Our Mission

To strengthen the resilience and hope of our diverse community members by improving their health and well-being.

Our Vision

Everyone in our diverse community is healthy, safe, and well.
Our Values

**Equity**
We advocate for all individuals and communities to have equal access to opportunities and resources for staying healthy, safe, and well. Our services are trauma informed, understanding the compounding impact of interpersonal, institutional, and structural racism. We challenge discriminatory policies, structures, and practices that create unequal outcomes in our communities.

**Cultural sensitivity**
We serve our community with cultural humility, sensitivity, and respect. Our services are centered in client needs and are responsive to their cultural beliefs, practices, and preferred language. We build upon the principles of resiliency, hope, and inclusion and actively address barriers to care.

**Integrity**
We conduct our work with honesty, accountability, and transparency. We steward our resources with care and fiscal responsibility. Our work demonstrates alignment with our stated values. We take responsibility for our actions and decisions and honor our commitments.

**Excellence**
We provide high-quality health and wellness services, working collaboratively within our agency and with other providers and community members to ensure the best standard of care. We are committed to the professional development of our staff members, and we support them in achieving excellence. We are continually learning, growing, and improving. We adapt and respond to the needs of our clients and a changing environment. We collaborate with our clients, honoring their self-determination and supporting them to take the lead in developing their wellness plans. We evaluate our programs and share our best practices and lessons learned.
Our Vision for 2025

By 2025, AACI is a recognized leader, known among professionals and clients as a model for the integration of physical health, behavioral health, and wellness services and for its focus on culturally sensitive care.

AACI’s services are accessible to all in need, with a focus on marginalized and vulnerable people of all ages who face barriers to accessing culturally responsive health and wellness services. AACI has expanded whom we serve, the number of clients we serve, the services we offer, and our program locations to better reach those who can benefit from our programs.

Our clients feel like welcome guests, and they are able to successfully navigate through the continuum of resources offered by AACI and our partners. Our service design is informed by client needs and preferences.

AACI has a diverse and skilled workforce. Employees are engaged, supported, and fairly compensated. They are committed to shared values, and they have the tools, information, and resources they need to do their jobs well. Leadership actively encourages and supports professional development, learning, and internal advancement opportunities for staff. Staff and board members can easily and persuasively communicate about what AACI does and the impact we make.

AACI’s staff and leaders are adaptable and have proactively responded to the many changes in our community, our client needs, and our funding. AACI has secured existing and new long-term funding from diversified sources.

Our culturally sensitive and personal approach has remained constant throughout our growth. We hold equity as a core value, and we challenge discriminatory policies, structures, and practices that create unequal outcomes in our communities.
Whom We Serve

AACI serves all members of our diverse community, focusing on those who are marginalized and vulnerable, and who face barriers to accessing health and wellness services.

AACI clients span all ages. Most have low or very low incomes, and many experience trauma, mental illness, chronic disease, isolation, or other obstacles to health and well-being. AACI’s culturally sensitive health and wellness services are accessible to all in need, without regard to their immigration status or their ability to pay.

Our Integrated Services

- Primary Health Care
- Behavioral Health Care
- Gender-Based Violence Prevention & Services
- Services for Refugees and Torture Survivors
- Senior Wellness
- Youth Substance Abuse Prevention and Treatment
- Policy Advocacy and Civic Engagement
- Training for Clinical and Allied Health Professionals and Community Workers
Strategic Direction
Enhance client experience and outcomes

Goal #1: Clients navigate successfully through integrated services

Strategies
- Train, teach, and inspire leaders, providers, and other staff to embrace and support an integrated care model
- Create pathways for clients to navigate across all services
- Provide a warm and welcoming client experience

Strategic Direction
Improve access to programs and services

Goal #2: Existing services are more accessible to more community members

Strategies
- Expand outreach in all communities in need
- Further embed services in communities

Goal #3: New services are adopted, and existing services are adapted, to complement each other and to meet community needs

Strategies
- Develop guiding principles to evaluate existing and new services
- Identify and assess new and existing services that align with guiding principles
Strategic Direction
Advocate for equity and social justice

Goal #4: Marginalized and vulnerable communities contribute to public health policies impacting them and their needs are represented in policy making

Strategies
• Educate policy makers
• Enhance civic engagement
• Challenge discriminatory policies, structures, and practices that create unequal outcomes in our communities

Our Intended Impact

As a result of our work, the people we serve:

▶ Have access to a continuum of care
▶ Are safe, healthy, and emotionally well
▶ Are educated about health and wellness and know what resources are available to them
▶ Are able to age gracefully with maximum independence
▶ Demonstrate resilience in overcoming obstacles in their lives
AACI gratefully acknowledges the board members, staff, clients, and partners who contributed their time and insights to this plan.

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