



Chinese American Service League
華人諮詢服務處

*Empowering generations of
immigrant families to thrive*

Fiscal Year 2018-2019
Annual Report

A Message from CASL

Dear CASL Friends,

We are celebrating a year of unprecedented progress and accomplishment at CASL—all thanks to our hard-working staff and the generosity and support of donors like you. We took a leap of faith and invested in a creative and cutting-edge solution to managing programs and data that is already paying dividends. Staff now have powerful metrics at their fingertips, giving them the ability to adapt programming in real time based on impact and outcomes.

Clients reap the benefit of this data-informed practice model and major funders can see in real time the impact of their funding—driving greater cooperation, flexibility, and innovation. The United Way of Metropolitan Chicago invited CASL into a cohort of five data-driven agencies to help shape their funding model for greater city-wide impact.

One such client is JiaBao. Hoping for a better life, she and her family immigrated to the United States from China in 2015, when she was twelve. No one in the family spoke English, which made assimilation into American society challenging. JiaBao and her younger brother found support and friendship at CASL, where they learned English, got help with school work, and participated in leadership training, art workshops, and volunteer opportunities. The CASL Youth Development Program helped JiaBao become an exemplary leader who co-founded a volleyball club at her high school. She is preparing to be the first person in her family to go to college.

The language barrier made it hard for JiaBao's father to find work to support the family. He learned Western-style cooking skills and vocational English in the CASL Culinary Training Program and after he graduated, CASL helped him secure a position as a professional cook. He is still working there and is grateful for the help CASL gave him.

CASL will continue to be an anchor, a haven, and a place to grow for the Chinese American community in Chicago. Read about the accomplishments that your support has made possible in the rest of this report. On behalf of the families we serve, thank you for partnering with us to help our clients discover a hopeful future.

Yours In Service,



James Mark, Jr.

