



IMMIGRANTS HELPING IMMIGRANTS

2020 ANNUAL REPORT



QARI'S MISSION

QARI's mission is to foster and improve the social, cultural, economic and civic lives of immigrants and their families. Through collaborations and partnerships, we provide culturally competent services, such as workforce development, adult education programs, youth development, and cultural events as well as information and referrals to public or other community organizations.

A Trusted Immigrant & Community Partner

In 2021, QARI will celebrate our 20th anniversary working with immigrants of all ages and backgrounds who depend on QARI for community, advocacy, and empowerment.

Leading up to our anniversary, 2020 has been the year of COVID-19. It has catalyzed our creativity as service providers and taught us about the power of empathy and human compassion.

We believe our response to any challenge – whether it affects everyone or just one of our neighbors – is a never-ending search for new ways to help every person we meet.



TABLE OF CONTENTS

Letter, Board Chair and President & CEO	4
QARI's Response to COVID-19	7
Saving Small Business: Smile Nails Salon	9
We are All Immigrants	11
Different Cultures, Different Challenges, Shared Aspirations	13
A Home for Opportunity	15
My Story, Hector Gonzalez	17
Adult Education: The Core of So Much More	19
My Story, Ming Xia Yang	21
QARI Youth: From Learning to Leadership	23
My Story, Yeung Wai Lo	25
Message from QARI Founder - Tackey Chan	27
2020 Financial Results	28
QARI Supporters	29
QARI Board of Directors	30
QARI Team	31



LETTER FROM QARI'S BOARD CHAIR AND PRESIDENT & CEO

Dear Friends,

2020 has been a challenging year for all. At QARI we have seen and heard many difficult stories about loss – loss of family, loss of jobs and income, and loss of hope. In spite of all the darkness, we are proud to share with you some of the optimistic news and accomplishments that QARI has achieved this year.

QARI has worked hard to meet and exceed its program goals. One important way QARI has been able to support the community through these unprecedented times is through its Workforce Enterprise initiative. At the same time, we have innovated our programs, events, and activities by balancing breadth with effectiveness.

We believe the fiscal responsibility that QARI has practiced these past few years positions our programs and services to be a catalyst for positive change in Massachusetts and New York.

Since 2017, QARI's new leadership and team have turned its financial position around, and for the third consecutive year, we have been operating at a surplus. QARI was recently featured in a USA TODAY campaign as a part of their "Leaders of Change" series, where we shared our passion for finding innovative, and oftentimes unconventional, methods for supporting Asian and immigrant communities.

We want to thank QARI's Board of Directors, staff, volunteers, community partners, and fiscal sponsors for their relentless hard work and dedication to serving the immigrant community. We are especially grateful for elected officials, community organizations, and schools. We will overcome the challenges that 2020 has presented us and build a better future for all immigrants.

Thank you!



Paul Shaw
Chairman, Board of Directors



Philip Chong
President and CEO





QARI'S RESPONSE TO COVID-19

On Friday, March 13, 2020 QARI closed its offices due to the risk of the virus. We immediately moved all our programs and services to operate virtually. We conducted daily well-being calls with elder clients to make sure they had the information and resources they needed. We worked quickly with local grocery stores and businesses to create and deliver fresh produce boxes to elders in Quincy, the South Shore area, Lowell, and New York City.

Many businesses were impacted and closed. Throughout this year, we have seen an unprecedented number of clients turning to us for help filing unemployment claims and figuring out next steps. From helping small business owners navigate PPP loan applications to connecting immigrants with workforce training programs while unemployed, QARI strives to match the resilience demonstrated by the people we serve.

QARI has been dedicated to empowering immigrants with the necessary tools to survive, grow, and overcome life's hurdles. The challenges being faced today are no exception.

We worked with our signature workforce partner, Brooks Bothers, to transition their Massachusetts and New York manufacturing sites into PPE production. Our goal was to create 150,000 units per day. Since then, our PPE have supported frontline workers and the US Navy while mobilizing a remote sewing workforce.

