Chinese American Service League

Empowering generations of immigrant families to thrive

Fiscal Year 2018-2019
Annual Report
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,
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.

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.

<table>
<thead>
<tr>
<th>Program</th>
<th>Children Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Babies and Toddlers ages 0 to 3</td>
<td>32</td>
</tr>
<tr>
<td>Early Childhood ages 3 to 5</td>
<td>73</td>
</tr>
<tr>
<td>After-School K to 5th Grade</td>
<td>53</td>
</tr>
<tr>
<td>After-School 6th to 8th Grade</td>
<td>34</td>
</tr>
<tr>
<td>After-School 9th to 12th Grade</td>
<td>48</td>
</tr>
</tbody>
</table>

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.

### Seniors Served

<table>
<thead>
<tr>
<th>Program</th>
<th>Seniors Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Day Service</td>
<td>128</td>
</tr>
<tr>
<td>In-Home Service</td>
<td>729</td>
</tr>
<tr>
<td>Pine Tree Senior Council</td>
<td>480</td>
</tr>
</tbody>
</table>

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, probate, torts, collections, some criminal, and violations of municipal and regulatory laws.

<table>
<thead>
<tr>
<th>Program</th>
<th>Adults Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wellness and Social Services</td>
<td>1,519</td>
</tr>
<tr>
<td>Citizenship and Immigration</td>
<td>855</td>
</tr>
<tr>
<td>Legal Clinic</td>
<td>128</td>
</tr>
</tbody>
</table>

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.
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.

**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.

**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.**

**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.**

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<thead>
<tr>
<th>Program</th>
<th>Adults Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Employment</td>
<td>373</td>
</tr>
<tr>
<td>Senior Employment</td>
<td>36</td>
</tr>
<tr>
<td>Culinary Training Program</td>
<td>72</td>
</tr>
<tr>
<td>Housing and Financial Education</td>
<td>2,174</td>
</tr>
</tbody>
</table>

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

Name changed to protect privacy.
Statement of Audited Activities
July 1, 2018 — June 30, 2019

Revenue

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Support</td>
<td>$6,625,432</td>
<td>49%</td>
</tr>
<tr>
<td>Earned Income</td>
<td>$5,631,299*</td>
<td>42%</td>
</tr>
<tr>
<td>Contributions</td>
<td>$790,361</td>
<td>6%</td>
</tr>
<tr>
<td>Special Events</td>
<td>$415,665</td>
<td>3%</td>
</tr>
<tr>
<td>Total</td>
<td>$13,462,757</td>
<td></td>
</tr>
</tbody>
</table>

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

Expense

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>$12,238,851</td>
<td>93%</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$533,775</td>
<td>4%</td>
</tr>
<tr>
<td>Management and General</td>
<td>$351,376</td>
<td>3%</td>
</tr>
<tr>
<td>Total</td>
<td>$13,124,002</td>
<td></td>
</tr>
</tbody>
</table>

Acknowledgments
July 1, 2018 — June 30, 2019

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

$100,000*
Organizations
- Chinatown Parking Corporation
- United Way of Metropolitan Chicago

$50,000 - $99,999
Organizations
- AbbVie Foundation
- Anonymous
- Palk Bros. Foundation
- The Retirement Research Foundation
- US Bank

$25,000 - $49,999
Organizations
- Bank of America Corp.
- Cathay Bank Foundation
- Chicago Community Trust
- Lloyd A. Fry Foundation
- Wintrust Financial Corp.

$10,000 - $24,999
Organizations
- Anonymous
- Capital One
- Comcast NRB Universal Foundation
- Exelon Corporation/ ComEd
- Hong W. May Foundation
- Northern Trust Company
- Provizio 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
- Ms. 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
CHLA
Embrace Living Communities
Frank M. Pawlak, P.C.
Humana Inc.

