



**2023**

# Annual Report



華埠服務中心  
**Chinatown Service Center**



華埠服務中心  
Chinatown Service Center



*Thriving Lives in Empowered  
Communities Since 1971*



# Our Mission & Vision

## Our Mission

To provide outstanding services and advocacy that promote better quality of life and equal opportunity for immigrants and other communities.

## Our Vision

Thriving Lives in Empowered Communities



# Table of Contents

- [1. Our Mission & Vision](#)
- [2. Board of Directors](#)
- [3. Letter from Board President Vinh T. Ngo](#)
- [4. Letter from CEO Peter Ng](#)
- [5. Social Services](#)
- [6. Medical Clinic](#)
- [7. Behavioral Health Clinic](#)
- [8. Dental Clinic](#)
- [9. Optometry Clinic](#)
- [10. Youth Center](#)
- [11. Community Economic Development](#)
- [12. CSC Lending](#)
- [13. Workforce Development](#)
- [14. CSC Health Center & PACE Center](#)
- [15. Achievements](#)
- [16. Locations](#)

# Board of Directors



**Vinh T. Ngo**  
**PRESIDENT**

SVP, Risk Management  
Bank of America



**C Joseph Chang**  
**VICE PRESIDENT**

Retired Hospital CEO



**Gloria Tang**  
**PRESIDENT EMERITUS**

VP, Deposits Management  
First Republic Bank (Retired)



**Roy Jasso**  
**PRESIDENT EMERITUS**

VP, Community  
Development Department  
(Retired)



**Henry Kwong**  
**IMMEDIATE PAST  
PRESIDENT**

Universal Funeral Group



**Ted Ramirez**  
**SECRETARY**

CEO,  
Echo Park  
Capital Advisors



**Lawrence Tam**  
**TREASURER**

Sr. Director of  
Marketing Operations  
DIRECTV



**Heidi Kwok**  
**BOARD MEMBER**

President  
Heidi Kwok CPA



**Wilson Tang**  
**BOARD MEMBER**

SVP &  
District Administrator  
Cathay Bank (Retired)



**Irene Li Williams**  
**BOARD MEMBER**

First Vice President  
District Administrator  
Cathay Bank

## Letter from Board President

# Vinh T. Ngo



During 2023, we expanded our strategic vision to serve more Clients and Patients into the San Gabriel Valley based on the growing needs of our community. Through the covid pandemic then the tragic January 21, 2023 Mass Casualty Incident in Monterey Park, CSC has exponentially expanded our mental health aspect to better serve our Clients and Patients.

Our services and touch points have grown to over 150,000 per year in Social Services (seniors, after-school childcare), Business support (new business coaching, VITA), and Health Clinics (medical, dental, optometry, mental health counseling). With your support and advocacy, we acquired a new Medical Building in Chinatown Los Angeles which will serve as our new Administration Office.

Over 2023, we lost two titans of the API community in Judge Ron Lew and Bee Hsu who both played significant roles in the legacy and growth of CSC in addition to their respective Leadership as mentors to the legal field and advocates to the community.

On behalf of the Board, we want to recognize the ongoing outstanding work of our Staff, who delivers daily to keep our community thriving.

Thank you,

Vinh T. Ngo

## Letter from CEO

# Peter Ng



2023 marks another strong year of tremendous community work. As we look back, our Legacy of Service started for the Immigrant families in Chinatown and over time expanded to the general communities in the San Gabriel Valley and beyond Southern California. I am thankful to our community for entrusting in our services; our sponsors and supporters in believing in us; our Staff for delivering for CSC; and of course, the Board of Directors for their guidance to our strategic plans and visions.

I am pleased to report a few significant milestones of CSC's growth this year: acquisition of our new Administration Building in Chinatown Los Angeles, and renovation commencement of our new Regional Medical Facility in Alhambra. We continue to expand our services reaching over 150,000 annual visits in our Social Services and Community Health Clinics. This year, we further grew our partnerships with USC Keck School of Medicine, UCLA's East West Medicine, and launched CSC Lending – a Community Development Financial Institution (CDFI) who will serve the small businesses in Southern California.