CASL Board of Directors Chair



Paul Luu

CASL CEO

CASL Leadership

as of January 15, 2020

Staff Leadership

Paul Luu, Chief Executive Officer

Jered Pruitt, Chief Operating Officer

Jamie Ewing, Director of Program Services

Pamela Perkins, Director of Administration

Allison Romer, Director of Development and Communications

Winnie Lam, Manager, Senior Wellness & Independence

Kathleen Pesek, Manager, Children & Youth Development

Brian Stewart, Manager, Employment & Financial Empowerment

Amy Wong, Manager, Community & Family Well-being

Pingjing Zou, Manager, Program Impact & Evaluation

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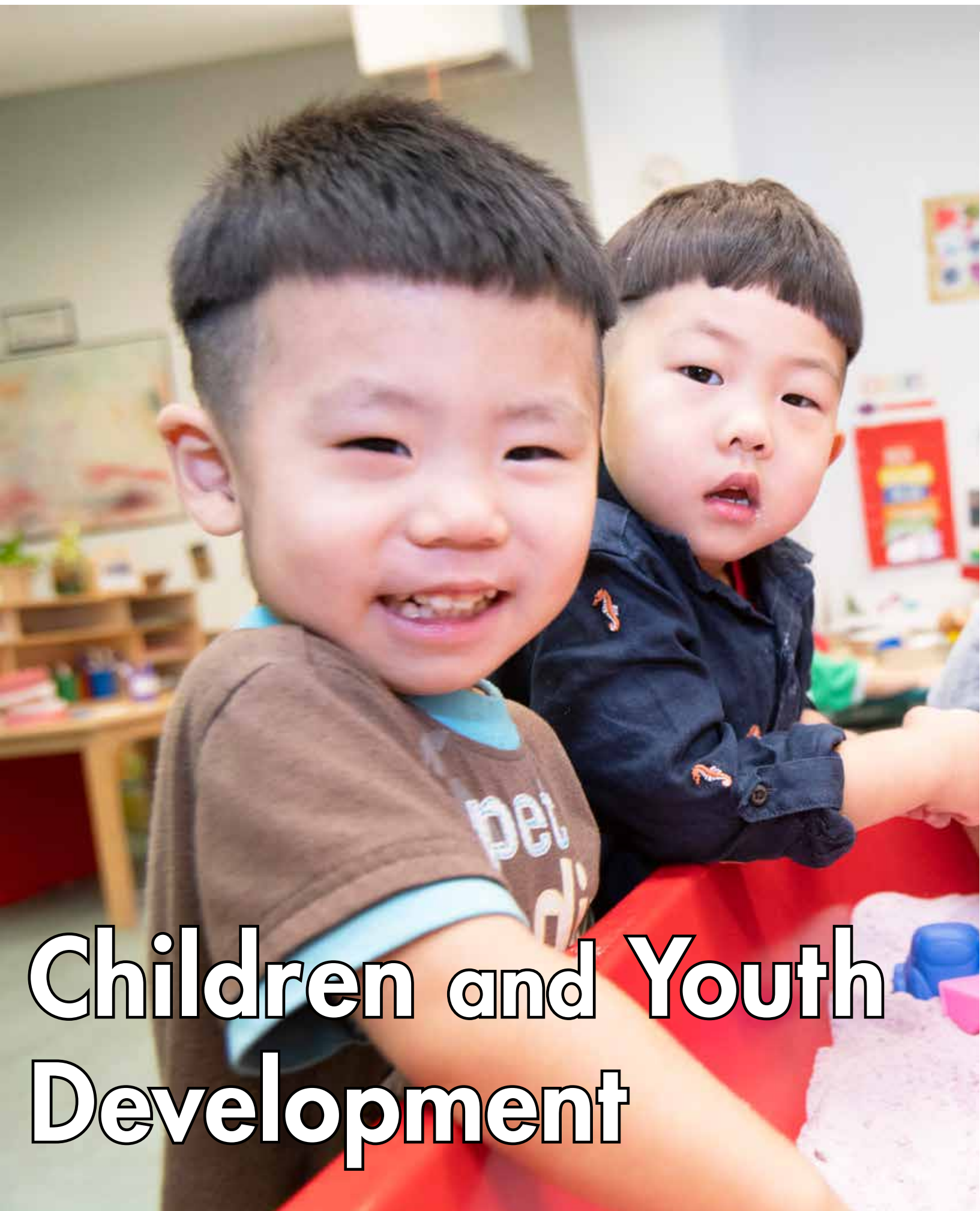
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Tony Peng

Xiang Siow

Jasmine Truong

Eric Wu

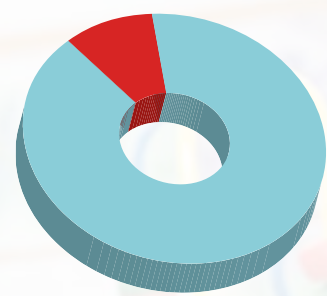


Children and Youth Development

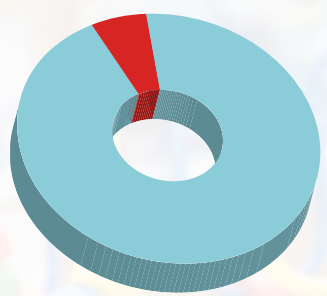
100% of graduating high-schoolers entered colleges and universities thanks to CASL investing in their success.

The early childhood and youth programs of CASL support the social, emotional, and academic development of children from birth through high school. Programs lay the foundation for academic success and support families to help them assimilate and thrive.

- **Ages 0 to 3:** Babies, toddlers, and their caregivers participate in developmentally-appropriate group activities and families are able to build supportive relationships with each other.
- **Home Visiting:** Trained childcare workers visit families in their homes to teach parents developmentally-appropriate activities and offer guidance and encouragement.
- **Early Childhood Education:** Three full-day classrooms offer early education for children ages 2 to 5 years. The program is accredited by the National Association for the Education of Young Children (NAEYC) and has additionally been awarded the Gold Standard of Quality by state-sponsored ExceleRate.
- **After-School K-12:** After-school programs for children and youth in kindergarten through high school offer tutoring, homework assistance, and community engagement. They encourage creative expression and emphasize social and emotional development and wellness.



90%
of middle-schoolers improved their reading and math skills.



94%
of preschool children are kindergarten-ready.

| Program | Children Served |
|---------------------------------|-----------------|
| Babies and Toddlers ages 0 to 3 | 32 |
| Early Childhood ages 3 to 5 | 73 |
| After-School K to 5th Grade | 53 |
| After-School 6th to 8th Grade | 34 |
| After-School 9th to 12th Grade | 48 |



Lee's Success Story...

