

# Impact Report

July 1, 2020 - June 30, 2021





# A Letter From Our Leaders

**Dear CASL Friends,**

The last couple years have been unlike any CASL, our community, our city, and even our world have ever experienced. At many points, life seemed bleak and hopeless. Mr. Rogers, beloved children's television show host for over three decades, famously said "when I was a boy and I would see scary things in the news, my mother would say to me...Look for the helpers. You will always find people who are helping." Even in the darkest times, CASL has been surrounded by helpers.

First and foremost, we want to say THANK YOU to the CASL staff. They have been the everyday helpers who have kept CASL running, who have served CASL clients and our community tirelessly, ensuring that the most vulnerable among us have been cared for and that the services so many rely on continue with little to no interruption. We are eternally grateful to you and the selflessness and compassion you have shown.

We want to express our sincere gratitude to the financial helpers who, despite the unknown, continued to trust us with their philanthropic investments. You have allowed us to pivot and address the community's ever-changing needs in the most transformational and timely ways. In 2021, we launched the Behavioral Health and Clinical Services department in order to respond to the increasing need for mental health support and coordinated case services for our clients and community. The pandemic exacerbated mental health concerns around the country and, because of you, we were able to respond effectively and quickly.

Thank you to our Board of Directors, Advisory Board, Associate Board, and the countless additional volunteers who dedicate their time and talent. We thank leaders from the State of Illinois, Cook County, and the City of Chicago for their continued leadership in support of the immigrant communities. Through all of the ups and downs, you have been steadfast in your service, ensuring that CASL staff are supported in every way. We could not facilitate this life-changing work without you.

Finally, thank you to our community for continuing to support and trust CASL. We are honored to be able to serve you for over four decades and are humbled that you allow us to be a safe haven for our community members in need. As you review the following pages, you will see stories and statistics that show the positive impact over the last fiscal year. YOU did this. You made this impact possible. You changed over 5,000 lives last year. You have restored hope to the hopeless and brought light to the darkness.

**Yours in service,**



**James Mark Jr.**  
CASL Board of Directors  
Immediate Past Chair



**Paul Luu**  
CASL Chief Executive Officer





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**Warren Frank**, Vice President, Finance  
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**Rachael Wright**, Associate Vice President, Program Services

**Elizabeth Stigler, Ph.D.**, Director, Community Equity Research Center  
**Winnie Lam**, Associate Director, Behavioral Health and Clinical Services  
**Abbey Eusebio**, Manager, Anti-Hate Action Center  
**Kathleen Pesek**, Manager, Children and Youth Development  
**Amy Wong**, Manager, Community and Family Well-being  
**Kody Wong**, Manager, Accounting

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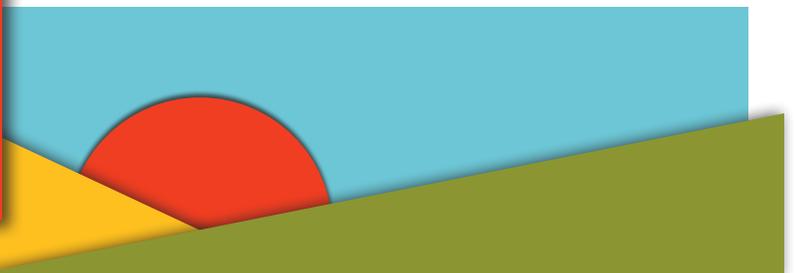
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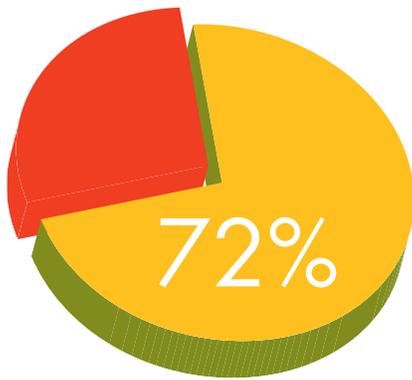
# Children and Youth Development

CASL's early childhood and youth programs 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.