We have grown significantly to serve the needs of our community. Specific to the January 21, 2023 tragedy in Monterey Park, we quickly coordinated with local Government entities as well as API non-profits in creating a Victim's Fund in addition to providing ground level mental health resources. We have expanded this service by partnering with the City of Monterey Park in creating a Resiliency Center at the local Sierra Vista Park Community Center so that there is ongoing mental health counseling.

Thank You to all our supporters, donors, collaborating organizations, Staff, and Board Directors. You are the core that makes CSC strong and with you we will accomplish even more into the future. I wish all of you and your families the best!

Thank you,

Peter Ng

Year in Review

# Social Services

Social Service has a long-standing history of providing comprehensive services designed to empower families and individuals through in-depth, integrated case management that addresses their health, social, and economic needs. Our mission is to provide high-quality service through professionally trained staff, support services, and resources to achieve positive outcomes for individuals and families.

**8,346**

Clients Served

**42,500**

Unique Customer Touch-points



## Combating Food Insecurity

Via Cal Fresh Enrollment

In 2023, we continued our efforts on reducing food insecurity, particularly among older adults in AAPI populations. Through a variety of outreach initiatives, we increased our Cal Fresh enrollment from the prior year by 25%.



**1,000+**

Health Insurance Assistance



**400+**

Utilities Assistance



**100+**

Citizenship Services



**500+**

Cal Fresh Assistance



**300+**

Rent Relief Applications



Throughout this year, the Social Service Department made significant strides in tackling crucial issues affecting our community. Heavy emphasis was placed on efforts to combat food insecurity. Rental assistance provided a lifeline for those facing housing instability. Language barriers to health insurance were addressed through multilingual resources, ensuring equitable access.

The department's utilities assistance programs offered vital support to families burdened by financial challenges. Through these multifaceted efforts, the Social Service Department showcased its dedication in supporting and serving our community in need.

## LA Grocery Voucher Program (LA GVP)

Eligible households received \$600 - \$900

The LA GVP is an emergency federal and state COVID-19 funded relief program that delivered emergency food and support to LA County households in the form of grocery gift cards. The purpose was to reach low-income populations not currently served by existing food safety net programs like Cal Fresh.

**875**

Households Enrolled in Voucher Program

**\$586K+**

Valued Grocery Gift Cards Distributed

## Eviction Prevention

Via Rental Assistance

Our rental relief program assisted 36 households avoid eviction. In total, the program paid \$75,791 in rental arrears to landlords.



**\$75,791**

Paid in Rental Arrears

**36**

Households Avoided Eviction



## Year in Review

# Medical Clinic

Our deep-rooted commitment to public health leadership remains steadfast, and we extend our heartfelt thanks to the communities we serve for entrusting us during times of healthcare crisis. As a Federally Qualified Health Center, we strive to provide comprehensive healthcare services to diagnose, improve, and treat our patients. We offer a number of specialty services, such as podiatry, chiropractic care, and even acupuncture.

Since the onset of the COVID-19 pandemic, we have expanded our services to encompass both in-person and telehealth options. Let us move forward, hand in hand, as we navigate the path to a brighter and healthier future.



**92,000+**

COVID-19 Vaccine Doses Administered



**300,000+**

Test Kits Distributed



**30,000+**

COVID-19 Tests Conducted

**7,204**

Medical Patients

**34,296**

Medical Visits



### Insurances Accepted

MediCal, Medicare: *Allied Pacific IPA, HealthCare LA, Regal, Altamed*  
PPO: *Anthem Blue Cross, Aetna, United Health Care PPO, Health Net PPO, Blue Shield Covered CA/PPO, Oscar, Cigna PPO*

HMO: *LA Care Covered CA, Molina, United Health Care HMO, Central Health (Medicare Only), Health Net Medical, LA Care Medical, BlueShield Promise*

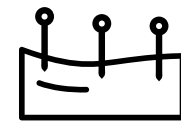
## Specialty Services

### Acupuncture (NEW!)

In the current year, we introduced new acupuncture services for patients in search of alternative medicine solutions! Acupuncture is commonly used in traditional Chinese medicine to treat pain, enhance sleep, reduce stress, and promote emotional well-being.