Lee immigrated to the U.S. from China when he was twelve and he has been developing his leadership and communication skills in CASL's after-school programs for the past six years. Through CASL, he participates in internships, creative training, and volunteering in the community. Currently a senior at Jones College Prep High School, Lee is an award-winning math student and the vice president of his school's math team. He participated in CASL's SAT prep class and his test score soared from 1200 to 1430. Receiving homework help at CASL also meant Lee was able to hone well-rounded skills and maintain a good GPA. To give back, he helps middle and high school students with their STEM-related homework.

Name changed to protect privacy.

89%

of seniors had no hospitalizations thanks to CASL's Adult Day Service and In-Home Service staff.

Programs for seniors support the mental and physical health of aging adults in the community—encouraging them to live healthy, happy, independent, and engaged lives.

- **Adult Day Service (ADS):** Seniors participate in enrichment activities at a full-day community center to enhance their physical, mental, and social well-being.
- **In-Home Service (INH):** Trained staff help seniors live independently in their own homes—cooking, cleaning, and providing companionship.
- **Pine Tree Senior Council:** Also known as *Songnian Zhongxin*, Pine Tree Senior Council is a self-driven social and civic engagement group that empowers seniors to remain active and engaged in the community through group activities, hobbies, and advocacy.

| Program | Seniors Served |
|--------------------------|----------------|
| Adult Day Service | 128 |
| In-Home Service | 729 |
| Pine Tree Senior Council | 480 |

Senior Wellness and Independence



Nationally, one in four seniors fall each year*...

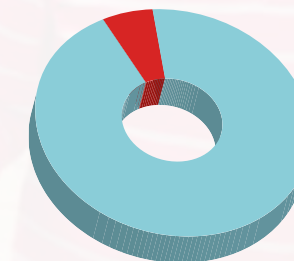
Falls are the leading cause of fatal injury and the most common cause of trauma-related hospital admissions among seniors.

57% of adults age 65 and older visit the ER every year**, and the Centers for Disease Control and Prevention (CDC) reports a hospitalization rate of 27.6% for seniors on Medicare.

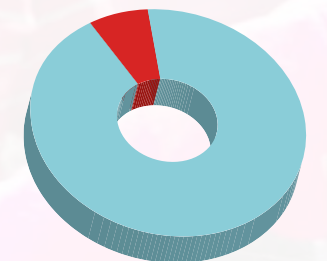
*[cdc.gov/injury/features/older-adult-falls](https://www.cdc.gov/injury/features/older-adult-falls)

**[cdc.gov/nchs/products/databriefs/db272.htm](https://www.cdc.gov/nchs/products/databriefs/db272.htm)

But thanks to CASL staff...



94%
of ADS and INH
clients had **NO** falls.



93%
of ADS and INH
clients had **NO** ER visits.

Mr. and Mrs. Chen's Success Story...

Mr. and Mrs. Chen were making a difficult life change by moving from their home and into senior housing. They did not have anyone else to help them. CASL In-Home Service staff stepped in to assist with moving out of their old home and into their new one—cleaning, packing boxes, and arranging transportation. Staff introduced the couple to other Chinese seniors living in their new building and showed them how to take a bus to Chinatown. Now, Mr. and Mrs. Chen are living happily thanks to CASL's assistance.

Names changed to protect privacy.

