

## Understanding advocacy and promoting social equality & justice to support Asian American immigrants: A program evaluation of Kangtai daycare center



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### ABSTRACT

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Within this program evaluation, this study assesses the extent to which Kangtai Adult Daycare Center—through promoting social equality and justice—meets the understanding of advocacy in order to better serve Asian immigrant communities and address underlying issues. I introduced how Asian immigrants are struggling because of the lack of advocacy and denial of services. With my non-profit, the overarching mission is to create a secure environment for Asian immigrants. I am always finding ways to implement advocacy for social equality within the organization to better serve senior participants. The questions that were asked to the participants showed how well the organization connects with other organizations and government agencies. As interviews were conducted, I evaluated the extent to which Kangtai Adult Daycare Center helps with fulfilling these needs to better serve immigrant communities. As the program evaluation came to a conclusion, the organization could see which areas they should focus on in order to help promote advocacy for Asian immigrant communities and address underlying issues through promoting social equality and justice. With the seniors' input, the evaluation of the organization will be effective in finding future improvements on the foundation of not only the Asian immigrants, but also the organization itself.

**Contribution/ Originality:** This study focuses on the promotion of social justice and advocacy in an adult daycare center located in Las Vegas, Nevada. The Asian immigrant seniors at Kangtai Adult Daycare Center consented to contributing to this evaluation study. This study has an original non-profit organization that is being evaluated.

### 1. INTRODUCTION

Asian immigrant communities in the United States have been significantly growing for several decades. For example, the number of Asian Americans living in the South have increased by 76% between 1990 and 2000 (Weng, 2019). The population then grew another 71% later between 2000 and 2010 (Weng, 2019). With these numbers rising, not only in the South, but also in other areas of the United States, Asian immigrant communities are starting to communicate their struggles with being denied and lacking access to many services related to governmental services, employment services, basic needs, familial needs, and education (Revilla, 2012). In the same vein, their situation is further exacerbated by experiences of discrimination. Anti-immigrant sentiments and racial stereotypes

have been in the United States since its inception. White entitlement, a privilege that is given to white people which allows them to feel and exert superiority over other ethnicities, and discrimination (Gagliardi, 2022) have been integrated into society for many decades, which makes racial discrimination against Asian immigrant communities prominent (Weng, 2019). These ideals have been rationalized due to individuals being influenced by the bandwagon effect which is when people adopt a specific attitude, altering their cognitive mind and behavior in order to fit what others—usually the majority—are doing (Baum, Bauer, & Powell, 2024). With this phenomenon, stereotypes—an expectation or generalization about a group of people, putting them into a category—are part of the reason why Asian immigrant communities have been excluded from advocacy efforts due to the tendency of adopting a specific viewpoint (Baum et al., 2024). Alliance for Justice, an organization that prioritizes justice within the courts of the United States has noted, “Advocacy is defined as any action that speaks in favor of, recommends, argues for a cause, supports or defends, or pleads on behalf of others.” However, the needs of Asian immigrant communities are not recognized and supported to the extent that is needed and thus, are often not advocated for (Byon, Preston, Assalone, & Elliott, 2022). They are not being defended equally to other communities within the United States (Roth, Park, & Grace, 2018). Compared to groups who are given greater benefits and advocacy, Asian immigrant communities lack access to such services at higher rates (Revilla, 2012). As an example, 21% of Asian immigrants report experiencing discrimination in healthcare due to race, language, or status (Pillai, 2024). The safety of Asian immigrant communities is at risk, especially since the population is increasing rapidly (Weng, 2019).