### Integrative East-West Medicine

With a patient-focused approach, our specialists blend Western and traditional Chinese medicine to provide safe and effective care and treatment.



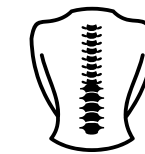
**771**

Acupuncture Visits



**680**

Podiatry Visits



**1,564**

Chiropractic Visits

### Chiropractic

A form of alternative medicine used to treat or prevent disorders of the neuromusculoskeletal system by performing adjustments to the spine or other parts of the body.

### Podiatry

Diagnosis and treatment of foot and ankle conditions, disorders, and injuries.

### Weight Management

Patients lose weight by developing healthy diets, nutritional education and exercise.

### Health Care Services

Family Health Care  
Women's Health Care  
Men's Health Care  
Pediatric Services

### Our Locations

Chinatown  
Alhambra  
San Gabriel  
Monterey Park



# Year in Review

## Behavioral Health Division

This year, we're focusing on **forward and innovative maneuvers** in the mental health field to provide therapeutic solutions that differ from the conventional way we view behavioral health. To provide holistic care, we strengthened our case management, integrated care, and educational programming.

**1,703**  
Clients Served

**21,919**  
Behavioral Health Visits

### Highlights

**MPK Hope Resiliency Center (NEW!)**  
We opened up the Monterey Park Hope Resiliency Center, a multi-agency community center offering resources, activities, and support that center around healing & resiliency.

**Combating Anti-Asian Hate (NEW!)**  
As a non-profit organization providing services for the community, BHD has launched an educational campaign to combat against anti-Asian hate.

### Behavioral Health Division



**Discover Your Mental Wellness (NEW!)**  
In 3 successful events, BHD connected with over 1,000 community members through wellness activities, food, and prizes to spread awareness on the importance of mental health.

**Expansion of MAT**  
BHD has expanded on our Medicated-Assisted Treatment services through improved coordination and enhancing patient care outcomes.

### BHD Programs

- Individual, Couple, and Family Counseling
- Group Counseling
- Child Abuse Prevention, Intervention, and Treatment
- Case Management
- Domestic Violence Perpetrator Group
- Family Caregiver Support Program
- Field-based Services for Older Adults
- Substance Use Counseling
- Medicated-Assisted Treatment
- Parenting Class
- Partnerships for Families
- Prevention & Aftercare



**16.5%**

Increase of Clients Since 2022



**4-96**

Ages of Clients Served



**496**

Case Management Clients



**22**

Support Group Clients



**441**

Psychiatric Clients



**28**

Substance Use Counseling Clients

**“ Forward and Innovative Movement ”**





Year in Review

# Dental Clinic

Our dental clinic offers a full range of specialized services to the community, including the restoration of missing teeth through implants. We keep pace with the latest technology by utilizing CBCT machines for the assessment of implant cases.

Here at our dental clinic, we even put together an Oral Facial Pain Team that treats patients with TMJ disorders through acupuncture and other proven methodologies. Our dental providers are continuously on the lookout for ways to assist our patients and the community.

**6,641**

Dental Patients

**21,197**

Dental Visits



## Helping the Community

### Senior Day Care Center

For this outreach event, we provided free Temporomandibular Disorder Screenings and oral health screenings.

### Gateway Hospital

This year, we reached out to the community by providing free oral screenings, fluoride varnish, and hygiene education to hospital patients.



Year in Review

# Optometry Clinic

To provide a broader range of services to the public, we extended our services to a new location in Alhambra! Along with our expansion, we were also able to get our hands on some new OCT scan equipment, a non-invasive imaging test that helps diagnose eye conditions without the use of dilating eye drops. We will continue to provide services such as annual vision examinations, eye disease diagnosis, and glasses fitting.

We provide an array of frames from high-end brands like Prada, Burberry, and Coach at affordable prices. Individuals with Medi-Cal insurance can also benefit from complimentary glasses if their prescription falls under 400 degrees and their astigmatism is within 200 degrees!