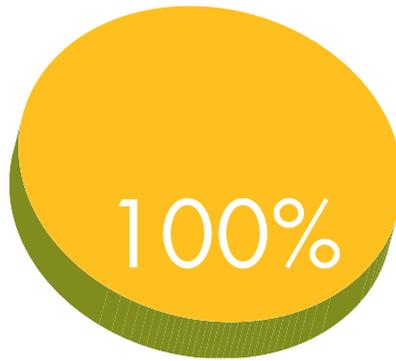
- **Ages 0-3:** Developmentally-appropriate group activities for babies, toddlers, and their caregivers.
- **Home Visiting:** Developmentally-appropriate activities and guidance for families.
- **Early Childhood Education:** Three full-day classrooms accredited by the National Association for the Education of Young Children (NAEYC) and awarded the Gold Standard of Quality by state-sponsored ExceleRate.
- **After-School K-12:** Tutoring, mentoring, community engagement, creative expression, social/emotional development and wellness.

# 100%

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



of middle and high school students learned to identify sources of stress and effectively cope with them.



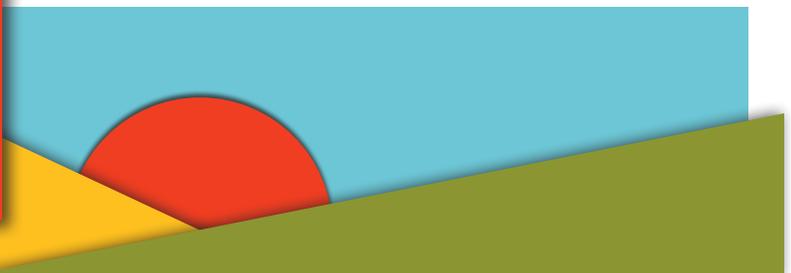
of K-5th grade students improved their ability to handle conflict and achieve peaceful resolution.

Program	Children Served
Babies and Toddlers ages 0 to 3	32
Early Childhood ages 3 to 5	40
After-School K to 5th Grade	33
After-School 6th to 8th Grade	34
After-School 9th to 12th Grade	48

## Johnny's Success Story...

Johnny's family enrolled in CASL's Home Visiting Program when he was 18 months old. The home visitor used the evidence-based curriculum to help Johnny's parents understand and support their son's development. Johnny's mother explained that her son was a special baby, that he did not properly learn to talk, and that he seemed disconnected from others. Screening indicated that Johnny needed more support in speech development and social/emotional development. Eventually, Johnny was diagnosed as being on the autism spectrum.

Johnny's parents learned that he had a mild case of Autism Spectrum Disorder but, nevertheless, CASL's home visitor connected Johnny's family with educational resources, special training, and extra support. As a result, there have been huge improvements in Johnny's well-being and that of his family. Johnny used to cry a lot, but now he is now a happy 3-year-old who smiles and plays with other children.





# Senior Wellness and Independence

CASL's senior programs support the mental and physical health of aging adults in the community—encouraging them to live healthy, happy, independent, and engaged lives.

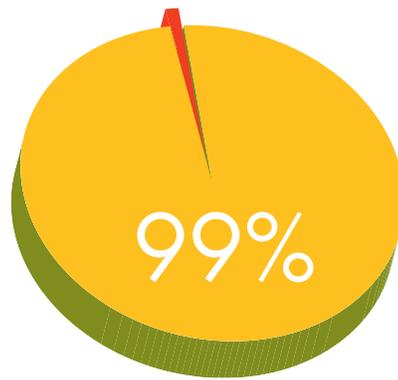
- **Adult Day Service (ADS):** Activities at a full-day community center to enhance seniors' physical, mental, and social well-being
- **In-Home Service (INH):** Trained staff help seniors live independently in their own homes—cooking, cleaning, and providing companionship
- **Pine Tree Senior Council:** Self-driven social and civic engagement group that empowers seniors to remain active and engaged in the community through group activities, hobbies, and advocacy
- **Alzheimer's Program:** High-quality, person-centered, culturally competent Alzheimer's Disease services for Chinese American seniors

# 99%

of seniors in CASL's **Adult Day Service** had **NO** symptoms of depression and the remainder have received evidence-based program intervention—thanks to CASL's vigilant staff.



of **In-Home Service** clients had **NO** symptoms of depression and the remainder received intervention—thanks to CASL's in-home support.