In addition to PPE manufacturing, QARI has worked to ensure no one goes hungry during these challenging times. QARI was contracted as the anchor Pan-Asian meal provider for the New York City GetFood Program. By delivering over 50K meals a week to elders and other vulnerable populations in New York, QARI aims to address the inequities fueled by the pandemic. At the same time, QARI has leveraged our local business partnerships to deliver fresh produce boxes to elders across Massachusetts.

While the world changes around us, QARI has maintained a vision of optimism, hope, and possibility. Everyday, we are inspired by the resilience and kindness of our clients and community partners.

When asked “Why QARI?”, Eugene Welch responded, “Why not QARI? They have been serving the Asian community in Quincy and beyond for many years, with culturally and linguistically appropriate programs. They work with the youth, families, and the elderly, and are always ready to take on new challenges.”



Eugene Welch
CEO
South Cove Community Health Center
Boston, MA



MAY LY
OWNER OF SMILE NAILS SALON

SAVING SMALL BUSINESS – SMILE NAILS SALON

The pandemic has impacted businesses of all sizes and types. It has been especially difficult for small business owners who have sacrificed so much for their entrepreneurial dreams.

For Gai Thi Ly (May), Smile Nails Salon has been her dream since she immigrated to the United States from Vietnam. When the pandemic hit and she had to temporarily close her business, May was incredibly anxious. No clients meant no income, and she would not be able to pay her employees or her rent. Everything was on the line.

While discussing her situation, a relative informed May about QARI. They advised her to call and see how QARI could assist. Within a day, QARI staff connected with May, helping her complete and submit an application for an emergency recovery loan from the Small Business Administration (SBA). At the same time, QARI reached out to May's employees to help them file online unemployment claims.

Soon after, May received the SBA loan and was able to use the funds to make accommodations to the salon in compliance with new health regulations. May and her team are back at work and continue to serve up smiles to their clients.



QARI
has supported



4,000+
Unemployment
Claims



560+
Small Businesses

March - June 2020



HUMAN SERVICES FOR ALL

Learning a new language. Finding employment. Adjusting to cultural norms. Many new immigrants face these types of challenges alone with little to no social support.

Here at QARI, many of us are immigrants ourselves and understand these difficult realities.

Twenty years ago, QARI began by helping the Asian population in Quincy, Massachusetts. Since then, we have expanded to serve all immigrants. We see the common goals everyone seeks and work with our clients to build their self-sufficiency. Language skills help us understand each other. Employment is the opportunity to make a better life for ourselves and those we love. Health care, education, stable housing, food security, social and recreational activities – these are essential to us no matter where we come from or where we call home.

We ask all our clients how they are doing, fostering trust and open communication. We find out if they have children, and if so, how are they doing in school? Are there any family members or neighbors who might need help with medical care or manage the loss of a job? Do you have any other concerns on your mind?

We use this feedback to build better programs: more targeted education courses; citizenship-related workshops; and activities that encourage young people to pursue their dreams. When people ask for a service we do not yet offer, we identify opportunities for them through our partner network. We are richer because of the stories and people we have had the pleasure of learning from, and we would not want it any other way.

Diversity Of Our Clients

28
Countries

21
Languages



DIFFERENT CULTURES, DIFFERENT CHALLENGES, SHARED ASPIRATIONS

QARI makes it our business to understand the cultural context of all our clients. We do this in order to provide “wrap around” services that make a lasting impact on our clients’ abilities to achieve their goals.

We believe this is what our services need to be. It’s not a contradiction to encourage all families to embrace the fun of the August Moon Festival while we also support young people in creating an open dialogue with their parents. American and Asian cultures have much to offer for all of us.

QARI understands that culture gives us a sense of identity, and that immigrant families often have to reconcile how their values might compare or contrast in their new home. Fostering healthy multiculturalism is an important factor in learning to respect different points of view.

To QARI, this commitment to diversity is non-negotiable. We design classes that teach both academic English and more practical English in order to help our clients navigate different contexts, such as the school system for parents, workplaces for employees, or government agencies. Our participants are empowered by a better understanding of their social environments, and our communities are enriched by the contributions of our clients.

The most rewarding part of our work is giving the immigrant community the resources and support to grow and succeed.

