



Impact Report

2022-2023

Chinese American Service League
華人諮詢服務處

2141 South Tan Court, Chicago IL 60616
(312) 791-0418 | CASLservice.org

Meet Our Leaders



A handwritten signature in black ink that reads "Bonnie Fong".

Bonnie Fong
CASL Board of Directors Chair



A handwritten signature in black ink that reads "Paul Luu".

Paul Luu
CASL Chief Executive Officer

Dear Friends and Supporters,

At CASL, we remain committed to our mission of supporting the well-being and success of individuals and families through a wide range of programs and services. This impact report encapsulates the tremendous strides we have made in empowering and serving our community over the past year, and it highlights the meaningful outcomes achieved through our collective efforts.

Throughout the year, CASL has continued to be a beacon of hope and opportunity for thousands of individuals. From providing essential social services to promoting educational advancement, our organization has remained dedicated to meeting the evolving needs of our community. Key highlights from this year's impact report include:

- **Community Engagement:** We have deepened our engagement with community members through various outreach initiatives, ensuring that our services are accessible and responsive to their needs.
- **Youth Empowerment:** Our youth programs have empowered the next generation through educational support, leadership development, and opportunities for personal growth.
- **Family Services:** CASL continues to provide crucial family services, including counseling, legal assistance, and housing support, to promote stability and resilience.
- **Health and Wellness:** We have expanded our health and wellness programs, addressing critical issues such as mental health, access to healthcare, and nutrition.
- **Cultural Enrichment:** CASL remains committed to preserving and celebrating Chinese culture, fostering a sense of identity and belonging within our community.

None of these achievements would be possible without the unwavering support of our donors, partners, volunteers, and staff. Your generosity and dedication have been instrumental in driving positive change and making a lasting impact on the lives of those we serve. And as we reflect on the successes outlined in this report, we also recognize the challenges that lie ahead. With your continued support, CASL is poised to expand its reach and deepen its impact, ensuring a brighter future for all.

Thank you!



For over 45 years, CASL has been working hard to build one of the most comprehensive care models focused on serving individuals, families, and communities with proven results.

In the last three years, CASL has seen a 33% increase in demand for our comprehensive services and we now service more than 6,000 individuals each year. However, the need for comprehensive care continues to grow within the CASL community and neighboring communities.

Thanks to generous support from David Cotton and the Sue Ling Gin Foundation, CASL has acquired a 5.3-acre property at 3100 South Pitney Court in the Bridgeport/McKinley Park area.

Programs and services will still continue at our CASL headquarters, the Kam L. Liu Building at South Tan Court in Chinatown, to serve the needs of CASL's surrounding community.

Staff Leadership

Paul Luu, Chief Executive Officer

Jered Pruitt, Chief Operating Officer

Ashlie Lim, Chief of Staff

Karina Kidder, Senior Vice President, Program Strategy

Brandi Adams, Vice President of Advancement

Warren Frank, Vice President, Finance

Annie Reyes, Vice President of Marketing and Communications

Rachael Wright, Associate Vice President, Program Services

Felicitas Y. Aquegho, Ph.D., Director, Public Policy and Research

Mattie Bryant, Director, Senior Services

Yanija (Jenny) Huang, Managing Attorney, Legal Services

Nilda Duenas, Director, Adult Services

Cindy La, Director, Children and Youth Services

Winnie Lam, Director, Behavioral Health & Clinical Services

Thomas McDaniels Jr., Director, Government Affairs

Alex Montgomery, Director, Center for Social Impact

Scott Yi, Director, Property and Asset

Kody Wong, Director, Accounting

Amy Wong, Associate Director, Human Services

Helen Cao, Associate Director, Children Services

Yanchao (Alex) Luo, Associate Director, In-Home Service

Abbey Eusebio, Manager, Anti-Hate Action Center

Hanxiao Gu, Manager, Human Resources

Xiang (Edison) Li, Manager, Citizenship and Adult Education

Laurie Respass, Manager, Development

Weiyong Zhang, Manager, Employment and Financial Stability

Board of Directors

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Chris Burke

Darren Chung

Nicole Mark

Jonathan Zee

It Takes a Village...