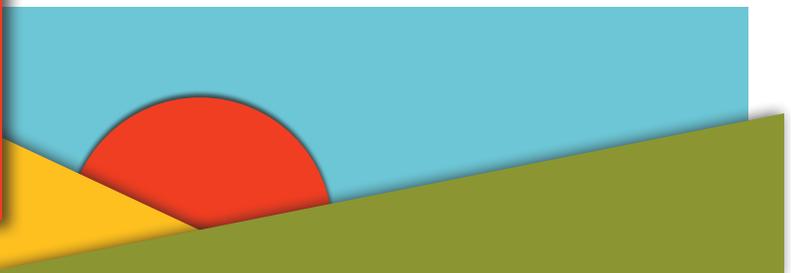


of **all senior clients** had **NO** hospital readmission within 30 days of discharge—thanks to CASL's dedicated and caring staff.

Program	Seniors Served
Adult Day Service	103
In-Home Service	657
Pine Tree Senior Council	494
Alzheimer's Program	296

## Mrs. Wang's Success Story...

Mrs. Wang, a member of CASL's Adult Day Service, was admitted to a hospital but discharged with no particular diagnosis. However, CASL's Registered Nurse noticed that Mrs. Wang's health was not stable and advocated for Mrs. Wang to be re-admitted to the hospital. The hospital then diagnosed Mrs. Wang as having suffered a stroke. During the admission, discharge, and readmission of the client—and knowing there were strict visiting guidelines imposed by hospital during the pandemic—CASL's Registered Nurse provided timely interpretation so that Mrs. Wang could successfully communicate with the hospital and understand her treatment plan. CASL's Registered Nurse spoke with a social worker to ensure a safe discharge from the hospital with increased in-home support. Mrs. Wang currently receives the care she needs and is continuing to live in her own apartment. Mrs. Wang's family conveyed their tremendous appreciation for CASL.





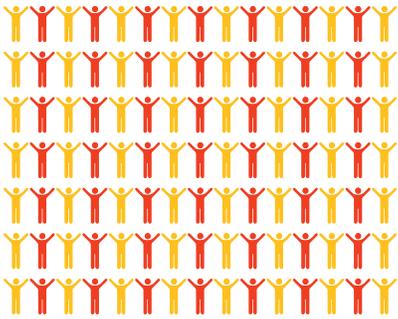
# Community and Family Well-Being

CASL's well-being programs support individual and family wellness through a variety of critical social services and advocacy projects.

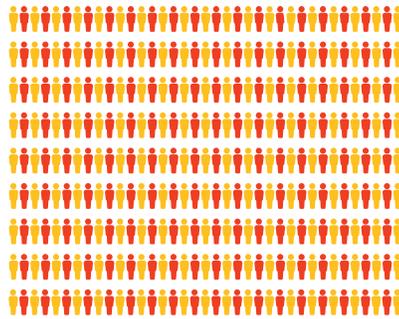
- **Illinois Welcoming Center:** Comprehensive case management and service coordination for immigrants and limited English proficiency
- **Immigration Services:** Education, application and naturalization support, English Language classes, family reunification
- **Basic and Civic Benefits:** Assistance with Medicaid, WIC, SNAP, LIHEAP as well as Social Security and other civic benefits
- **Healthcare and Wellness:** Healthcare outreach/coordination, connections to culturally sensitive physicians, healthy lifestyle education
- **Adult Education:** English skills in reading, writing, listening, and speaking—including Vocational English training