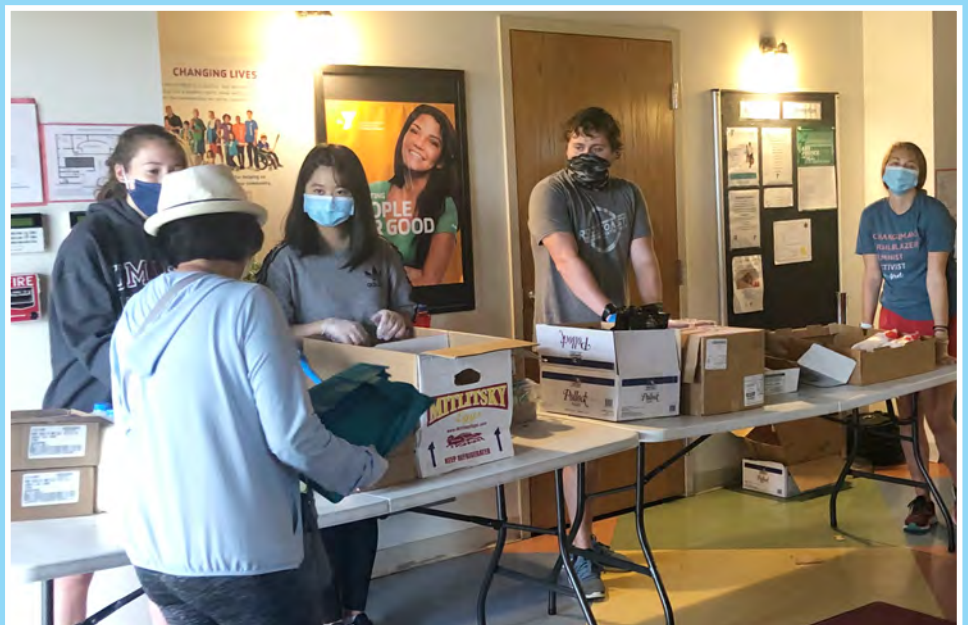
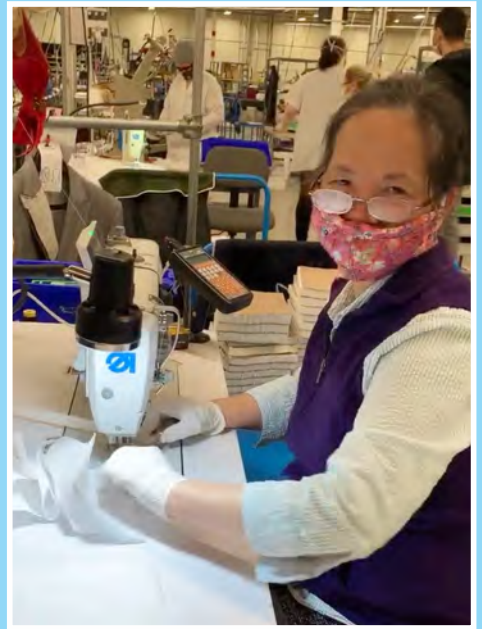
Why QARI?

“Recent immigrants struggle every day to understand their new environment, and older immigrants can feel especially isolated. QARI provides critical services to help older Asian immigrant populations thrive.”



**Secretary Elizabeth C. Chen,
PhD, MBA, MPH**

Massachusetts Executive Office
of Elder Affairs



A HOME FOR OPPORTUNITY

QARI's philosophy is to create opportunities for immigrants through various channels. We accomplish this through working with our clients and students and designing programs tailored to their needs.

For some, opportunity may mean getting an education. In 2020 we offered 15 different courses every week. For others, opportunity comes through becoming a US Citizen. Citizenship opens new doors for civic engagement and employment. QARI provides instruction and access to application services to help individuals on their pathway to citizenship. And for many, opportunity comes from gaining employment and supporting themselves and their families. QARI's workforce development programs have helped thousands of immigrants get oriented in unfamiliar territory and learn to thrive.

Some people define opportunity as all of the above, and perhaps look for social and recreational programs to keep them connected and grounded. We know people thrive when they experience these connections, and at QARI our annual events bring folks together from all walks of life to celebrate cultural diversity together.