**3,287**

Optometry Patients

**4,296**

Optometry Visits



# Year in Review Youth Center

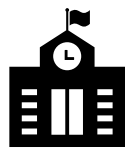
Since its establishment in 2000, the CSC Youth Center has been a vital sanctuary for young individuals aged 11 to 21. However, as of 2022, we have expanded our services to accommodate a broader age range, now catering to youths aged 5 to 21. Our youth center warmly welcomes students from elementary, middle, and high schools, offering a safe haven and a supportive environment during after-school hours from 2:30pm to 6pm. Here, they can seek refuge, receive academic support, gain assistance with post-secondary education and work readiness, and even find guidance for summer internships.

In addition to our existing work-readiness programs, we have introduced a paid internship program for high school youth aged 14-18. This program offers valuable work experience and enables participants to enhance their professional skills.



34

High School Youth Graduated



34

Youth Attending College Next School Year



12

Scholarship Recipients



160

High School Volunteers

67

College Volunteers

877

Youth Participants

## Services

Youth Center offers a comprehensive range of services for youth of all ages. Some of these services include:

- College and Work-Readiness Program
- Leadership Development Program
- Academic Mentoring and Tutoring
- Financial Literacy
- Scholarship Opportunities
- Summer Enrichment Program

### College and Work-Readiness Workshops

We provide complimentary college preparation workshops at our youth center, aimed at helping high school students prepare for their journey into higher education. Our workshops offer invaluable assistance in navigating financial aid and various college-related applications. Additionally, we offer free workshops specifically designed to guide the youth through the college admissions process, refine their college essays, and explore strategies for financing their education. This year, we have extended our workshops to the youth in the San Gabriel Valley.

### Field Trips

This year, we were fortunate to participate in two exciting field trips, made possible by the sponsorship of LA County District 1, Supervisor Hilda Solis. With her generous support, we took the youth on visits to both the Los Angeles Zoo and the Los Angeles County Museum of Art.

### Academic Mentoring & Summer Enrichment

In 2022, we began offering services to students as young as 1st grade for the first time. Through our after-school program and summer enrichment program, we successfully served a total of **105 youth**. Notably, **75%** of the participants demonstrated improvement from one report card to the next.



134

Youth in Academic Mentoring & Summer Program



75

Youth for College & Career

Year in Review

# Community Economic Development Department

As experts on the business operations side, we began concentrating our efforts on helping small businesses become grant and loan ready by assisting these businesses through the creation of robust business plans and financial projections while educating them on their financials, all of which are crucial for their long-term success and resilience.

Additionally, helping them create detailed financial projections is invaluable. Many small business owners might not have had the opportunity or expertise to analyze their financials comprehensively. Understanding the numbers behind their day-to-day operations can help them identify areas of improvement, cost-saving opportunities, and areas where they can reinvest for growth.

By guiding them through topics like identifying target markets, expansion strategies, and SWOT analysis, we are enabling them to have a clearer understanding of their market position and competitive advantages. This will allow them to make informed decisions and align their business goals with the changing market dynamics.



**853**

Entrepreneurs Supported



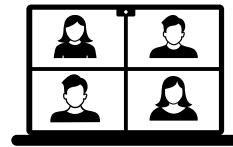
**293**

One-on-One Counseling



**25**

Business Plans Developed



**32**

Webinars Hosted



**49 / 156**

Jobs Created/  
Jobs Retained

## About CED Programs

### Small Business Program

The Small Business Program has the transformative potential of supporting small, family-owned businesses in culturally significant regions like Chinatown and San Gabriel Valley areas. By offering guidance in entrepreneurship and navigating intricate regulations, this assistance proves invaluable in driving the success and long-term viability of these local enterprises. Empowering them with knowledge, resources, and unwavering support benefits the entrepreneurs themselves and also contributes to the overall growth of the community. Additionally, this support plays a crucial role in preserving the unique cultural heritage of the Chinatown and San Gabriel Valley region.

### Financial Empowerment & Free Tax Preparation

The Volunteer Income Tax Assistance (VITA) program serves as a significant avenue for aiding individuals and families in maneuvering the intricacies of the US income tax system. Through the provision of free tax assistance, this program offers a vital service that enables people to fulfill their legal tax obligations and access their tax credits and refunds.

By extending free tax assistance through VITA, we actively contribute to promoting financial literacy and bolstering the economic well-being of community members. The impact of our efforts transcends mere tax assistance, as we play a pivotal role in fostering a more equitable and informed tax system that benefits all individuals and families.