# 80%

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



**105** clients were connected to culturally sensitive healthcare providers and physicians.



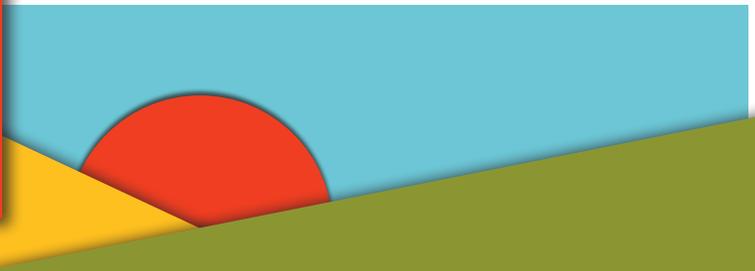
**333** clients received or renewed Medicaid and Medicare benefits they were entitled to.

Program	Clients Served
Wellness and Social Services	3,618
Immigration Services	768
Adult Education	105

## Ms. Wu's Success Story...

Ms. Wu was diagnosed with a serious women's health issue and needed to see a specialist for treatment as soon as possible. However, Ms. Wu did not have health insurance and could not afford medical bills without some kind of financial aid. She lived in the United States by herself and had no family here who could help her.

Fortunately for Ms. Wu, she came to CASL for help and it was discovered that her income qualified her for Medicaid. CASL's counselor helped her apply for Medicaid on the same day of her first visit to CASL. In about two weeks, Ms. Wu's application was approved and she was able to get the medical treatment she desperately needed.



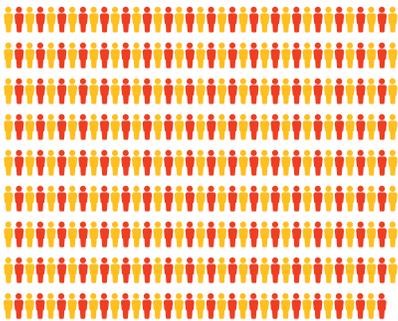


# Employment and Financial Empowerment

CASL's employment and financial 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:** Counseling for low-income adults with multiple barriers
- **Senior Employment:** Securing part-time jobs for unemployed seniors with limited prospects
- **Culinary Training Program:** Western cooking classes with vocational English Language tutoring provides skills for entry-level positions with major hotels, institutions, and restaurants
- **Senior Meals Program:** Provides fresh, healthy, culturally appropriate meals to seniors in and around Chinatown, and provides paid training and employment opportunities for Culinary Training Program graduates
- **Housing and Financial Education:** Financial stability through education on budgeting, banking, credit, identity theft, loans, financial planning, preliminary and post-purchase home-buying, foreclosure prevention and intervention, rental counseling, more

## 100% of Culinary Training Program graduates were placed in full-time jobs with living wages and benefits.



**332** clients were assisted with filling property tax appeals.

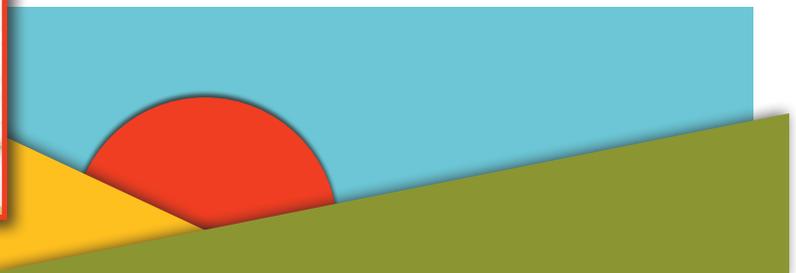


**70** families purchased homes with the help of CASL's HUD-certified program.

Program	Clients Served
Adult Employment	103
Culinary Training Program	11
Senior Meals Program	325
Housing & Financial Education	889