Throughout the United States, these communities have experienced cultural threats as well as language barriers which cause distress for them (Cheng, 2023). Advocacy can then play a predominant part in shaping social equality and justice for Asian immigrant communities (Roth et al., 2018). For example, advocacy efforts support increased understanding of diversity and focus on understanding the challenges that Asian immigrants have to face in their everyday lives (Pillai, 2024). An increasing population of Asian immigrant communities comes with new ideals of advocacy for these groups (Weng, 2019). With their limited language and governmental services, there is a need for advocacy for these groups to be more recognized. Advocacy helps with creating a civil society; however, with about 50% of Asian immigrants’ current advocacy approach being indirect, their advocacy is not straightforward and is non-confrontational (Roth et al., 2018). While a large need for advocacy for this population persists, there are already instances where Asian immigrant communities are being advocated for. However, although advocacy for Asian immigrant communities exists, their advocacy is not openly talked about, creating a barrier between Asian immigrant communities and equal benefits when compared to other marginalized groups (Revilla, 2012). There has been some progress, however, as in 2024, there are signs of direct advocacy, such as social media, advertisements, and presentations. Social media takes up the majority of advocacy for Asian immigrant communities since it is easier to reach specific audiences (Bowen, Gordon, & Chojnacki, 2017). Further, tension between different Asian countries also causes a blockage in progress towards social equality and justice (Roth et al., 2018). For example, the tension between China and Taiwan has been prevalent for most of their history. Taiwan was part of China, and it diverged into its own country in 1949. However, China still sees Taiwan as part of their territory. With the tense relationship between those two countries, they have cut economic and societal relations. This tension also prevails in the United States. For example, in May 2022, a 68-year-old Chinese immigrant—who was filled with hate for Taiwan—in Las Vegas caused violence towards a Church filled with Taiwanese people (Guardian, 2022). This incident highlights one instance of how Asian immigrant communities are not being promoted towards social equality and justice. The violence promotes a sense of fear and discrimination instead by creating tension between two groups. Due to the violence that happened, rather than a response that promoted social equality and justice, there was an increase in hate crimes for Asian immigrants. This shooting, on the brighter side, brought attention to the need for advocacy for these Asian communities (Guardian, 2022). Meeting the advocacy needs for these communities allows an individual to see underlying issues of social equality and justice

that are in need of being addressed. One should try to organize services in offering support in healthcare, for example (Shafeek & Driver, 2022). Understanding the need for advocacy against racial biases and limitations on services (e.g., healthcare, jobs, education) will assist in creating a welcoming environment where the role of organizations are suitable in furthering social justice and equality.

To address this need, in the United States, Asian immigrant organizations are increasing in numbers (Weng, 2019). One such example is Kangtai Adult Daycare Center, a non-profit organization in Las Vegas, Nevada (founded by the author of this paper) that aids in helping older Asian immigrants (65+) and creates a safe environment that provides assistance in obtaining government services and meeting basic needs. It was established in October 2021 during the COVID-19 pandemic. Dated on April 22, 2024, the organization has 112 seniors receiving services: 45% Taiwanese, 34% Chinese, 6% Korean, 4% Japanese, and 1% of other Asian ethnicity. The goal of the organization is to create an environment where Asian immigrants are able to practice their English, get access to services such as healthcare, and be safe/meet their basic and higher-level needs: food, money, security, and establishing identity. Part of the process to be admitted into the organization includes being checked for any medical issues in order to assess what resources they should be connected to. The government supports the organization with funding to allow that to happen. The overarching mission is to create a secure environment for Asian immigrants. As the organization increases in senior count every year, there is a continued need to find ways to implement advocacy for social equality and justice within the organization to better serve senior participants. Currently, the organization is advocating for these values by creating a welcoming community for anyone regardless of their race, sex, or personal opinions. The organization also advocates within newspaper companies about the issues on racial biases. In addition, seniors at the organization are provided with assistance in accessing governmental services (e.g., signing up for healthcare). Within this program evaluation, this study will assess the extent that Kangtai Adult Daycare Center—through promoting social equality and justice—meets the understanding of advocacy in order to better serve Asian immigrant communities and address underlying issues.

## 2. METHODS

### 2.1. Participants

There were 112 participants who were all senior citizens aged 65 or older: 68.75% female and 31.25% male. They are part of Kangtai Adult Daycare Center with the population averaging to about 71.3 years old. The range of ages was 65 to 95. Before becoming a member of this non-profit organization, they had to fill out an application that includes background information and contacts as well as what languages they speak. Each senior had to fill out their information in order to confirm that they are a U.S. citizen who had immigrated from Asia. Kangtai Adult Daycare Center made clear that the seniors were being supported in gaining access to governmental services (e.g., healthcare) and basic needs. These participants' responses will be a primary part of evaluating if Kangtai Adult Daycare Center meets the needs of participants related to the Center's stated goals in the area of advocacy.