CASL's comprehensive programs and services are vital foundations for community members of all ages and backgrounds. Supported by our Center for Social Impact and Community Equity Research Center, CASL helps meet the many needs of our community members through data-informed, data-driven practices, and we champion diversity, equity, inclusion, and accessibility in all that we do. Continue journeying through this report to learn more about our departments and all the programs and services within.



Senior Services



Children and Youth Services



Adult Services



Legal Services



Behavioral Health and Clinical Services



Center for Social Impact



Community Equity Research Center

Our Mission, Vision, and Core Values

Forging an equitable future...

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.

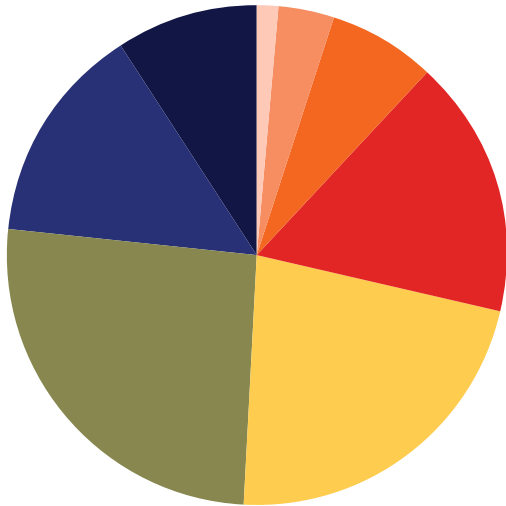
Core Values

- **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.

CASL Demographics (6,914 clients served in the fiscal year)

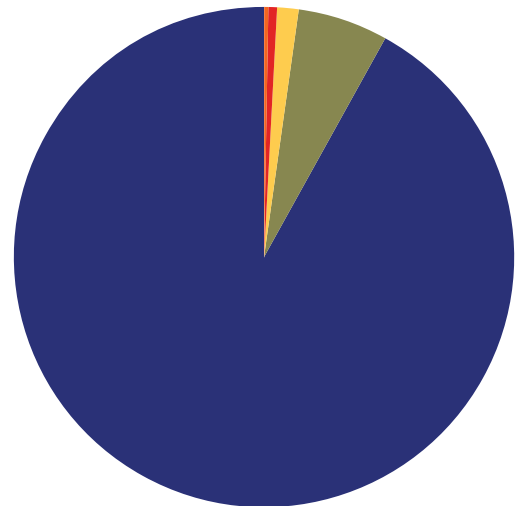
AGES (6,914 clients responded)

0-5	1.5%	50-64	22%
5-19	3.5%	65-74	26%
20-34	7%	75-84	14%
35-49	17%	85+	9%



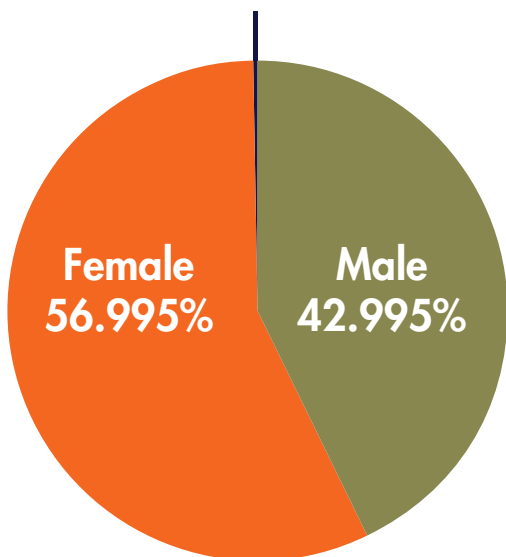
RACE (6,858 clients responded)

Native Hawaiian/Other Pacific Islander	0.01%
American Indian/Alaskan Native	0.06%
Multi-Racial	0.26%
Hispanic or Latino	0.57%
White/Caucasian	1.46%
Black/African American	5.76%
Asian	91.88%