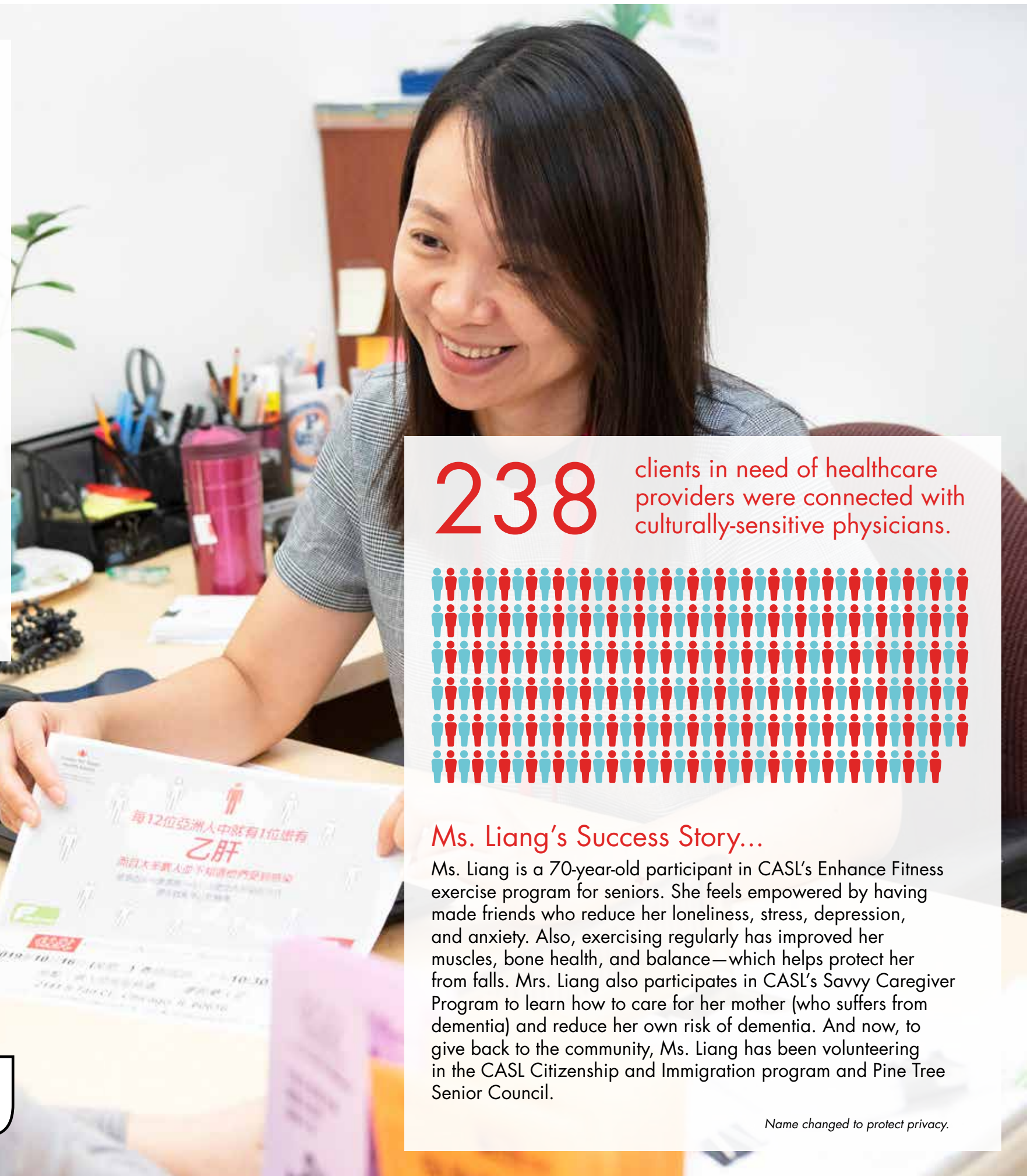
87% of clients who took the U.S. naturalization test passed and are now citizens thanks to CASL's support and education throughout their journey.

Community and family well-being programs support individual and family wellness through a variety of critical social services that cover citizenship and immigration, ESL classes, family counseling, benefits enrollment (LIHEAP, WIC, etc.), a legal clinic, health navigation, and a variety of advocacy projects.