## Mr. Hu's Success Story...

Mr. Hu had worked since he was 14 years old and had learned many trades, including plumbing, security, and mechanics. But these trades only provided short-term employment that was unfulfilling, exhausting, and threatened his mental health. CASL's Culinary Training Program piqued his interest and he immediately felt comfortable and welcome. He had goals of opening up his own food truck or restaurant, and to begin he learned all the basic skills and culinary knowledge necessary to start a career in the culinary industry. Mr. Hu also learned the fundamentals of establishing a business and strategies in managing a business. Mr. Hu graduated from the Culinary Training Program and was offered a 90-day position in CASL's Senior Meals Program as a trainee prep cook. His CASL employment counselor then assisted him in applying to culinary positions to ensure he continues to climb up the ladder to further achieve his culinary industry goals.



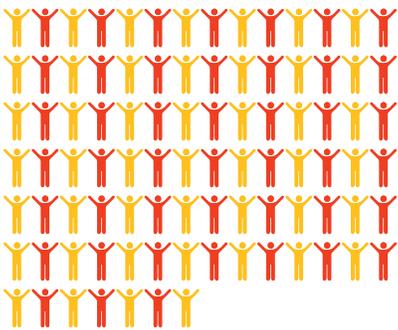


# Legal Services

CASL's Legal Services partners with Chicago Volunteer Legal Services and volunteer attorneys, law students, translators, and interpreters to provide legal assistance to clients on a range of issues. Volunteering attorneys are welcome at any stage of their career and can participate at varying levels of commitment. Volunteering law students have the opportunity to work under the supervision and mentorship of an attorney. Chinese-speaking translators and interpreters have the opportunity to work with the Chinese immigrant community.

Eligibility for legal services is based on income and residency. CASL's Legal Services can help with a variety of matters, including:

- Consumer Debt**
- Foreclosure**
- Landlord/Tenant**
- Discrimination**
- Guardianship**
- Title and Property Claims**
- Family**
- Immigration**
- Wills and Advance Directives**



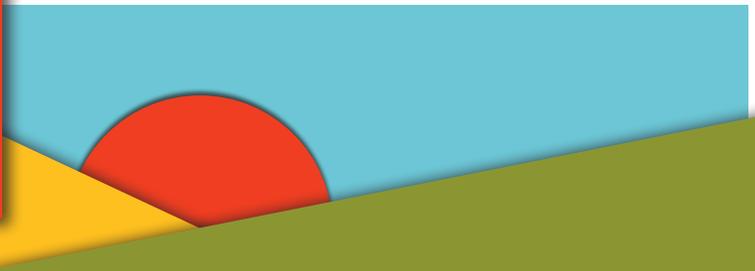
Program	Clients Served
Total clients served	91
Clients fully represented in court	7
Limited-scope drafting	12
Limited-scope legal counseling	54
Referrals	18

**91** clients in need received empowering legal aid; 7 of those clients were legally represented in court.

## Mr. Cheung's Success Story...

Mr. Cheung is a cook by trade. In May of 2021, he was working at a restaurant in a northwest suburb of Chicago. Without giving any notice, Mr. Cheung's then-employer closed the restaurant and did not pay him for his last two full weeks of work. Mr. Cheung came to CASL Legal Services seeking help to recover his back pay. Legal Services was able to locate his employer and successfully negotiate the payment of back wages.

Mr. Cheung reported that he has been able to find gainful employment since his last job. He continues to work as a cook specializing in Chinese cuisine.