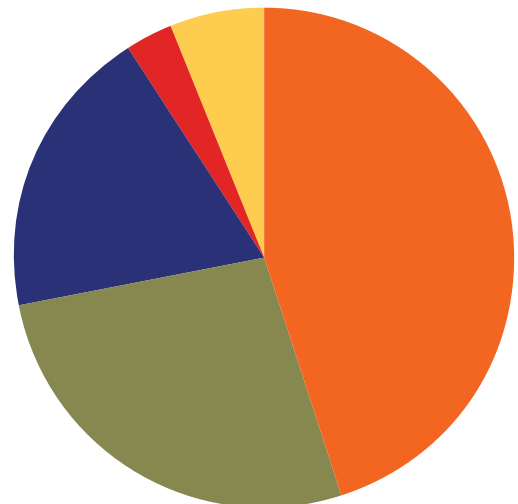
GENDER (6,907 clients responded)

Non-binary
0.01%



ENGLISH PROFICIENCY (2,447 clients responded)

None	45%	Good	3%
Limited	27%	Fluent	6%
Somewhat	19%		



Client Spotlight: Lea's Story

31% of adolescents in the U.S. have an anxiety disorder according to the National Institute of Mental Health. This anxiety can affect teens' social life, family, and education. Anxiety can be managed, but not without support. This is the story of a teen who came to CASL looking for guidance and found success.

CASL's client Lea* came to CASL in 2022 because her parents were concerned about her falling grades. Our Behavioral Health and Clinical Services team found her grades were not the only problem. Lea and her family had several Social Determinants of Health needs unmet and unresolved.

Through CASL's culturally and linguistically competent intervention, Lea was able to achieve a healthy relationship with her family. She learned to set healthy boundaries in her home life, which improved her overall well-being. Additionally, her licensed therapist at CASL helped her discover tools to manage her anxiety. Lea's home life and education dramatically improved since she sought support from CASL.

Furthermore, Lea enrolled in CASL's School Age Center where she and her siblings received support after school. The qualified teachers helped her siblings with behavior issues such as skipping school and acting out in class. Lea was able to receive homework help and interact with her peers in a healthy and safe environment. CASL's Children and Youth Services incorporates social and emotional learning to improve the overall well-being of our students. Both Lea and her siblings benefited from this extra support and education.

Lea's situation has dramatically improved since she first came to CASL in 2022. She found a part-time job, achieved a leadership role at her school, and eventually graduated with good grades. Lea is now pursuing her undergraduate degree at the University of Illinois-Urbana Champaign. She was so touched by the care she received at CASL that she has chosen to pursue a degree in counseling and social work.

Thanks to CASL, Lea not only achieved academic success, she also has acquired skills to last a lifetime. She now has the tools to manage her anxiety and set healthy boundaries with her family and peers. She has empowered her younger siblings to do the same. Lea has a bright future ahead of her because of the heartfelt care she received at CASL.

**Client's name is changed for privacy purposes*





Donor Spotlight: Mary Fus

Mary Fus's mother, who was diagnosed with Alzheimer's disease, was slowly losing her memory. She couldn't take part in the same hobbies and social activities she used to love. That is until 2013. Mary found CASL's Adult Day Services (ADS) program and felt peace knowing her mother was being taken care of during the day, socializing with friends, and participating in enriching activities to help slow cognitive decline.

As Mary's mother's condition progressed, she was no longer able to travel to ADS every day. Mary turned to CASL for a solution that would allow her mother to live at home. Mary's mother was enrolled in CASL's In-Home Service. This allowed Mary to maintain her independence knowing her mother was receiving proper nutrition, hygiene, and social activity throughout the day. Her mother's Home Care Aid was a godsend for Mary and her family.

Mary continues to support CASL because she had a wonderful experience with CASL's Senior Services. She also recognizes CASL provides care for people in all stages of life. She hopes all people can come to CASL to find peace and well-being.

CASL's data informed practices ensure our community is receiving all the care and resources it needs. Thanks to donors like Mary, CASL continues to grow to meet the needs of our community. "We are blessed to have an organization in the community that not only understands what's needed but continues to look for ways to help those in need and to make the community a better place," says Mary.