### 2.2. Procedures

This study is a program evaluation where findings will support evaluating the extent to which Kangtai Adult Daycare Center meets its goals in supporting Asian immigrant communities through advocacy. Themes related to racial bias were noted throughout the interviews as well. The interviewer—Angelina Pan who is the founder of Kangtai Adult Daycare Center—obtained the participants' verbal consent. They were informed that there were no consequences for not participating. The interview was conducted in a private office. For this evaluation, during an interview, each senior was asked three specific questions that are based on advocacy-related evaluation criteria developed by Angelina Pan to align with the organization's mission and goals to create a secure environment for Asian immigrants and advocate for their needs:

1. How well does Kangtai Adult Daycare Center help connect you to government agencies/services and local organizations?
2. How well did the agency/organization help in regards to serving you with benefit programs (e.g., Medicare aid)?
3. How did this class (e.g., English, Technology, or Safety Procedures) address your needs? How well did this class support you in making a change in this area?

Before they started speaking, they were told to answer the questions while referring back to how Kangtai Adult Daycare Center helps with advocating for their needs. Participants were given the freedom to speak to whatever extent they wanted. Interview took on average 25.7 minutes to complete, ranging from 20 minutes to 30 minutes. They were also encouraged to either give compliments and/or critiques about how the organization serves them and supports their underlying needs. Lastly, all participants' opinions were kept anonymous except from the interviewer.

### *2.3. Program Goals*

In Kangtai Adult Daycare Center, I have the goal of creating an environment where Asian immigrants are able to feel secure in their needs. As the founder of this non-profit, my main goal within this organization is to be able to provide resources for the seniors. Not only do I want to create a welcoming community, but I also want to be able to advocate for their equality in society and support their access to services, such as healthcare and Social Security. My main focus is to find ways to improve my organization in order to support my overarching mission. Communities should be meeting their basic and higher-level needs, not excluding other groups based on race, sex, ethnicity, etc. With this program, I hope to be able to meet this expectation. Not only do I want to keep Asian immigrants safe within my community, but I aim to promote the same to others as well.

### *2.4. Measures*

As the participants took part in this evaluation study, they gave information by answering the three interview questions listed previously in the Procedures section. When they provided their responses, I had two columns with one side being positive and the other being negative. I wrote down notes with what each participant said in its corresponding box. There was an additional notes section where I listed any recommendations, advice, or critiques given by the participants. In the same vein, I took into consideration each participant's thoughts on how their needs are being seen and responded to. In the end, I compared each person's interview responses and found what answer was the majority for each of the questions. This supported evaluating current practices and improving Kangtai Adult Daycare Center for the future.

### *2.5. Analysis (Analytic Plan)*

This evaluation study involved identifying themes related to advocacy and justice. In this thematic analysis, themes for positive experiences, negative experiences, and recommendations were found by using the qualitative data obtained through the interviews. There are five steps within this plan based on recommendations from Crosley: (1) Familiarize with the data, (2) Search for themes, (3) Review the themes, (4) Finalize the themes, and (5) Produce the project. These steps helped in understanding, analyzing, and acknowledging patterns, themes, and codes within the data (Braun & Clarke, 2006). Further, Braun and Clarke have posited that if themes are made beforehand, it may lead to a priori assumptions. Therefore, in the current analysis, themes were identified after data was collected. Afterwards, the data was categorized for the non-profit to understand which areas they need to improve in order to support the lives of the Asian immigrants served by the organization. In addition, this evaluation study applied a reflexive thematic analysis framework which allowed for active engagement of the

interviewer (Crosley, 2024). With a reflexive thematic analysis, this research involves active engagement of the researcher while using qualitative data to help with interpreting themes within the data (Crosley, 2024). This specifically involves deep coding which is deciphering the data in order to have a nuanced understanding, and acknowledges that the interviewer's and coder's identities influence data interpretation. Themes will be used to support evaluating the extent in which Kangtai Adult Daycare Center meets the needs of the seniors through an advocacy lens. A semantic approach was applied within this program, meaning that each participant's responses were analyzed in the context of their explicit meaning (Bossi, Gabbrielli, Levi, & Martelli, 1994). Responses were categorized to explore themes that were consistent across seniors' responses.

### 3. RESULTS

Question #1: How well does Kangtai Adult Daycare Center help connect you to government agencies/services and local organizations?