We know it begins at home. We work every day to open the front door to all individuals and their families, and work hard to direct them to the resources needed on their unique pathways to opportunity.

QARI
Has Supported



15,000+
Clients



576 Hours
Of Workshops
For Elders

A portrait of Hector Gonzalez, a middle-aged man with a shaved head, smiling and wearing a blue button-down shirt. He has his arms crossed and is standing outdoors with a city skyline in the background. The text "HECTOR GONZALEZ" and "QARI CLIENT" is overlaid on the left side of the image.

HECTOR GONZALEZ
QARI CLIENT

MY STORY

HECTOR GONZALEZ

Hector Gonzalez lives in the South Richmond Hill section of Queens, New York, where he arrived from the Dominican Republic. Until COVID-19, he worked for seven years in the Brooks Brothers factory in nearby Sunnyside.

Hector's commitment to supporting himself and his family are always first and foremost on his mind. When QARI offered him a role to work on the team manufacturing PPE masks for the US Navy, he quickly took advantage of the opportunity. When the manufacturing plant shuttered in July, Hector continued to support the manufacturing efforts to provide PPE for QARI's healthcare and education partners.

Always interested in improving himself, Hector enrolled in QARI's English classes. He also joined QARI's health classes and participated in our Zumba fitness program. "These fitness programs make me healthier, and increase my energy," he said.

While Hector may appear quiet and shy, traits he said are due to his limited English language skills, he has big goals on his mind. In previous conversations with QARI staff, Hector mentioned that his dream was to become a medical interpreter. When QARI began offering a medical interpretation training course in July 2020, Hector was one of the first to inquire about the program. Although his English language skills were too low to qualify for the course, Hector was even more determined to master English. Now, he is excited to participate in a future cohort.

We are proud to support Hector's goals and dreams, and we look forward to his continued progress towards them.

**Met and Exceeded
Enrollment Goals**

ALL

3

Semesters

Adult Education

478

Students Enrolled

Verb "be"
Singular
I am @ student
You are a student
He is a student
She is a student
It is a book



AURELA ZENA
ESOL INSTRUCTOR

ADULT EDUCATION: THE CORE OF SO MUCH MORE

One of QARI's critical pathways for its clients is through education – English language, civics, cultural norms, healthcare, and financial literacy. We want immigrants to understand and succeed in their new home in the US.

In 2020, QARI's ESOL programs offered six levels, from Beginning Literacy through Advanced. Our Adult Education Programs go beyond just building English language skills and include Family Literacy, Survival English, Citizenship, Mandarin, and Chinese Painting. Our student demographics now include learners from over 28 countries worldwide. And as our client needs change, so does our team.

Over the past several years, QARI has added staff who speak Spanish, Portuguese, and Vietnamese to respond to the growing and changing immigrant demographics in Quincy. We help clients navigate the system and make it a more accessible process.

QARI's mission is simple – we do not just translate documents for immigrant families, but rather, we help them understand the resources and opportunities that are available to them.

Our education programs continue to evolve, and they will always be a key pillar of QARI's goal to help immigrants connect to a new environment.

Fiscal Year 2020 Adult Education Program

395
ESOL
Students

37
Citizenship Course
Students

29
Family Literacy
Students

A portrait of a young woman with short, dark hair, smiling warmly. She is wearing a blue denim jacket over a black t-shirt with white cursive text. The background is a soft-focus outdoor setting with green foliage and a flag on a pole to the left.

MING XIA YANG “JENNY”
QARI CLIENT

MY STORY

MING XIA YANG

An immigrant from China some 17 years ago, Ming Xia (Jenny) has always worked hard to learn new skills and achieve her goals. In 2018, she enrolled in our English for Speakers of Other Languages (ESOL) classes. It was the first of many opportunities she found at QARI.

Jenny has three children – two daughters and a son – and she wanted to be able to communicate with their teachers and help with their schoolwork. So, when she completed her ESOL course, she enrolled in our free Family Literacy program. This year-long course was designed with parents like Jenny in mind.