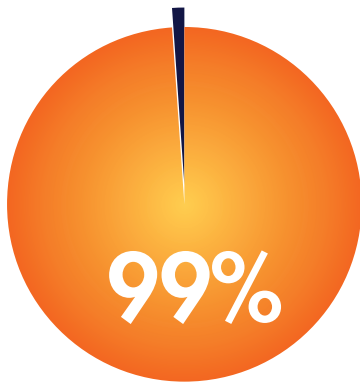
CASL is honored to have helped Mary navigate the obstacles brought on by her mother's Alzheimer's diagnosis. We are so grateful to all our donors who allow us to serve the community and grow to meet its needs. We are honored to serve Chicago's Chinatown and beyond.

Children and Youth Development

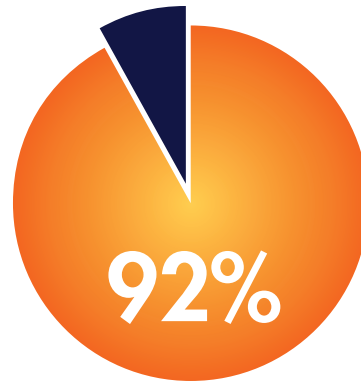
CASLservice.org/Kids

CASL's Children and Youth Services age-based programs provide children with the skills necessary to succeed at school and support the family unit. Our programs are a vital foundation in which children can build self-confidence, learn responsibility, and engage in social experiences. CASL's Children and Youth Services is comprised of:

- Child Development Center for children ages 0-5
- School Age Center for children ages 5-13 and teens/young adults ages 13-21



of students in our after school program complete their homework at CASL



of children in CDC reach age appropriate social/emotional development



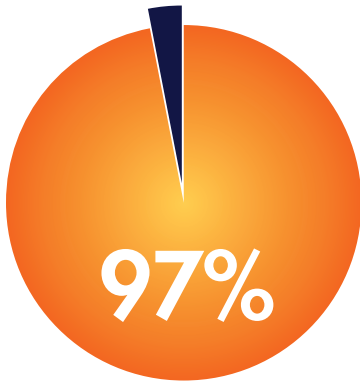
In our inaugural year of the program *School Time!* we had over 50 families participate. It has not only proven to be a valuable experience for the children but has also played a significant role in fostering connections and friendships among caregivers within the community.

Adult Services

CASLservice.org/Adults

Adult Services connect individuals and families to vital resources, application assistance, and educational experiences for achieving financial stability and thriving in our community. Our Adult Services Programs include:

- Illinois Welcoming Center
- Citizenship and Immigration
- Housing Program
- Adult Employment
- Healthcare and Wellness
- Food and Nutrition Services
- English Language Classes
- Financial Literacy
- Public Benefits
- Small Access Home Repairs for Seniors



of U.S. Citizenship applicants passed their citizenship test and are now U.S. Citizens

539

SNAP benefits applications were approved with CASL's assistance making food more accessible for low-income families and individuals.



Our client, Mr. Gao, lost all contact with his daughter living in the United States while she was struggling with her physical, mental, and financial health. CASL's Illinois Welcome Center supported his daughter and reestablished contact with the family. They assisted Mr. Gao with his visa paperwork so he can be with his daughter and provide a healthy support system as she recovers.

“

Thank you CASL for supporting my family!

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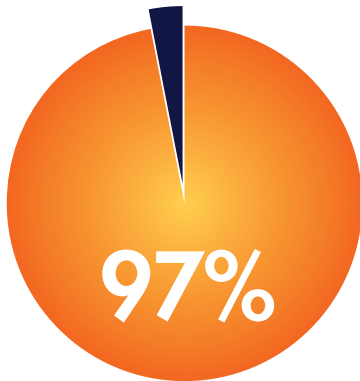
—Mr. Gao, CASL Illinois Welcome Center client

Senior Services

CASLservice.org/Seniors

CASL's Senior Services provides safe place for older adults to gather socially and receive vital support for a healthy and dignified lifestyle. We work with seniors, caregivers, and their families to enable seniors to achieve healthy living and aging in place through our person-centered, culturally competent, and integrated home and community-based services. Programs for seniors support the cognitive and physical health of aging adults in the community and encourage them to live healthy, happy, independent, and engaged lives. CASL's Senior Services include:

- Adult Day Services (ADS)
- In-Home Services (IHS)
- Pine Tree Senior Council
- Enhance® Fitness



of IHS and ADS clients have no hospital readmissions within 30 days

400+

CASL In-Home staff members are trained in dementia care



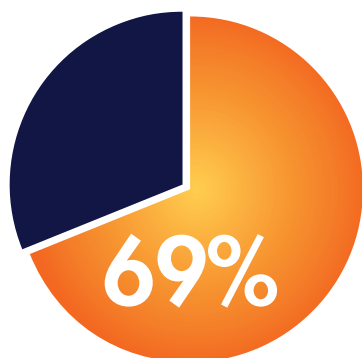
CASL's Senior Services Department is a warm family that I am deeply attached to. Here, the elderly receive more thoughtful and meticulous care and attention than their children can provide; here, the elderly feel safe and comfortable because they receive respect.

—Ms. Liao, Adult Day Services client

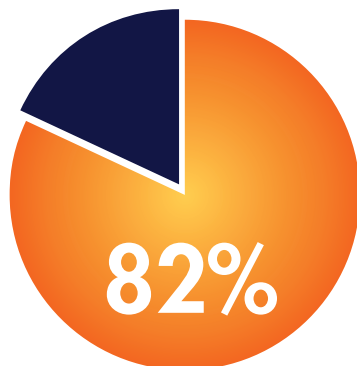
Behavioral Health and Clinical Services

CASLservice.org/Behavioral-Health

CASL's Behavioral Health and Clinical Services (BHCS) provides quality, person-centered, and linguistically and culturally competent care to help families and individuals of all ages and backgrounds achieve healthy living. BHCS focuses on de-stigmatizing cognitive and behavioral health and improving access to competent care. We also provide counseling for families and individuals of all ages as well as case management. While our Behavioral Health Program focuses on behavioral health stresses, our Alzheimer's Program provides counseling and behavioral interventions for the person living with the disease and their caregivers. Occupational therapy is also offered to further improve quality of life and help with physical/cognitive functioning and behavioral challenges people have. BHCS works in tandem with all other CASL programs to ensure all client needs are met.



of clients showed reduction in depression symptoms



of clients showed progress on their goals



161 community members received cognitive screenings



Thanks to CASL's Alzheimer's Program, I don't have to watch the clock to go back home and worry about what will happen to Mom when she's alone. What a relief!

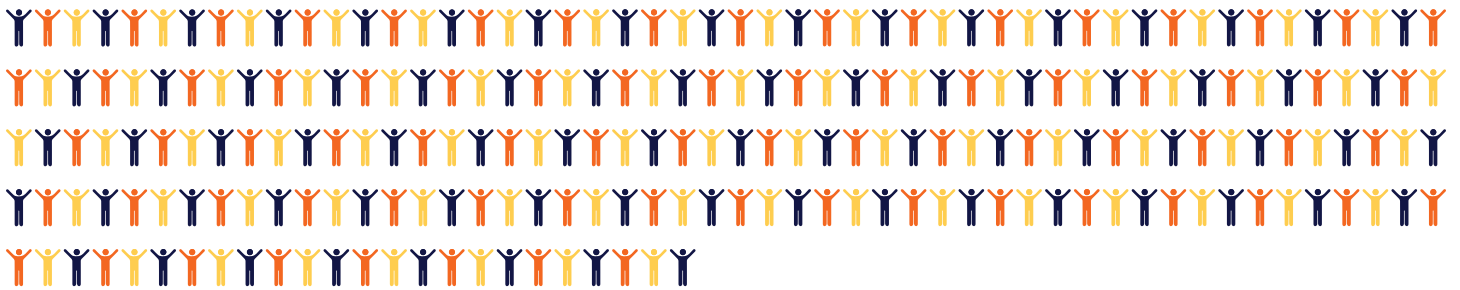
—Ms. Lau, Alzheimer's Program client

Legal Services

CASLservice.org/Legal

CASL's Legal Services links the Chinese American community with linguistically competent services and resources. Our staff help English and non-English speakers understand their rights and seek the support they are entitled to. Our legal team frequently hosts Pro Bono clinics open to the public and they regularly publish legal resource brochures in multiple languages to empower our community with legal knowledge. We can help with a variety of civil matters such as:

- Immigration
- Employment
- Landlord/Tenant
- Consumer Debt
- Administrative
- Power of Attorney
- Estate Planning
- Guardianship
- Child Custody
- Divorce
- Domestic Violence Victim Support
- Crime Victim Support



CASL served 224 community members seeking legal support



I was first connected to CASL's legal team for my divorce case. I am very grateful that our community has an organization like CASL, especially after my experience with a law firm who overcharged for their services.

—Ms. Liu, Legal Services client

Community Equity Research Center

CASLservice.org/Equity

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 interconnected nature of social justice work, we seek to empower staff and community members to be equity-minded champions for change. CERC is dedicated to increasing representation for AANHPI communities at the local and national policy level and provides strategic, data-informed recommendations to ensure equitable outcomes. Furthermore, through public policy research and advocacy CASL aims to support policy makers and community decision makers in making well-informed choices.

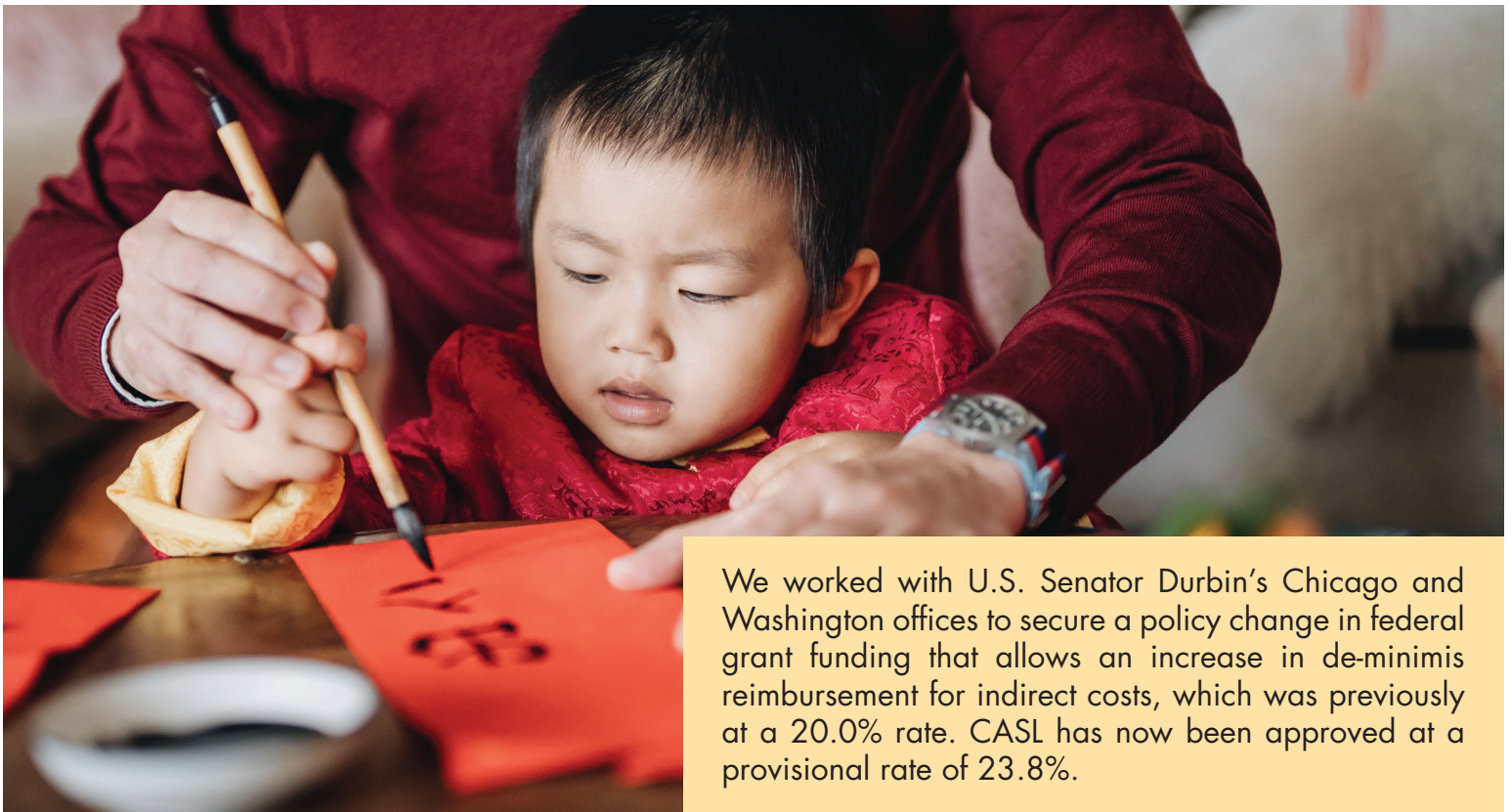
Our **Anti-Hate Action Center** was created in response to the ubiquitous need for anti-hate action. CASL was selected by The Asian American Foundation (TAAF) to operate an Anti-Hate Action Center in Chicago. Our Anti-Hate Action Center aims to build the infrastructure needed to track and respond to hate incidents, protect AANHPI 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 crimes have access to comprehensive services such as mental health support and legal consultations.