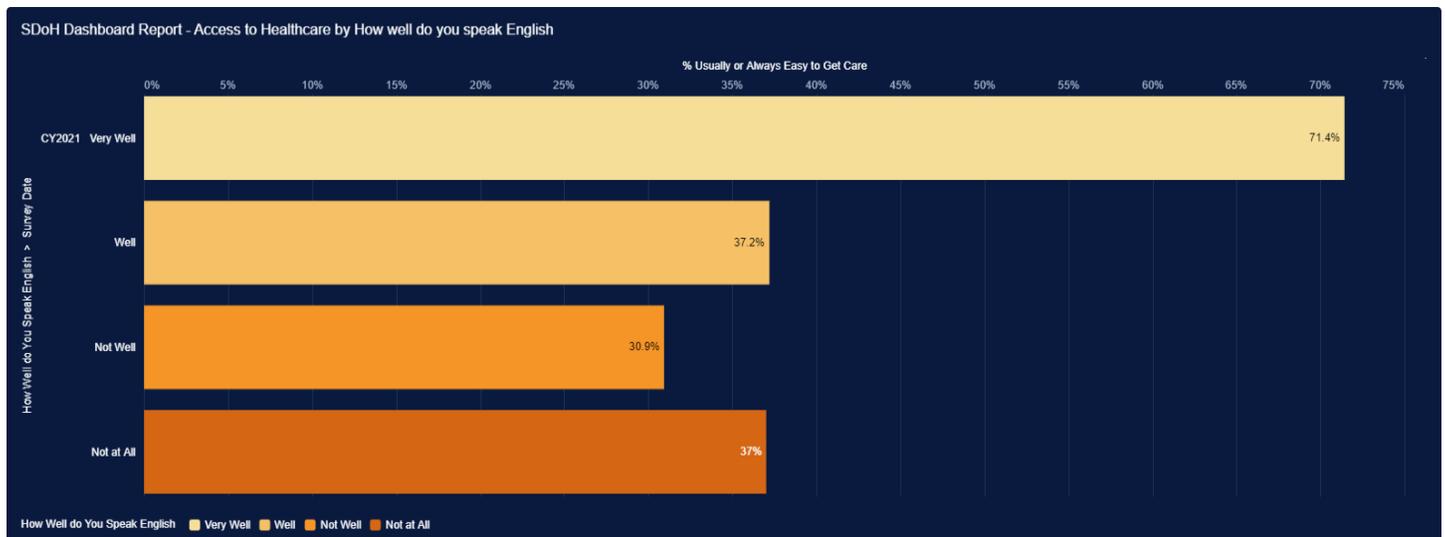


## Data-informed and data-driven

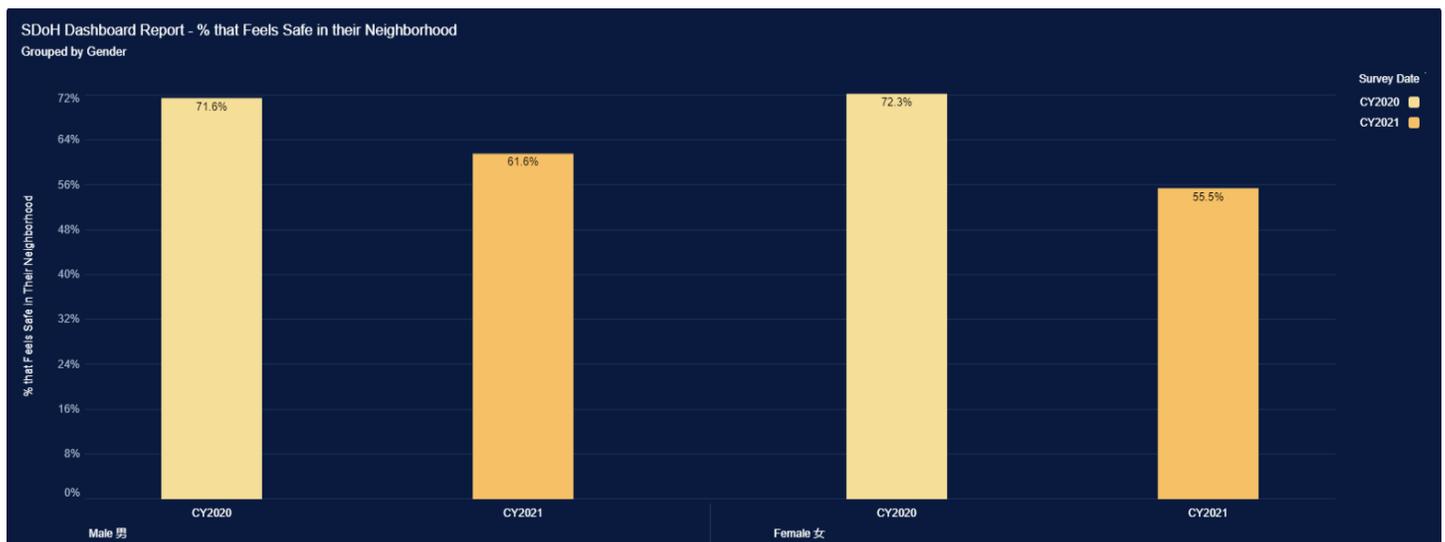
CASL's Center for Social Impact promotes social impact in our communities by advancing data-driven solutions and equitable policy initiatives aimed at engaging and supporting CASL's departments and programs. Powered by Salesforce, our agency-wide case management system offer us the ability to be at the forefront of best practices in assessment and evaluation methods. The result is a daily dose of real-time information that defines the needs of our community, shows us how to improve our work, helps our staff make informed decisions, demonstrates program impact through dashboards, and ultimately shapes social policy.