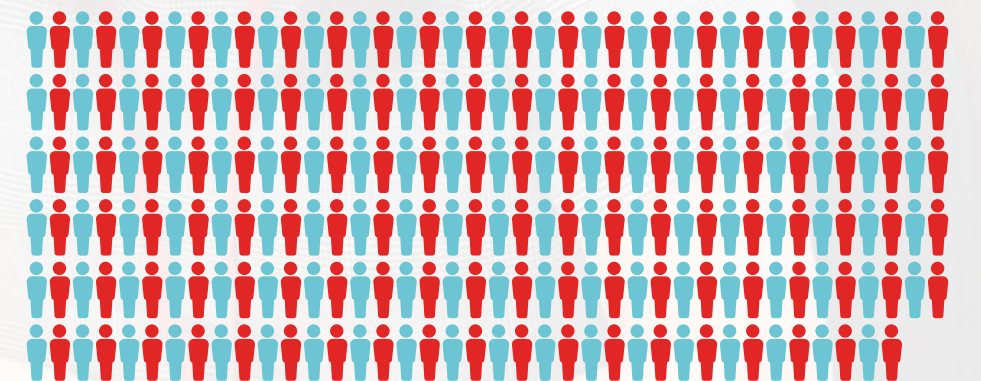
- **Wellness and Social Services:** This program helps community members lead a healthy lifestyle through education in fitness, diabetes self-management, and Alzheimer's disease. It also offers benefits enrollment, case management, and health outreach and coordination.
- **Citizenship and Immigration:** Staff members help immigrants along the path to citizenship through education, application and naturalization support, and English as a Second Language (ESL) classes.
- **Legal Clinic:** Attorneys from private law firms and government agencies volunteer their services, providing free legal consultation for walk-in clients on matters such as family law, real estate, landlord-tenant, immigration, housing, contracts and warranties, consumer fraud, employment, housing, probate, torts, collections, some criminal, and violations of municipal and regulatory laws.

| Program | Adults Served |
|------------------------------|---------------|
| Wellness and Social Services | 1,519 |
| Citizenship and Immigration | 855 |
| Legal Clinic | 128 |

Community and Family Well-being



238 clients in need of healthcare providers were connected with culturally-sensitive physicians.



Ms. Liang's Success Story...

Ms. Liang is a 70-year-old participant in CASL's Enhance Fitness exercise program for seniors. She feels empowered by having made friends who reduce her loneliness, stress, depression, and anxiety. Also, exercising regularly has improved her muscles, bone health, and balance—which helps protect her from falls. Mrs. Liang also participates in CASL's Savvy Caregiver Program to learn how to care for her mother (who suffers from dementia) and reduce her own risk of dementia. And now, to give back to the community, Ms. Liang has been volunteering in the CASL Citizenship and Immigration program and Pine Tree Senior Council.

Name changed to protect privacy.

544 point average increase in credit scores for those receiving financial education and counseling.

55 families successfully purchased homes through CASL's HUD-certified housing counseling program.

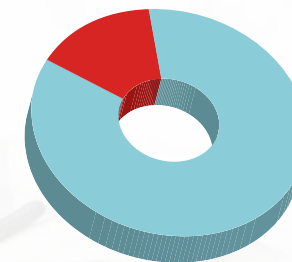


Employment and Financial Empowerment

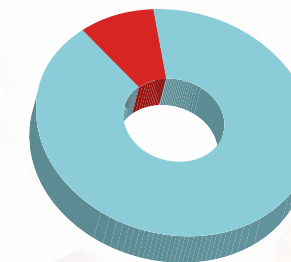
Employment and financial empowerment programs strengthen our entire community by enhancing the economic power and financial stability of its residents through job training and placement, housing counseling, and financial education.

- **Adult Employment:** Counselors help low-income adults with multiple barriers find job opportunities.
- **Senior Employment:** Staff help unemployed seniors with limited employment prospects find part-time work that will ultimately prepare them to re-enter the workforce.
- **Culinary Training:** Students learn Western cooking and vocational English as Second Language—equipping them with knowledge and skills for entry-level positions with major hotels, institutions, and restaurants.
- **Housing and Financial Education:** Individuals and families gain financial stability and achieve their goals through coaching and education on budgeting, banking, credit, identity theft, loans, purchases, and financial planning. Staff members also help clients with preliminary and post-purchase home-buying protocols, foreclosure prevention and intervention, and rental counseling.

| Program | Adults Served |
|---------------------------------|---------------|
| Adult Employment | 373 |
| Senior Employment | 36 |
| Culinary Training Program | 72 |
| Housing and Financial Education | 2,174 |



85% of jobseekers who enrolled in CASL's Adult Employment Program were placed in jobs.



91% of Culinary Training Program graduates were placed in full-time jobs with living wages and benefits.