100%

of CASL clients that reported a crime felt they were targeted based on their race or ethnicity



45 educational workshops were hosted by our Anti-Hate Action Center



We worked with U.S. Senator Durbin's Chicago and Washington offices to secure a policy change in federal grant funding that allows an increase in de-minimis reimbursement for indirect costs, which was previously at a 20.0% rate. CASL has now been approved at a provisional rate of 23.8%.

Center for Social Impact

CASLservice.org/Impact

CASL's Center for Social Impact (CSI) 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. We use cutting-edge assistive technologies to collect and review data at the micro- and macro-level settings of social service delivery. Our agency-wide case management systems (powered by Salesforce) 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, proves program impact through dashboards, and ultimately shapes social policy.

1,659

Social Drivers of Health surveys were collected

77%

of CASL seniors surveyed live under Federal Poverty Guidelines



“Disaggregated data is so important to reduce the model minority myth and give a voice for all communities.”

—Paul Luu, CASL CEO

Change InSight

ChangInsight.org

CASL has been leading other AANHPI partner organizations in collecting and disaggregating data in their communities. Change InSight is the first national Social Drivers of Health (SDOH) data platform for the nation's Asian American, Native Hawaiian, and Pacific Islander (AANHPI) communities. Change InSight partners with community-based social service organizations across the country to collect, analyze, and disseminate community-level data to uncover the unique issues facing AANHPI communities and encourage and advocate for change.

Change InSight aims to change the disparity in funding for different AANHPI communities. Change InSight's reports ensure policy makers and organization leaders can respond to needs in their communities with accurate data. CASL has been using disaggregated data to inform our program and service decisions for years. Through Change InSight we plan to expand this practice to more communities across the U.S.

Change InSight collected nearly 6,000 assessments with 19 partner organizations in 2023.

Through Change InSight, CASL will be collaborating with 30 other social service agencies across the United States to collect SDOH data in 2024.



As elected officials, we strive to improve the well-being of our constituents and neighbors. In order to do that, we need data to show us where our efforts are most needed.