Theme #1: Transportation

One of the primary themes in the responses to this question was transportation. About 50% of the participants at Kangtai Adult Daycare Center stated how much they enjoyed transportation, expressing that it was a positive experience for them. The transportation provided by the organization is funded by the government which the participants have expressed as helpful. The participants previously had concerns about transportation, which they stated now have been relieved. For example, one participant indicated, "This has helped me feel secure in my environment," and another noted, "I really enjoy having transportation as something that I don't have to struggle with." With transportation, the participants stated that it is "difficult to find transportation." Given this usual difficulty, they feel glad that this service has been given to them. There were no critiques and recommendations under this theme that were stated throughout the interviews for how well the organization helps with connecting them to governmental services and local organizations.

Theme #2: Educational Classes

Kangtai Adult Daycare Center provides education classes which are paid for by the government (e.g., how to apply for medical supplies, diapers, and lawyers). The participants reported that these classes have positively made a change in their lives. Every senior participant interviewed reported positively towards these classes with many hoping that there would be more added in the future. Thus, some participants stated that scams and fraud should be an educational class that is taught, such as one participant stating, "There can be classes that teach us about spotting when something is a scam or fraud." This was an area of concern for the seniors because scamming is common towards older people because of their age. It allows others to take advantage of them, so preparing them with a class would be helpful.

There was a comment made by multiple seniors that suggested wanting to learn about housing, and a desire to be connected to housing resources. Housing more generally was also a theme identified in the responses to this question, and will be discussed in further detail later in this paper. Kangtai Adult Daycare Center has shown to support seniors' lives through these educational classes in connection with governmental services and local organizations. The positive impact has been expressed as "supportive" and "one of a kind" by multiple participants.

Theme #3: Personal Care Services

Personal Care Services are provided by governmental agencies for the seniors which Kangtai Adult Daycare Center helps connect them to. Every participant interviewed expressed that these services have helped with their day-to-day life inside their homes. Since most of them are the only ones at home, this service has helped with their lives. This connection is "one that they really hope will never go away." They had a positive attitude towards this service, especially with the benefits of being able to get support with cleaning.

With Personal Care Services, the participants also expressed a wish for housing benefits, which as stated previously, will be discussed in more detail as its own theme. There are nursing homes, but they would like to see if there are potential ways to gain housing benefits and resources since they do not know how to sign up for such services. An example of support that participants wanted would be related to transferring property ownership.

#### Theme #4: Government Grant

The government has helped Kangtai Adult Daycare Center maintain the connection between local organizations and agencies for the seniors through a grant to the organization. All the participants have expressed that they feel “blessed to have the government help them.” One of them stated, “I was scared that the government would not pitch in, but they really have done a good job. I appreciate Kangtai Adult Daycare Center for being able to provide that.” In addition, most of the participants gave a compliment about how the grant money was being spent by Kangtai Adult Daycare Center: the money is funding the governmental services and also allows for further collaboration with local organizations to support the seniors.

#### Theme #5: Housing and Banking Services

As previously mentioned in responses for a couple of themes, housing services was a main recommendation provided by the seniors in response to this question. Even though they had a positive outlook on all of the resources provided, they wished that housing support could be part of offered services as well. Kangtai Adult Daycare Center has bettered their lives, and they feel like they are able to connect to services just like how any person can. They want to be able to do the same with housing services. In addition, a few had brought up banking services as well. For example, one of the participants stated, “I really appreciate the services, but I feel like housing and banking services are a big deal.” The participants are hoping to see housing and banking services in the future. “They sure are helping us out well,” stated one senior with others echoing a similar sentiment. They have an expectation that the organization is able to do so: “If someone can, it is definitely Angelina Pan [the organization’s founder].”

Question #2: How well did the agency/organization help in regards to serving you with benefit programs (e.g. Medicare aid)?

#### Theme #1: Healthcare

One of the main themes across responses to this question was healthcare, which was seen as the most beneficial service. Some expressed that “their health is not in the best condition at the current moment.” However, Kangtai Adult Daycare Center was able to take care of what they needed. They connected them to governmental health services which gave them access to hospitals, medicine, and insurance payment from the government. More than one senior indicated that it was a huge support.