Individuals
Mr. and Mrs. Norman R. Babins
Amy Boorstra
Mr. and Mrs. CW Chan
Ms. Vivian L. Chin
Mr. Raymond Chin
Mr. David Cotton
Mr. Arnold H. Crane
Mr. and Mrs. Gerald Freedman
Mr. and Mrs. John Czyzycki
Mr. Arnold H. Crane
Mr. and Mrs. Michelle T. Lee
Mr. and Mrs. Norman R. Babins

$500 - $999

Organizations
Illinois College of Optometry
Anonymous
Ms. Elsa Chan
Mr. Michael J. Crowley
Mr. and Mrs. James C. Mark Jr.

Individuals
Mr. and Mrs. Ed and Jennie Gin
Mr. and Mrs. Philip Wong
Mr. and Mrs. John Czerwionka, Jr.
Mr. and Mrs. James R. Dossa
Mr. and Mrs. Steven M. Perlman
Mr. and Mrs. Eric S. Wu
Mr. and Mrs. Arthur Wong
Mr. and Mrs. Jeffry Sriver

$100 - $499

Organizations
Amazon Smile Foundation
Anonymous
Asian Health Coalition of Illinois
BKL Architecture LLC
Blessings Scholarships For Women
Cardenas Asset Management
Chinese American Civic Council
Chinese American Museum of Chicago
Latin School of Chicago
New Furama Seafood Restaurant
Taipei Economic & Cultural Office in Chicago (TTECO)
Voquita Intelligence Co.

Individuals
Rita Fang
Mr. Rich Frachey
Ms. Charity Fung
Mary and Steve Fusu
Mr. Andy Gierman
Mr. Edward D. Gin
Juna Galin
Daniel Goon
Ms. Catherine Groschowski Kranz
Ms. Lily Gulk
Amy W. Han Ph.D.
Ms. Jennifer Ho
Mr. Arvin Ho
Mr. Eric Huang
Malinda Jankovich-Lagrange
Ms. Daphne Kan
Ms. Bella Linker
Fei Liu
Mr. Jeongling Liu
Mr. William A. Spence
Mr. Martin Stern
Cheryl Sturm
Lawson Tan
Stixin Tan
Mr. Tony Pang
Mr. John S. Rohsenow Ph.D.
Mr. Kate Seltz
Mr. and Mrs. David O. Monson
Mr. and Mrs. John Czyzycki
Mr. and Mrs. Michelle T. Lee
Mr. and Mrs. Tenny Ahn
Mr. Andy Gierman

Acknowledgments
July 1, 2018 — June 30, 2019

$1,000 - $4,999

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

Individuals
Ms. Lisa Howard
Mr. and Mrs. James C. Mark Jr.
Mrs. Susan Kornhaber
Daisy Jiang
Jim Crowley
Ming Hou Cheng
Ms. Erica Chan
Anonymous
Illinois College of Optometry
Organizations
Ms. Iris Ho
Mr. Craig Freedman
Mr. and Mrs. John Czyzycki
Mr. and Mrs. Steven M. Perlman
Mr. and Mrs. John Czyzycki
Mr. and Mrs. Michelle T. Lee
Mr. and Mrs. James C. Mark Jr.

$500 - $999

Organizations
Illinois Eye Institute
kuraray
Robert R. McCormick Foundation
Saint Anthony Hospital
Taiwanese American Professionals
The Consulate General of the People's Republic of China
The George M. Eisenberg Foundation for Charities
United Parcel Service (UPS)

Individuals
Ms. Michelle Mark
Ms. Miroslava Mejia Krug and Mr. Robert Krug
Johnny Mui
Cristina Sandoulou
Frank and Debra Scumacci
Lewis Shi
Mr. Raymond L. So
Mr. and Mrs. Ben C. Sato
Mr. and Mrs. Philip Wong
Mrs. Bernadeta Wong
Yuhong Wu
Peng Xiao

$100 - $499

Organizations
Amazon Smile Foundation
Anonymous
Asian Health Coalition of Illinois
BKL Architecture LLC
Blessings Scholarships For Women
Cardenas Asset Management
Chinese American Civic Council
Chinese American Museum of Chicago
Latin School of Chicago
New Furama Seafood Restaurant
Taipei Economic & Cultural Office in Chicago (TTECO)
Voquita Intelligence Co.

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Mr. Andy Gierman
THANK YOU

Chinese American Service League

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