We implement Social Determinants of Health assessments to better understand our clients' everyday needs, identify barriers to health equity, and define solutions to eliminate these barriers. The Center for Social Impact also implements World Health Organization Quality of Life assessments to better understand both the extent and frequency at which clients are affected by their cultural, social, and environmental contexts.

The survey data dashboard below gives us insight on access to healthcare based on community members' proficiency with the English language.



The survey data dashboard below gives us insight on how safe community members feel in their own neighborhood.



## Growing and expanding in times of adversity

Despite the pandemic and all the many challenges and hardships it has meant for organizations, CASL has continued to grow by leaps and bounds, expanding services in ways that address the greatest needs of our community's time. Below are the major initiatives that were established during the pandemic, updated to include the most recent initiatives in 2022.

### Senior Meals Program

CASL's Senior Meals Program was founded in April 2020 in response to the dire need to feed vulnerable seniors unable to leave their homes during pandemic stay-at-home orders. Right away, it became obvious that the program needed to be a permanent fixture at CASL rather than an emergency measure to be ceased once the pandemic is over. More than 300 seniors continue to be fed fresh, healthy, culturally appropriate meals every weekday, and expansion of this program is underway.

### Community Equity Research Center

CASL's Community Equity Research Center (CERC) promotes inclusion and community empowerment by using data to shape policy, advocacy, and education efforts. Rooted in the interconnectedness of social justice work, CERC empowers staff and community members to be equity-minded champions for change. We are dedicated to increasing representation for AAPI communities at the local and national policy level and providing our departments and programs with the education, information, and support they need to successfully serve our diverse clients and communities.

### Anti-Hate Action Center

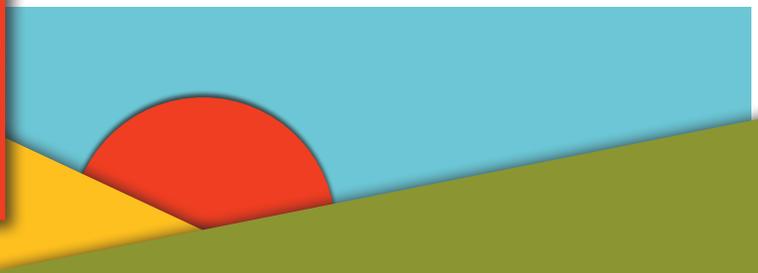
The Asian American Foundation (TAAF) launched the Anti-Hate National Network to coordinate a diverse set of organizations working on combating anti-AAPI hate. In response to the ubiquitous need for anti-hate action, CASL was selected by TAAF to operate an Anti-Hate Action Center in Chicago. Our Anti-Hate Action Center builds the infrastructure needed to track and respond to hate incidents, protect AAPI communities, and ultimately prevent further incidents from occurring. From a trauma-informed care approach, the Anti-Hate Action Center works to ensure that survivors of hate have access to comprehensive services and partners with the community to fight back against injustice.