In addition to her studies and taking care of her children, Jenny also works part-time with her husband in Boston. In spring 2020, COVID-19 forced businesses to close. At the same time, Quincy Public Schools began going fully remote. But Jenny did not miss a beat. She transitioned seamlessly, attending QARI's virtual courses at home while helping her kids with their schoolwork.

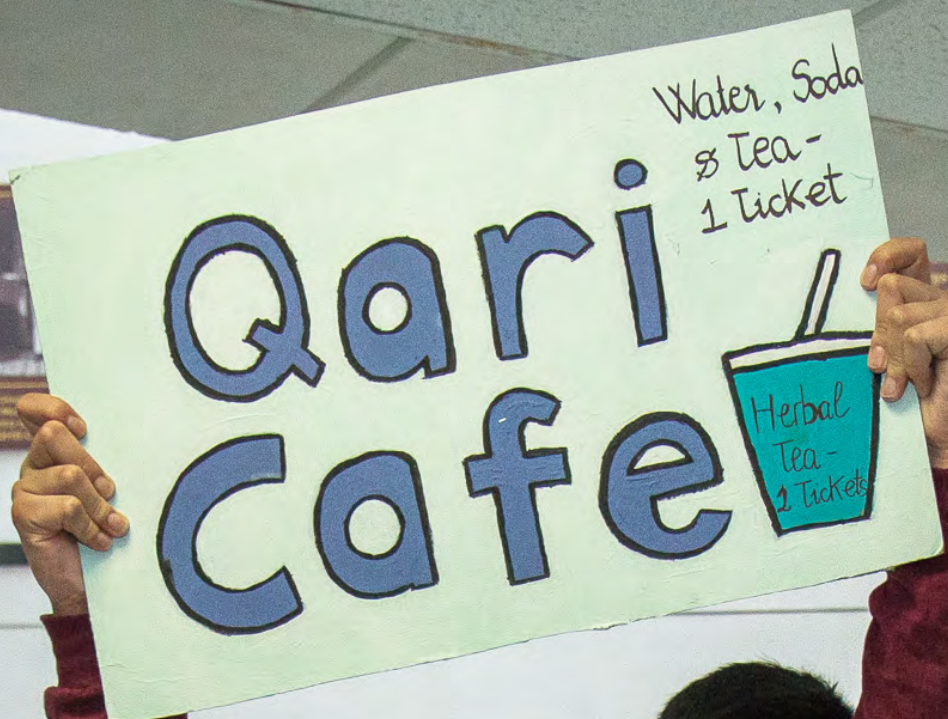
Jenny's long-time goal was to become an American citizen. She knew QARI had free citizenship classes, so she signed up – still balancing education, work, and family responsibilities. QARI's partner, Project Citizenship, helped her with her application. In February 2020, she passed her citizenship test and took her oath in Faneuil Hall. Her proud husband sent QARI a video so we could celebrate with her.

Of course, Jenny didn't stop there. She encouraged her husband to enroll in QARI's Citizenship classes too, and he did. Susan Bleakney, QARI's Director of Adult Education, commends Jenny's dedication and initiative. "Over the past two years, Jenny has improved her English, become a more involved parent, and is now a US citizen. She's looking forward to voting in November. Whatever goal is next, Jenny knows she has QARI's support to achieve it."

"I am so lucky to have been helped by QARI's social worker, Terrie Chan. Thanks to her patience, knowledge, and support, we found Dr. Chen at South Shore Medical Center, to get care for our son, Peter. I really need to say that your social worker, Dr. Chen, and this medical center are the best ones I have ever met."



Akila Takahshi
*father of Peter Takahashi,
QARI Participant and Patient
at South Shore Medical Center*



**QARI YSC MEMBERS
LUNAR NEW YEAR FESTIVAL**

QARI YOUTH: FROM LEARNING TO LEADERSHIP

The mission of QARI's youth programs is to help every young member of an immigrant family join the next generation of leaders. We help them realize they have choices, understand what those choices mean, and decide for themselves what they want to be. QARI also offers the chance to socialize, network, and give back to the community. QARI's Youth Department has three signature programs: U&I Mentoring, Youth Leadership, and Youth Workforce Development.

U&I Mentoring

The name means "You and I" because it matches high school student mentors with English Language Learner (ELL) mentees in middle school. QARI created a curriculum for this program that includes academics, team building, self-confidence, socializing, and cultural awareness.