There were no critiques on how Kangtai Adult Daycare Center supported them in healthcare benefit programs. They had expectations that these programs should be helpful in meeting their needs, and they stated that Kangtai Adult Daycare Center had met these. Participants expressed “needing benefit programs to help with living in the United States, and Kangtai Adult Daycare Center was able to provide that, especially for health.”

#### Theme #2: Informational/Education Programs

The programs that Kangtai Adult Daycare Center provides are educational and informational. They support the seniors by giving them a brief overview of each program. They felt like the informational and educational programs had exceeded their expectations, especially in giving information for signing up for important programs to meet their needs. As the participants are taking part in these programs, they have stated that they are very beneficial. However, a few participants stated that they “wish to see a beneficial program that helps with safety.” For example, they stated, “Kangtai Adult Daycare Center gives us safety and security, but I was wondering if the government would partake in that as well.” They wanted to see how well the government was able to provide them with informational programs on their classes that they provide to the public.

As previously mentioned in the first question, the participants appreciated that the benefit programs are serving them well. However, they would like to have an informational class on scams and fraud. That was the only recommendation stated by a few participants. Other than that, there were no negative comments. They all expressed a positive attitude in being able to talk to others who are working in these fields. “Not only do they help us, but they also give us information which is amazing,” stated a participant with others echoing a similar sentiment.

#### Theme #3: Government Grant

At Kangtai Adult Daycare Center, the seniors felt like they were being supported well by the government, especially with beneficial programs. The government helps with funding most of the services, which the participants have expressed their appreciation for. In addition, the participants have expressed that retirement is a big part of their lives. For example, one of the participants stated word for word, “Retirement is a big part of our lives; it is our time to settle down.” The participants find retirement the time where they are most vulnerable. Kangtai Adult Daycare Center has given them benefit programs to feel like they are able to retire in a more secure position. The organization provides healthcare, educational classes, and payment towards their needs with the help of a government grant.

#### Theme #4: Safety and Security Program(s)

One of the recommendations that was given by the participants was to implement safety and security programs, especially for how to protect themselves from scams. The participants feel positively about the benefit programs that were helping them out, including one participant indicating, “I love having support to back me up, especially since I am getting older.” They all answered positively, expressing that Kangtai Adult Daycare Center helps with giving the participants support through beneficial programs. However, they wanted to understand any risks that may occur around their age.

They all stated, “physical security measures are being taught, but what about manipulation?” When they were talking about manipulation, they meant being tricked into signing something that may allow someone to take advantage of their assets. They would like to see training or awareness programs to help with handling these situations. This is a way that they can feel like their “information is secure and confidential.” They want to feel strong enough to fight against any negative situations, so this was a recommendation that was highly talked about.

Question #3: How did this class (e.g. English, Technology, or Safety Procedures) address your needs? How well did this class support you in making a change in this area?

#### Theme #1: Self-Esteem

Throughout the interviews, the participants all mentioned their self-esteem. They stated that they see themselves and their lives more “positively” due to these classes. They all expressed that the United States is scary for them, so having these classes gives them confidence in their position in the country. One participant specifically stated, “English is not my best language, so it makes me insecure. However, these classes help with giving me knowledge on it.” The classes restore confidence in their position in the United States, which is what Kangtai Adult Daycare Center hopes to ensure.

The participants stated that the classes gave them insight on a lot of topics, such as English, technology, safety, and society. Participants expressed sentiments that “it is hard to understand what is happening, so these classes help with keeping them up-to-date.” They stated that knowing about modern-day society—which will be a theme addressed later in this section—and the Nevada law helps them, especially when it comes to learning about signing up for governmental services. They feel more confident that they know more about how to be in a secure position in the United States.

### Theme #2: Language

Throughout the interviews, all the seniors mentioned that they have had positive experiences with the classes that were given, especially for addressing language barriers. All of the participants expressed that “English is a hard language” for them. So, they appreciated English class the most. Language barriers were brought up in every interview by the participant. They stated, “language barriers make it very difficult to live here.” Then, they expressed how the classes help with improving their English which they appreciate. “Not only does English help in everyday life, but it also helps in understanding other classes as well as governmental services,” participants indicated. With the help of this English class, the other classes became more beneficial as well.

### Theme #3: Safety and Security

One of Kangtai Adult Daycare Center’s main goals is to ensure the safety and security of the seniors within the non-profit organization. All of the participants have expressed that the organization does just that. They state that “they have never felt this secure in their whole life.” One of the participants stated, “This community feels like a family. I genuinely cannot be more grateful about the stuff that this place has done.”