### Behavioral Health and Clinical Services

CASL's Behavioral Health and Clinical Services (BHCS) provides quality, person-centered, and culturally competent care to help families and individuals of all ages and backgrounds achieve healthy living. BHCS works in tandem with over two dozen CASL programs and complements the efforts of existing community behavioral health programs to improve the overall health and well-being of our community. Our Alzheimer's Program reduces stigma within AAPI communities by building a dementia-capable community and making it possible for those living with dementia to lead a healthy, high-quality life.

### Change InSight

Change InSight is an information clearinghouse for the nation's AAPI communities and other immigrant communities. Powered by CASL, Change InSight analyzes, disseminates, researches, and publishes data around the unique needs of immigrant communities, focusing on social determinants of health data. Our national and highly secure Salesforce-based platform actively documents the unique needs of the nation's immigrant communities, from a national scale down to the community level, made possible by partnering with community-based social service agencies and providing them with the information to help shape policy specific to their needs and apply for grants to fund solutions to the identified needs.





# Inspire. Empower. Lead.

## Our New Mission, Vision, and Core Values

The purpose of CASL's Mission, Vision, and Core Values statements is to guide the decision-making of the organization and team members while remaining true to CASL's founding principles and passion for delivering impactful services to the community. The statements serve as CASL's moral compass and convey our vision for the world.

- **Mission** reflects why CASL exists and expresses the commitment to responding to the changing needs of the community.
- **Vision** incorporates the best of what CASL does and delivers as a modern social service agency and paints a picture of the ideal world where CASL achieves its vision.
- **Core Values** reflect who CASL is, what CASL does, why CASL does it, and serve as guiding principles.

### Mission

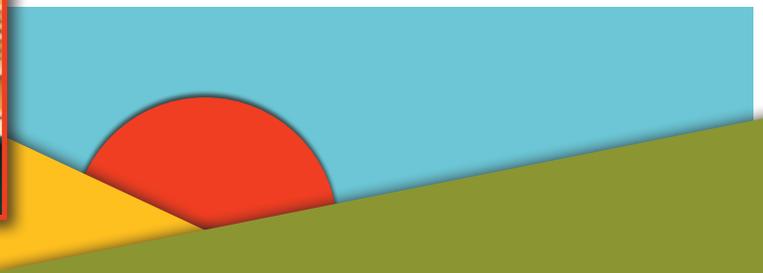
Building on the wisdom of generations, CASL catalyzes the transformation of individuals, families, and the community for an equitable future.

### Vision

Individuals, families, and communities—inspired by tradition—thrive and prosper in a diverse and inclusive world.

### Core Values

- **Inclusivity:** Grounded in mutual respect and acceptance, we model generosity, empathy, a sense of belonging and care, and welcome all who seek our services.
- **Empowerment:** We enable individuals of all ages to gain skills, establish confidence in their identities, and develop opportunities to grow and flourish.
- **Collaboration:** With transparency and accountability, we work in partnership to build strength and capacity to achieve a shared goal of serving individuals, families, and the community.
- **Transformation:** Through an array of innovative and responsive programs to advance and impact the lives of many, we assist individuals and families to prosper in their communities.
- **Resiliency:** Helping people leverage their strengths to thrive, we mobilize and provide comprehensive services so individuals and families can face challenges with fortitude.





# Financial Statements & Acknowledgments

Visit us online!

- **CASL's 2020-2021 Financial Audit:** [bit.ly/CASL-FY21-audit](https://bit.ly/CASL-FY21-audit)
- **Giving Acknowledgments:** [CASLservice.org/Acknowledgments](https://CASLservice.org/Acknowledgments)

## Thank YOU!



[CASLservice.org](https://CASLservice.org)