We support approximately 30 mentoring relationships each year. Mentors learn the patience needed to help others, how to keep a regular schedule, and ways to model good behavior. Mentees learn that their mentors believe in them and are inspired to meet challenges from doing their homework to achieving big goals.

Youth Leadership

This program serves over 300 youth volunteers from Quincy, the South Shore, and Greater Metro Boston. Youth leaders created their own year-long projects with training and resources from QARI. Projects have included, "How to facilitate groups using listening skills," and this year, "Tell your COVID-19 story."

Youth leaders learn the balance between taking initiative as a leader and working with QARI staff. It's a challenge for those whose cultural values include deferring to adults. Manager Rockey Chan enjoys his work. "These youth want to change the world. We teach them to go for it and support them by helping them learn to use their voices effectively, along with the value of working in a team."

Youth Workforce Development

QARI's Workforce Development program, Transition Up, helps youth overcome cultural pressure and learn about different career pathways. We help youth to discover other options, like graphic design, fashion, or social work. QARI helps young people learn relevant career information: what these jobs are like, what kind education and experience is required, and what they can expect to earn in these professions.



A portrait of a young man with short black hair and a slight smile, wearing a black jacket over a blue t-shirt. He has braces on his teeth. The background is a blurred reddish-brown wall.

YEUNG WAI LO "LEO"
TRANSITION UP PARTICIPANT

MY STORY

YEUNG WAI LO

Yeung Wai Lo (“Leo”) emigrated from Hong Kong in 2018. He attended Quincy High School and recently enrolled in QARI’s Youth Workforce “Transition Up” program. When Leo first came to QARI, our youth development team thought he seemed aloof, spending a lot of time on his cell phone in class during program activities.

But when they talked with him, they found he wasn’t texting or playing games. He was reading Chinese novels. He might have looked like he didn’t care, but Leo is smart and eager to learn and succeed. He engaged in heartfelt conversations with the team about his future. Leo thought his grades weren’t good enough and he needed to support his parents and younger siblings.

Leo lacked confidence. “I don’t measure up to the other Chinese students, who get straight A’s and get into every college where they apply,” he said. Leo had unfortunately linked himself to the ‘Model Minority’ myth many perceive about his culture.

Rockey Chan, QARI Youth Programs Manager, saw an opportunity to help Leo recognize his own value. “Those high achievers aren’t typical. You are. If you keep trying, looking for hope in yourself and setting goals, there will always be a path forward. As long as you don’t give up on your dreams, we’ll never give up on you.”

“That might be,” Leo said, “but my parents will never support me.” This sentiment rings true for many immigrant children. They feel pressured to follow the paths that their families believe is best for them. QARI seeks to support the youth through these challenges. Our team helped Leo facilitate a conversation with his parents, who agreed with his goals and pathway for the future. With help from his guidance counselor and the QARI team, Leo graduated from high school in May 2020. Soon after, he got a job with one of QARI’s restaurant management partners.

“We develop that support,” says Rockey Chan. “We help young people build resiliency. They learn new skills, and how to believe in themselves. We will continue to work with Leo and help him find his way to ‘his success.’”

A full-page photograph of Rep. Tackey Chan, a man with dark hair and glasses, wearing a dark grey suit, a light blue shirt, and a dark tie. He is smiling and walking towards the camera on a city street. In the background, there are cars, including a white SUV on the left and a blue SUV in the middle ground. The trees have autumn foliage in shades of green, yellow, and orange. The lighting is bright and natural, suggesting daytime.

REP. TACKEY CHAN
MASSACHUSETTS STATE REPRESENTATIVE

MESSAGE FROM QARI FOUNDER TACKEY CHAN

Sometimes I look back on my role in QARI's early days and am still shocked that such experienced and phenomenal people like Sheri Adlin, Rosemary Walhberg, and Beth Ann Strollo took a chance on making a 28-year-old law student the Chair of QARI's first Board of Directors. Thank God they always made sure I was never the last man standing. I still believe these three women deserve all the credit for taking QARI from idea to reality.