They appreciated learning about safety procedures such as keeping themselves safe from dangerous situations. They felt like it was needed since the “United States is different from what it is like in Asia”. In addition, they addressed that Kangtai Adult Daycare Center has done a great job in fostering a culture of safety and security. The organization is able to train them in “using technology and speaking English to help with protecting them from uncomfortable situations.”

### Theme #4: Knowledge on Modern-Day Society

Knowledge on modern-day society was a primary theme across responses to this interview question. The participants were grateful to have learned about what is happening in the world. They enjoy being kept up-to-date with the latest news. “The world is having more advanced technology, and I am glad that I get to know about how much the world has changed,” stated one of the participants. In addition, this helps give them confidence—which is stated as a theme—in understanding laws, programs, and applications in their lives.

### Theme #5: Housing

The participants feel positively about the classes supporting them in learning about the United States. However, they wished to see housing needs addressed as well. As stated previously in response to question one, they want a chance to be connected to housing programs and to learn more about them. “Not only would this help me out, but also my children,” was stated by one participant for example.

Since housing situations are different in Asia, they hope to have a class where they are able to learn about these topics. There are classes on social security payment already, but they would like to know more about how they may help with housing. It is a factor that participants have stated as “a big deal”. They have the expectation that Kangtai Adult Daycare Center will be able to provide a class focusing on housing for the participants since they have shown interest in those topics.

## 4. DISCUSSION

### 4.1. Summary

Asian immigrant communities should be connected to services that offer them support in basic needs and government services. When they move to a foreign country, they should be offered guidance in order to help them adapt to their new lifestyle. Asian immigrant communities are at risk when it comes to safety due to language barriers and this is becoming an increasing need as their population increases (Weng, 2019). Advocacy would not only assist with getting the support that these communities need, but also allow them to feel comfortable living and interacting within the United States.



Therefore, Kangtai Adult Daycare Center was being evaluated on how well the organization meets its advocacy goals in order to better serve Asian immigrants. Throughout 112 participants' responses during interviews, overall, the participants were content with the services that are being provided within the organization. There were three questions that were asked: (1) How well does Kangtai Adult Daycare Center help connect you to government agencies/services and local organizations, (2) How well did the agency/organization help in regards to serving you with benefit programs (e.g. Medicare aid), and (3) How did this class (e.g. English, Technology, or Safety Procedures) address your needs? How well did this support you in making a change in this area? Starting off with the first question, How well does Kangtai Adult Daycare Center help connect you to government agencies/services and local organizations?, the five themes characterizing the responses were transportation, educational classes, personal care services, government grants, and housing and banking services. The participants found that transportation was a positive experience for them. They felt "secure in their environment, especially since it is difficult for the elderly to find transportation." In the same vein, they felt the same about services and educational classes. They expressed that they felt supported and acknowledged by not only the organization, but the government as well.

For government grants, the participants appreciated that they were given the opportunity to gain funds to help with their basic needs. A recommendation that popped up was a desire for housing and banking services, which Kangtai Adult Daycare Center will take into account. With the second question, How well did the agency/organization help in regards to serving you with benefit programs (e.g. Medicare aid)?, the four themes based on the responses were healthcare, informational/educational programs, government grants, and safety and security programs.

With all of these four themes, the participants appreciate every service that was provided. The government helps with providing the needs of the seniors by funding benefit programs that the organization implements. The seniors see the government in a new light. A recommendation that was mentioned was having safety programs, especially for scams and frauds. Participants pointed out that scams are common within society, and to be protected from that, they would feel "the most confident."

With the third question, How did this class (e.g. English, Technology, or Safety Procedures) address your needs?, the five themes among the responses were self-esteem, language, safety and security, knowledge on modern-day society, and housing. Self-esteem was a very important topic within this question. Every participant mentioned that they felt more confident in their position than previously because of the services provided by Kangtai Adult Daycare Center. In addition, they felt like their English has improved. Most of them mentioned, "I would never be able to learn such a difficult language," however, they felt very appreciative that they were able to. With safety and security, they felt like they were able to protect themselves from uncomfortable situations, which is one of Kangtai Adult Daycare Center's important goals: ensure the safety and security of the seniors within the non-profit organization.