Mike's Success Story...





Mike moved to the United States from Hong Kong. He lived in Chicago for several years, but never realized his dream of becoming a chef. In 2018, he enrolled in CASL's Culinary Training Program (CTP) to learn the fundamentals that would land him a job in the industry and put him on a path toward his dream. Mike proved to be an exceptionally hardworking student, eager to absorb as much culinary knowledge as possible. He assisted other students, paid attention to details, and was meticulous in the presentation of his dishes. CASL's relationship with Marriott Marquis Chicago helped him on the next leg of his journey. Upon graduation from CTP in December 2018, staff recommended Mike and he interviewed with their executive chef. He was hired as a cook, has since been made Employee of the Month, and is now on a fast track to becoming a full-fledged chef.

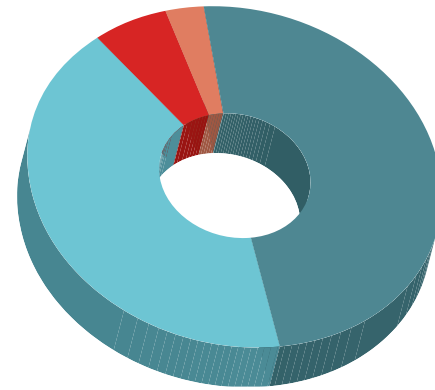
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Statement of Audited Activities

July 1, 2018 — June 30, 2019




Revenue

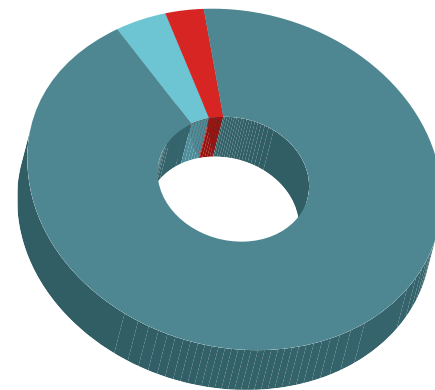
| | | | |
|--------------------|---------------------|---|-----|
| Government Support | \$6,625,432 |  | 49% |
| Earned Income | \$5,631,299* |  | 42% |
| Contributions | \$790,361 |  | 6% |
| Special Events | \$415,665 |  | 3% |
| Total | \$13,462,757 | | |



* Earned income includes long-term care service fees, program service fees, and other.

Expense

| | | | |
|------------------------|---------------------|---|-----|
| Program Services | \$12,238,851 |  | 93% |
| Fundraising | \$533,775 |  | 4% |
| Management and General | \$351,376 |  | 3% |
| Total | \$13,124,002 | | |



Our sincerest apologies if any name has been left out or is inaccurately displayed. Please email media@CASLservice.org to make updates.

Acknowledgments

July 1, 2018 — June 30, 2019

\$100,000+

Organizations

Chinatown Parking Corporation

United Way of Metropolitan Chicago

\$50,000 - \$99,999

Organizations

AbbVie Foundation
Anonymous

Polk Bros. Foundation
The Retirement Research Foundation

The Wise Guys Forum
US Bank

\$25,000 - \$49,999

Organizations

Bank of America Corp.
Cathay Bank Foundation

Chicago Community Trust
Lloyd A. Fry Foundation

Wintrust Financial Corp.

Individuals

Anonymous

Mr. Craig J. Duchossois

Mr. Brian Lee and Mrs. Wendy Szeto Lee

\$10,000 - \$24,999

Organizations

Anonymous
Capital One
Comcast NBCUniversal Foundation

Exelon Corporation/ ComEd
Hong W. Moy Foundation
Northern Trust Company

Provisio Partners
Raymond and Judith McCaskey Foundation
Sue Ling Gin Foundation Trust

Individuals

Dr. Margaret M. Dolan
Dr. Margaret M. Dolan
(In Memory of Norma Dolan)

Mr. and Mrs. Kent Dauten
Ms. Chaoran Jin and Mr. Steve Prokup
Larry Rosenzweig and Cynthia Wong

Ms. Jessica Sarowitz and Mr. Steve Sarowitz
Mr. Raymond J. Spaeth II
Mr. Bruce and Mrs. Elizabeth White