## Our Highlights

**\$279,460**

Capital Acquired

**1,210**

Tax Returns Prepared

**\$690,188**

Total Refunds

**264**

EITC Counts

**\$311,640**

EITC Credits

**62**

Volunteers

**2,064**

Volunteer Hours

Year in Review

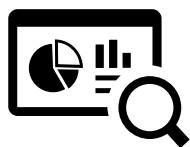
# CSC Lending *New!*

**Our mission is to drive equitable economic development to promote community prosperity by empowering small businesses through access to capital, resources, and support.**

At CSC Lending, we are wholeheartedly committed to leveling the playing field, ensuring that members of underrepresented communities have a fair and equal chance at obtaining the necessary funds to turn their dreams into a reality. What truly sets 'CSC Lending' apart is our specially crafted and inclusive process, designed to provide everyone with a fair and equitable opportunity. We delve beyond the surface level, making a genuine effort to better understand the entrepreneur and their vision before coming to a decision. We also offer different ways to validate income such as through bank statements and site visits. From start to finish, applicants can expect personalized services and valuable insights throughout the application process.



## Services Offered:



Creating Business Plan & Financial Projection



Ongoing Business Technical Assistance on Marketing, Operations, and Others



People Centered Loans



Business Assistance

Year in Review

# Workforce Development *New!*

The Workforce Program, newly launched in March of 2023, is dedicated to supporting clients in achieving career goals by overcoming barriers to employment. We believe everyone deserves a chance to develop their potential and pursue a career in this job market. To do so, we have set the following goals in place:

- Address clients' specific needs and readiness for the job market
- Provide personalized career plans, training, and resources, including but not limited to resume writing, mock interviews, and other supportive services.
- Empower clients for a fulfilling and prosperous future in the workforce.

**97**

Clients Enrolled

**6**

Clients in our Internship Program



**65**

Immigrants



**66**

Prepared in Job Readiness



**46**

Received Supportive Services



**20**

Furthering their Education

## Internship Program





The Internship Program is committed to tailoring towards individuals with limited language skills, minimal work experience, and employment challenges.

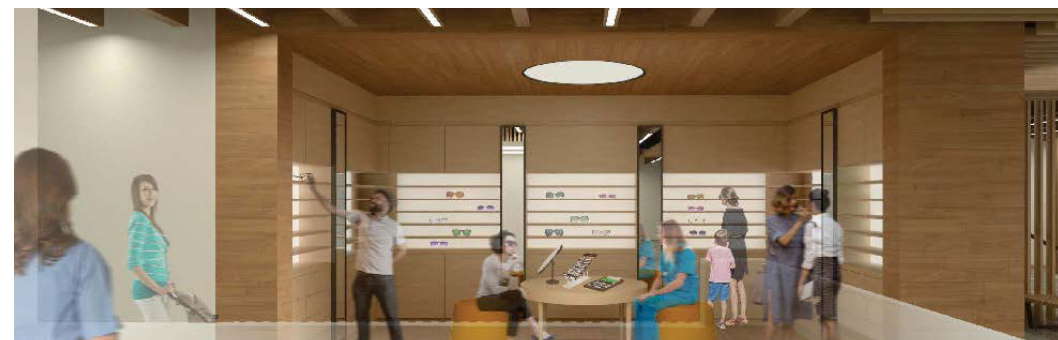
# Coming Soon!

## CSC Health Center & PACE Center

726 E Main Street, Alhambra, CA 91801

To relieve the ever-growing medical needs, we are developing a brand new CSC Health Regional Center in Alhambra. This 43,000 square feet, state-of-the-art, two-story facility consists of two major sections. One section houses the clinics of medical, dental, pediatric, optometry, behavioral health, pharmacy, social services, and a café. The other section is CSC PACE Center. It will serve more than 300 elderly or individuals with significant health care needs daily.