This also is the same for knowledge on modern-day society as the participants all expressed that it was beneficial to be able to understand "how advanced our society is now." Lastly, housing was a recommendation that the participants had; they wanted to see if there would be a class to learn about being connected to housing programs. The participants within the study have shown gratitude for the services that are being provided within the organization. With their recommendations, they feel confident that Kangtai Adult Daycare Center is able to fulfill and advocate for their needs. In addition to positive remarks that were made by the participants, they also have stated that they have high expectations for the organization to grow and have influence on other Asian immigrant communities in the future. Results from this evaluation of Kangtai Adult Daycare Center will be used to help with future advocacy for Asian immigrants in the program further, promoting social equality and justice.

#### *4.2. Limitations of the Study*

Throughout this program evaluation, limitations include possible biases related to trying to please the interviewer, influence from others who were interviewed prior, and priming from future ideas that are being planned which were told to the participants beforehand in the context of everyday organizational activities. First, since the interviewer is the founder of the organization, the participants may have felt like they needed to please the interviewer, which could have impacted their responses to have a positive skew. Still, participants did share recommendations of what they would like to see more of from the organization which suggests that they felt comfortable enough to do so.

However, no feedback was overtly negative and this may have been somewhat impacted by participants' wanting to keep a positive relationship with the interviewer rather than speak on what they would like to say, if negative. Future evaluations of the program could involve an outside interviewer not involved with the organization to address this concern. Second, the same questions were asked of each participant and people who went beforehand already knew the questions, so they may have influenced others with their responses if they discussed these with their friends who are also participants in the organization afterwards. There was no rule that other participants who went before cannot tell the others their responses and thus, any potential discussion of ideas afterwards could have influenced later interviewees' responses.

Finally, there are ideas which have been told to the participants before this program evaluation was conducted that may have influenced their responses. For example, before this study, the organization was already planning on implementing more housing benefits for the seniors. The seniors were told about this, which they may have used to inform responses during the interviews.

#### *4.3. Implications*

The data gained from this program evaluation will help with understanding what should be the next priority for Kangtai Adult Daycare Center. The organization will apply the information provided by the participants in order to implement housing benefits, safety classes, or banking services as their next step. A blueprint will be made in order to make these services become a reality. The goal of the organization is to create a safe environment for the seniors where their needs are advocated for, and Kangtai Adult Daycare Center will continue to remain dedicated towards this mission.

Using this study as a guide, other organizations may use a similar process by interviewing their Asian immigrant community members to gain insight on what they are hoping to receive support in. For example, one group may need support in healthcare while others may need support in understanding the English language. When engaging with Asian immigrant communities, organizations are able to learn more about their participants' experiences and find ways to improve them, and in turn, promote social equality and justice.

#### *4.4. Future Directions*

Kangtai Adult Daycare Center will be focusing on providing services in housing, banking, and safety and security classes. In addition, the organization will be looking into other services that may be beneficial for the seniors related to insurance or living expenses. A blueprint will be made to see how long each service may take to be implemented. After, next steps will be taken to ensure that these services will be part of the organization. Since plans may change, it is difficult to keep a straightforward plan. That being said, this will not be the last program evaluation for Kangtai Adult Daycare Center because keeping track progress towards implementation of the seniors' recommendations, as well as continued monitoring of seniors' perspectives, is an important part of understanding their needs within the organization. In addition, with this being the first program evaluation for the

organization, finding possible ways to lessen limitations such as potential bias for the interviewer or influence from others will be considered.

## 5. CONCLUSION

This program evaluation has supported informing future improvements to Kangtai Adult Daycare Center in meeting its goals related to social justice and advocacy. Specifically, future steps are being led by the perspectives of the Asian immigrant community and their needs, which was prioritized in the context of this evaluation. Advocacy is an important step, and as populations increase for Asian immigrant communities, action is needed. There should not be a barrier between Asian immigrants and equal benefits. Instead, there should be a promotion of support for this population.

This evaluation highlights the importance of engaging with the community in understanding their needs. Applying the participants' ideas and recommendations, the results of this evaluation will be used to improve the advocacy services that Kangtai Adult Daycare Center provides and create a better future for the Asian immigrants that the organization serves.

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