We started QARI because there was a need. Our growing immigrant community in Quincy couldn't keep going to Boston for services, and Quincy wasn't the same as what social services agencies in the 1990's called the "South Shore" - 23 communities stretching to Plymouth and beyond.

We listened. We learned about gaps in services, and we filled them. We worked with other nonprofits to connect people with a broad range of services. We didn't duplicate, we found partners - a real give and take. We adopted the August Moon and Lunar New Year festivals, and many other agencies adopted our people. We still do that today, in Quincy and beyond.

Twenty years, three recessions, and one pandemic later, QARI is still here. Our first board members knew how to listen and look for partners. Other QARI leaders built our education programs, youth development department, and family and elder services. Today's leadership is building new collaborations in workforce development with private enterprise partners, plus expanded youth volunteer programs with our South Shore neighbors.

I'm proud to say QARI has a bright future, because we'll always have the right people in the right places at the right time.



Massachusetts State Rep. - 2nd Norfolk District
House Chairman of the Joint Committee
on Consumer Production & Professional Licensure

FY20 FINANCIAL RESULTS

Total Revenue: **\$1.67M**

REVENUE SOURCE	%
Foundation & Corporate Grants	31%
Workforce Grants & Contracts	22%
Cultural Events	21%
Government Contracts	11%
PPE Manufacturing & Other Income	8%
Tuition and Service Fees	6%

Program and Services Efficiency Rate: **75%**

Philip Chong was recently featured in a USA Today article as a part of their "Leaders of Change" series where he shared his passion for finding innovative, and oftentimes unconventional, methods for supporting Asian and immigrant communities.

"Quincy Asian Resources Inc. looks nothing like it did 10, or even five, years ago. The mission — to bridge language and cultural barriers for members of the city's booming Asian population — remains the same, but the nonprofit has [grown to become] a thriving agency in its own right, boosting the local economy and generating income through business partnerships."



August 31, 2020



CORPORATE

Bank of America-Deborah Noonan Fund
 Bank of Canton
 Beth Israel Deaconess Hospital
 Boston Medical Center HealthNet
 Bridgewater Credit Union
 Brooks Brothers
 C&C Printing
 Carney Hospital
 Dairy Queen
 Eastern Bank
 FoxRock Properties
 Golden Fleece Manufacturing Group
 Granite Telecom
 Hamel-Lydon Funeral Homes & Cremation
 JP Fuji Group
 Kam Man Foods
 McDonald's
 MIX 106.7 Radio
 MountainOne
 Quincy Sun
 Rockland Trust
 South Shore Bank
 State Street Corporation
 Stop & Shop
 Sunshine Travel
 Tufts Health Plan
 WEEI Radio
 William Raveis Realty

FOUNDATION

Asian Healthcare Foundation
 Bank of Canton Charitable Foundation
 Comcast Foundation
 Eastern Bank Charitable Foundation
 EGL Foundation
 Harold Brooks Foundation
 Liberty Mutual Foundation
 Ratshesky Foundation
 Rockland Trust Foundation
 State Street Foundation
 TD Charitable Foundation
 The Boston Foundation
 Tufts Health Plan Foundation

GOVERNMENT

City of Quincy
 MA Census Equity Fund
 Mass Dept of Elementary & Secondary Education
 Mass Dept of Energy & Environmental Services
 Mass Executive Office of Housing & Energy
 Norfolk Sherriff's Office
 Quincy Public School
 South Shore Workforce Development Board

INDIVIDUAL

HuiLing Lin
 Judy Kwan
 Reverend Richard Wilson
 Sharon Gamache
 Tackey Chan
 Warren Su

ORGANIZATION

Asian Community Development Corporation
 Aspire Health Alliance
 Bay State Community Services, Inc.
 BHRR CHNA
 Chinese Progressive Association
 Clowes Fund
 Derby Academy
 Eastern Nazarene College
 Laboure College
 Magellan Health
 Manet Community Health Center
 Mass Rehab Commission
 Quincy Access Television
 Quincy Art Association
 Quincy College
 Quincy Community Action Programs, Inc.
 Quincy Health and Rehab
 Rainbow Day Care
 Saffron Circle
 Senior Whole Health
 Soleil Physical Therapy & Wellness
 South Cove Community Health Center
 South Cove Manor
 South Shore Health
 South Shore YMCA
 Thomas Crane Library
 Tufts Medical Center
 Wollaston Lutheran Church
 WORK, Inc.