**— Theresa Mah, IL State Representative
Change InSight Press Conference**

Financial Audit

REVENUE

Government Support	\$8,436,569
Contributions	\$12,292,610
Special Events	\$492,339
Earned Income	\$10,267,810
	<hr/>
	\$31,489,328

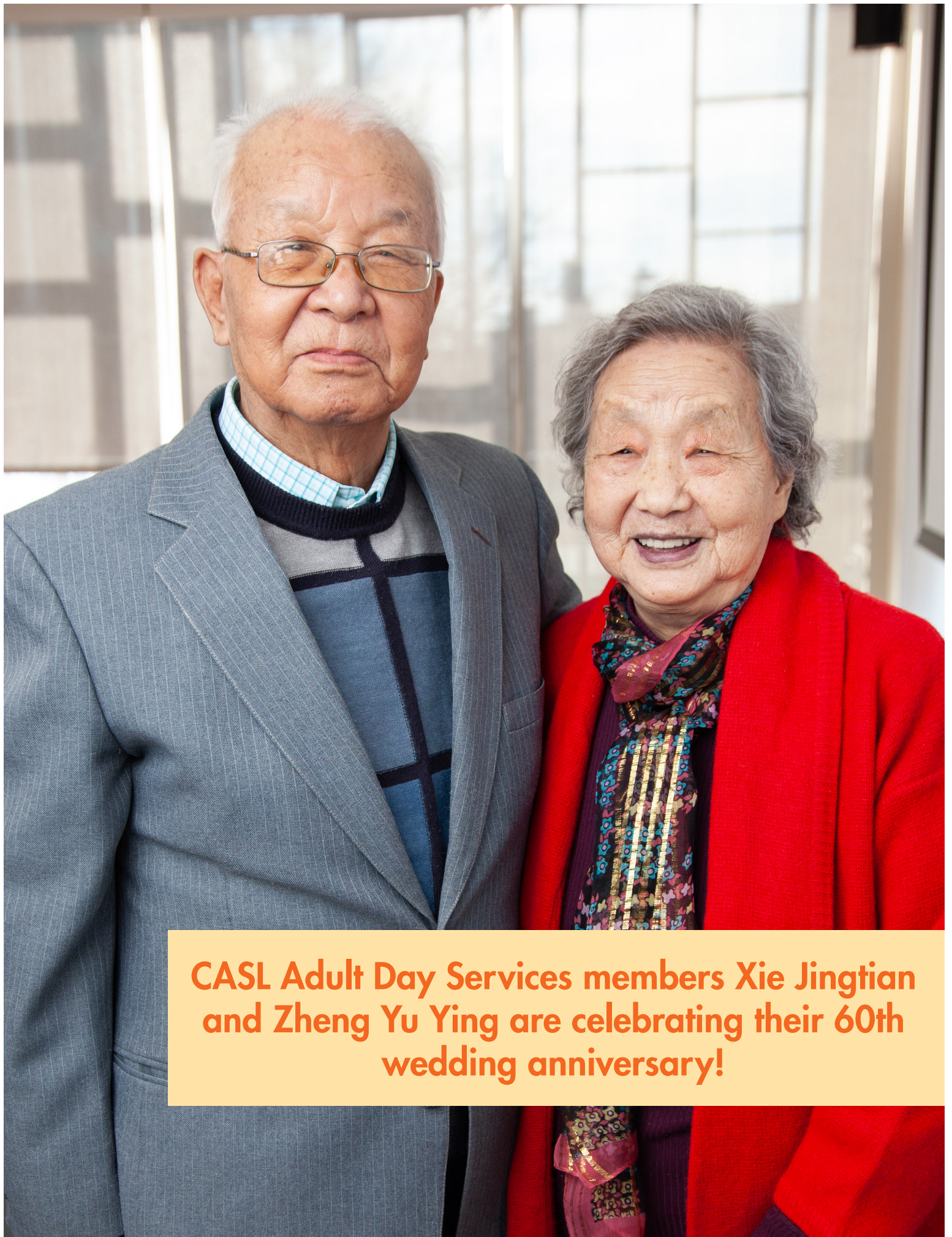
EXPENSE

Program Services	\$20,603,604
Management and General	\$605,244
Fundraising	\$1,593,517
	<hr/>
	\$22,802,365

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

Visit us online for more!

- **CASL's 2022-2023 Financial Audit:** bit.ly/CASL-Audit-FY23
- **Giving Acknowledgments:** CASLservice.org/Acknowledgments-2022-2023



CASL Adult Day Services members Xie Jingtian and Zheng Yu Ying are celebrating their 60th wedding anniversary!



Thank You!

Chinese American Service League
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