\$5,000 - \$9,999

Organizations

ABC 7 Chicago
Alzheimer's Association
BMO Harris Bank
CIBC
Country Financial
Dr. Scholl Foundation

Drinker Biddle & Reath LLP
Goldman Sachs & Co.
Lakeside Bank
NBC 5 Chicago
Nicor Gas
Peoples Gas

PNC Bank
site design group ltd.
Synchrony Financial
Vitale Family Foundation

Individuals

Dr. and Dr. Wellington and Erin Hsu
Ms. Judy Hsu and Mr. Tracy Leddy

Ms. Julia T. Peters and Mr. Michael Peters
Mr. and Mrs. Andrew Stephens

Cary Wong and Judy Tanaka

Acknowledgments

July 1, 2018 — June 30, 2019

\$1,000 - \$4,999

Organizations

Anne E. Leibowitz Fund
Anonymous
Asian Human Services
Athena Design Group
CNA
Embrace Living Communities
Frank M. Pawlak, P.C.
Humana Inc.

Ishida-Winifred Foundation
Love & Promise Jewelers
Mercy Hospital & Medical Center
Navarre Law Firm
New Sun Foundation Corp
Pacific Global Bank
Pacific Square
Related Midwest

Robert R. McCormick Foundation
Saint Anthony Hospital
Taiwanese American Professionals
The Consulate General of the Peoples Republic of China
The George M. Eisenberg Foundation for Charities
United Parcel Service (UPS)

Individuals

Mr. and Mrs. Norman R. Bobins
Amy Boonstra
Mr. and Mrs. CW Chan
Ms. Vivian L. Chin
Mr. Raymond Chin
Mr. David Cotton
Mr. Arnold H. Craine
(In Honor of Arthur and Elaine Wong)
Mr. and Mrs. John Czyzycki
Ms. Anne Fan
Ms. Bonnie J. Fong
Mr. and Mrs. Gerald Freedman
(In Memory of Grace Tsao-Wu)
Mr. Craig Freedman
Ms. Iris Ho

Ms. Lisa Howard
Steve Joung
Mr. Jeffrey Koh
Eric and Anna Kwok
Mr. and Ms. David K. W. Lai
Ms. Denise Lam
Lai Leung
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Mr. Robert Levin
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Lewis Shi
Mr. Raymond L. So
Mr. and Mrs. Jeffrey Sriver
Mr. and Mrs. Ben C. Szeto
Mr. and Mrs. Philip Wong
Mrs. Bernarda Wong
Yuhong Wu
Peng Zhao

\$500 - \$999

Organizations

Illinois College of Optometry

Illinois Eye Institute

kuraray

Individuals

Anonymous
Ms. Erica Chan
Ming Hou Cheng
Jim Crowley
Daisy Jiang
Mrs. Susan Kornhaber
(In Honor of Arthur Wong)
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Jered and Zachary Pruitt
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Brian J. Tam
Mr. Darryl Tom

Ms. Erika Wang
Shih-Fan Webster
Mr. and Mrs. Richard Woldenberg
(In Honor of Ed and Jennie Gin)
Mr. Eric S. Wu
Ann and Tony Yeung
Shi Tan Zheng

Acknowledgments

July 1, 2018 — June 30, 2019

\$100 - \$499

Organizations

Amazon Smile Foundation
Anonymous
Asian Health Coalition of Illinois
bKL Architecture LLC
Blessons Scholarships For Women

Cardenas Asset Management
Chinese American Civic Council
Chinese American Museum of Chicago
Latin School of Chicago
Lawrence & Argyle

New Furama Seafood Restaurant
New Nam Bac Hang Inc.
Taipei Economic & Cultural Office in Chicago (TECO)
Vaquita Intelligence Co.

Individuals

Seema Agnani
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Anonymous (x10)
Wing Kit Auyeung
Mr. and Mrs. Greg Barr
Khaming Bounpaseuth
Linda Brace
Ms. Maura Braun
Win Buren
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Ms. Yifei Wei
Mr. Doug Weismantle
Stephanie Wong
Mr. Jok and Mrs. Sharon Wong
Jian Xin Xie
Dr. Donna L. Yee
Mr. Henry Yung
Holly Zhang



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