

Asian Counseling and Referral Service (ACRS)

- Asian Counseling and Referral Service (ACRS) was founded in 1973 out of a grassroots effort by community members and volunteers. The mission of ACRS is to promote social justice and the well-being and empowerment of Asian American Pacific Islander Individuals (AAPIs) and other underserved communities — including immigrants, refugees and American-born — by developing, providing and advocating for innovative, effective and efficient community-based multilingual, multicultural services. Through one door, youth, families and elders can find hope and opportunity with staff who speak over 45 languages and dialects.



Community Resource Program

- **Link individuals and families with services and needed benefits (including State Food Assistance) that support a pathway toward economic resiliency and long-term security.**
- **ACRS achieves this by expanding the availability of culturally competent information and referral services so that people can find the resources they need.**
- **Access to bilingual, bicultural case management services to ensure successful linkages to and enrollment in needed services.**
- **Targets those individuals who are not eligible for similar services through other ACRS programs and who may be new to social service systems.**



Target populations

- **ACRS reach out to AAPIs to enroll eligible elders and young adults in the Basic Food Education and Assistance (BFEA) Program.**
- **Many AAPIs are working poor and/or pursuing their education to prepare for their future careers. They range in age from 18 and 50, and still face challenges in receiving needed social services and accessing mainstream agencies. As a result, the enrollment of these AAPIs into this program has been low relative to the actual need.**
- **ACRS provide consistent BFEA targeting elders, as well. These seniors have difficulty accessing services due to cultural and linguistic barriers.**



Existing partnership

ACRS has a presence at over 20 community-based food bank **distribution** and/or meal sites, including Rainier Valley, Central District, West Seattle, White Center, and the International District. Predominantly limited English speaking, low income seniors and low income adults attend sites not only for nutritious food, but to socialize with others in their own languages. At these sites, participants receive important information and assistance, including how to access food assistance.



SFA through telehealth

- **ACRS enhance existing workflow and protocols for SFA applications (both on-site and in the community) based on an understanding of the needs and barriers to access services.**
- **Services are provided to AAPI clients directly through multilingual program staff. If additional language support is required, our staff will work with other multilingual ACRS staff or outside interpreters.**
- **In-person SFA with physical distancing when clients have barriers such as digital and/or English literacy.**
- **SFA via telehealth whenever possible.**



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