES SORES, ORAL, LUNG AND BREAST CANCER, HEPATITIS B SCREENING, TB SCREENING).

# HEALTH AND WELLNESS (CON'D)

WHAT: HEALTH EDUCATION WORKSHOPS

WHY: KEEP COMMUNITY EDUCATED AND INFORMED ON  
PANDEMICS OR OUTBREAKS TO REDUCE FEAR AND  
MISINFORMATION



# ADVOCACY WORK

(Examples)



- Nail Salon - Toxicity and Safe Work Environment  
(AB 647 - Multi-lingual information re; Toxicity)
- Public Charge and Benefits Issue - Penalizing immigrants for use of supportive services - Educate population
- Rapid Response Program - Help communities from Deportation and Detention
- Cultural Preservation of Communities - Protect heritage of immigrants
- Use of Public Land for Private Use (A-s issue at Laney College)

# SPECIAL PROJECTS



- WHAT: ANTI-ASIAN AND ANTI-IMMIGRANT VIOLENCE - CRIME PREVENTION
  - WHY: ASIANS AND IMMIGRANTS HAVE BEEN PARTICULARLY VULNERABLE - HAVE BECOME “PREY OF CHOICE” BECAUSE THEY CARRY CASH
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- WHAT: SMOKING CESSATION
  - WHY: INCIDENTS OF LUNG CANCER IS HIGH WITHIN COMMUNITY
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- WHAT: DOMESTIC VIOLENCE
  - WHY: SENIORS ARE VULNERABLE TO STRESS WITHIN HOUSEHOLD - DEPRESSION, MENTAL STABILITY, ETC. DUE TO NEGLECT, VERBAL AND EMOTIONAL ABUSE
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WHAT: CLIMATE MITIGATION EDUCATION

WHY: KEEP CLIENTS INFORMED ABOUT HOW CLIMATE ISSUES HAVE A DIRECT IMPACT ON THEIR HEALTH

# SPECIAL PROJECTS (CON'D)



WHAT: ALTERNATIVE ENERGY SOURCE EDUCATION

WHY: ENCOURAGE USE OF SOLAR, ELECTRIC CARS, ETC. TO OFFSET IMPACT OF FOSSIL FUEL CONSUMPTION

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WHAT: WASTE MANAGEMENT EDUCATION

WHY: CONSERVATION OF RESOURCES THROUGH RECYCLING AND REUSE, COMPOSTING

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WHAT: HEALTH INITIATIVES

WHY: ADDRESS HEALTH ISSUES UNIQUE TO CLIENTELE (E.G., NAIL SALON PROJECT)

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WHAT: ADVOCACY FOR SENIORS, REFUGEES, AND IMMIGRANTS

WHY: INFLUENCE PUBLIC POLICY AND FUNDING FOR SUPPORTIVE PROGRAMS