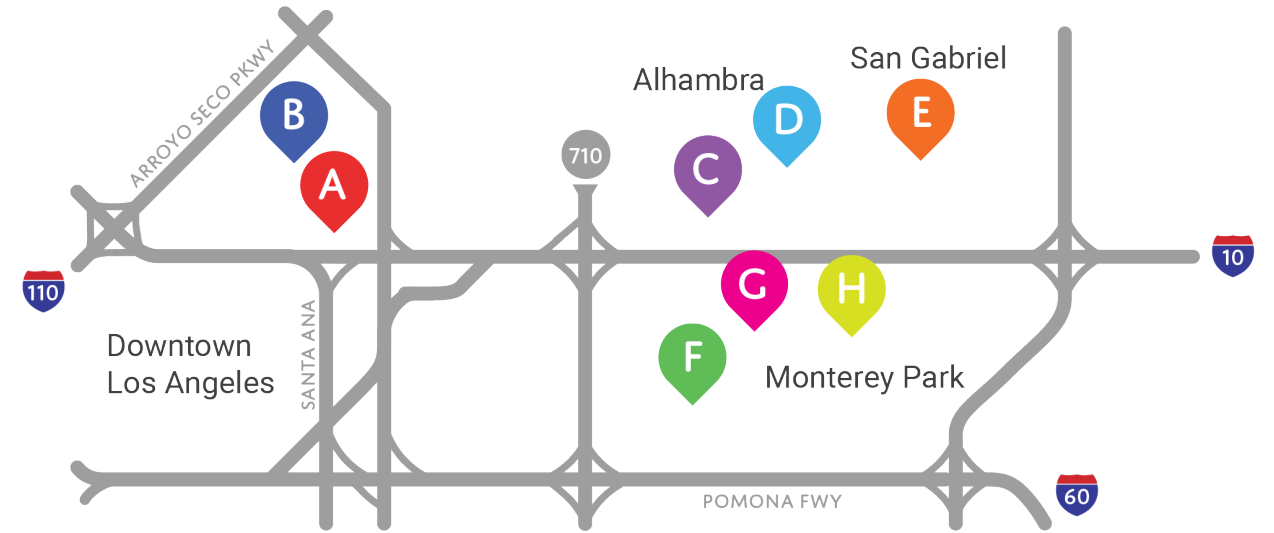
	2023	FUTURE
 <b>Clinic Size</b>	Alhambra 8,500 Square Feet San Gabriel 2,700 Square Feet	43,000 Square Feet
 <b>Visits</b> <i>(Behavioral Health, Medical, Optometry, and Dental)</i>	32,580	100,000
 <b>Number of Unduplicated Individuals Served</b>	8,388	20,000
 <b>Services And Programs</b>	Family Practice Optometry Dental Behavioral Health	Family Practice Pediatric Optometry Dental Behavioral Health Pharmacy PACE Center



More Info

Year in Review

# Our Achievements



**A Chinatown (Main Office)**  
 767 N. Hill Street  
 Los Angeles, CA 90012  
*Family Practice/ Dental/ Optometry/  
 Behavioral Health/ Social Services/ Youth  
 Center/ Vaccine Clinic*

**E San Gabriel**  
 555-559 W. Las Tunas Dr.  
 San Gabriel, CA 91776  
*Family Practice / Dental /  
 Vaccine Clinic*

**B Chinatown**  
 711 W. College Street  
 Los Angeles, CA 90012  
*Administration/ Community  
 Economic Development*

**F Monterey Park**  
 855 S. Atlantic Blvd.  
 Monterey Park, CA 91754  
*Family Practice / Dental / Behavioral  
 Health / Vaccine Clinic*

**C Alhambra**  
 320 S. Garfield Ave  
 Alhambra, CA 91801  
*Family Practice/ Dental/ Optometry/  
 Behavioral Health/ Vaccine Clinic*

**G Monterey Park**  
 112 N. Chandler Ave., # 105,  
 Monterey Park, CA 91754  
*Social Services*

**Coming Soon!**

**D Alhambra**  
 726 E. Main Street  
 Alhambra, CA 91801  
*CSC Health Center & PACE Center*

**H Monterey Park**  
 311 N. Rural Dr.  
 Monterey Park, CA 91755  
*MPK Hope Resiliency Center*

# Questions? Feel free to reach out

**cscinfo@cscla.org**  
**(213) 808-1700**

711 W College St Suite 388  
Los Angeles, CA 90012

  @chinatownservicecenter