BOARD OF DIRECTORS

EXECUTIVE COMMITTEE

Paul Shaw
Board Chair
Retired Chief Clinical Officer
South Shore Mental Health

Dr. Wan Wu
Board Vice Chair
General Manager
Kam Man Food

Dave Anderson
Board Treasurer
Retired Sr. Vice President &
Chief Financial Officer
WORK Inc.

Timothy Wismar
Board Secretary
President
Wollaston Lutheran Housing

BOARD MEMBERS

Jean Yang
President, Public Plans
Tufts Health Plan

Luke O'Connell, MD
Chief Clinical Officer
South Shore Health

Paul Gorman
President & CEO
South Shore YMCA

Frank Santoro
School Committee Member
Quincy Public Schools

David Zou
Lab Supervisor
Wentworth Institute of Technology

Lily Chu
Co-Founder
C&C Printing

Michael Mullin, CFA
Chief Market Strategist
Claro Advisors, LLC

Gene Lee
Clerk
Combined Jewish Philanthropies

David Chew
Founder
Dairy Queen

Lorraine Tse
CEO
Sunshine Travel

HONORARY COMMITTEE

Mayor Thomas P. Koch
City of Quincy, Massachusetts

State Representative Tackey Chan
Massachusetts House of Representatives

Eugene Welch
CEO/Executive Director
South Cove Community Health Center

Councillor Kenrick W. Clifton
Town of Randolph, Massachusetts

ADVISORY COMMITTEES

HEALTH & WELLNESS

Julie Wilcox
Founder
Julie Wilcox Method

Dr. Deeb N. Salem, MD, FACP, FACC, FAHA
Former Co-Interim President and CEO
Department of Medicine, Tufts Medical Center

Alison O. Marshall, RN, M.S.N, FNP-C
Clinical Instructor, Boston College
Connell School of Nursing

Steven J. Thompson
Former CEO
Johns Hopkins Medicine International

YOUTH DEVELOPMENT

Jovan Zuniga
Former Director of Community Programs
Randolph Department of Community Programs

Michael Mullaney
Former QARI's Youth Representative

QARI TEAM

LEADERSHIP TEAM

Philip Chong
President and CEO

Susan Bleakney
Director, Adult Education

Dottie Murphy
Human Resources Manager

Joanne Kelly
Vice President, Finance and Administration

Rockey Chan
Youth Programs Manager

PROGRAMS AND SERVICES TEAM

Letty Liu
Workforce Outreach Specialist, NYC

Cecilia Guan
Programs & Services Coordinator, NYC

Tina Ho
Youth Program Assistant

Anh Tran
Vietnamese Outreach Specialist

Nancy Chamberlin
Grant Writer

Bin Wu
Adult Education Coordinator

Carmen Chen
Community Outreach Specialist

Jin Lou
Social Media Coordinator

Terrie Chan
Healthcare Outreach Specialist

Paul Chi
Youth Program Coordinator

Heloisa Araujo
Portuguese Outreach Specialist

Diana Rodriguez
Spanish Outreach Specialist

Emily Canner
Strategic Relations & Communications Specialist

Ricky Ching
Workforce Outreach Specialist

Ruby Chow
Community Outreach Specialist

FACULTY MEMBERS

Mark Russell
Program Consultant

Jeanne Takahashi
Citizenship Instructor

Paul Gagnon
ESOL Instructor

Aurela Zena
ESOL Instructor

Jerry Burrell
ESOL Instructor

Faezeh Khozroo
ESOL Instructor

Kaillee O'Dell
ESOL Instructor

Paloma Castro
ESOL Instructor

Jessica Veira
ESOL Instructor



qarima.org

One Boston Place, Suite 2600
Boston, MA 02108
857-719-3595

1509 Hancock Street, Ste 209
Quincy, MA 02169
617-472-2200

275 Hancock Street, Ste 202
Quincy, MA 02171
617-472-2200