



培德中心
Pui Tak Center

ANNUAL REPORT

FY2021

LOVE



SERVE



WITNESS

Dear friends,

By the start of the fiscal year in July 2020, Pui Tak Center was still figuring out the new normal. Previously, our services were all in-person. We had briefly considered online tutoring as it could expand our volunteer pool but was deemed too complicated for our students and tutor.

But our staff, volunteers and program participants quickly adjusted during the pandemic. In FY2021, our services were provided through 14,000 Zoom meetings with over 150,000 participants who engaged for nearly 12 million minutes. These included one-on-one assistance, tutoring sessions, classes and webinars. Being online made our services accessible even to those living in other countries with more than 100 participating from China, Canada, Taiwan, Japan and Columbia.

Being remote poses challenges of gauging need, finding resources to address new needs and communicating that we are available. Our staff listen to the struggles of community members — getting laid off, feeling anxious about both the present and the future and worrying about if they or their family members would get COVID-19.

Despite losing some of our regular income, we were blessed with new funding so that we didn't have to lay off staff but could develop new programs such as the Immigrant Welcoming Center and Youth Post-Secondary Transition.

We've also had to find different ways to communicate as passing out and posting flyers was not enough. Now, we are using QR codes, WeChat and our website, which had over 15,000 unique visitors this past year.

During FY2021, we served 4,658 individuals, 50% more than we had ever served in the past. They participated in our regular programs and new initiatives like unemployment assistance, food distribution, financial support and vaccination.

In April, Chicago's Mayor Lori Lightfoot awarded Pui Tak Center

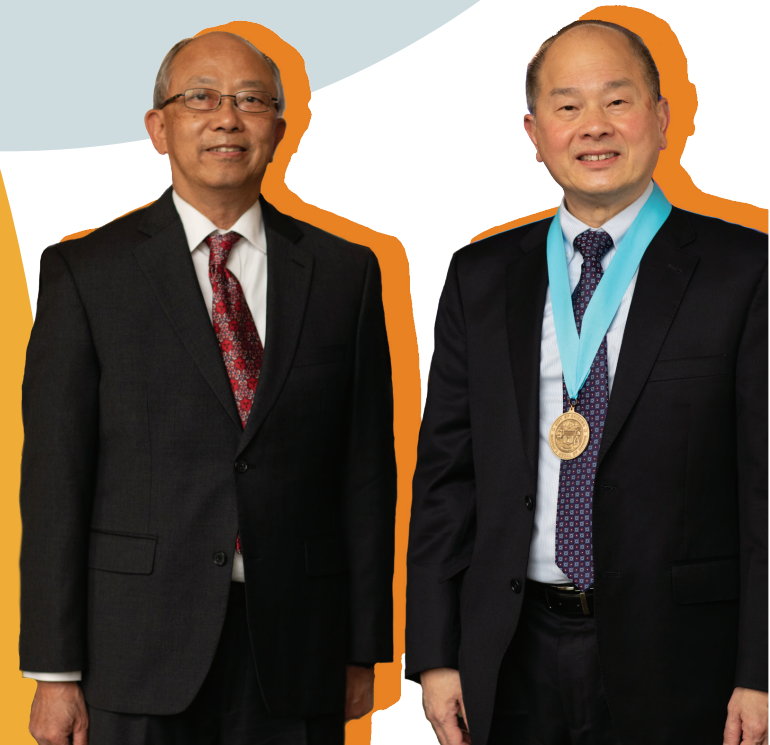
with the inaugural Mayor's Medal of Honor, which recognized individuals and organizations that made extraordinary contributions to Chicago's residents throughout 2020 and particularly during the COVID-19 pandemic. Pui Tak Center was recognized as it "stepped up to support wrap-around services to the hard-hit Asian American and Pacific Islander community during the pandemic."

We are grateful to God for providing spiritual resiliency and physical strength to our staff. As they lived out our motto of "love, serve, witness", they have seen new openness to the Gospel in the midst of the anxiety that living through a pandemic brings.

We also could not have done it without you who encourage us, pray for us, volunteer alongside us and give generously. Thank you.

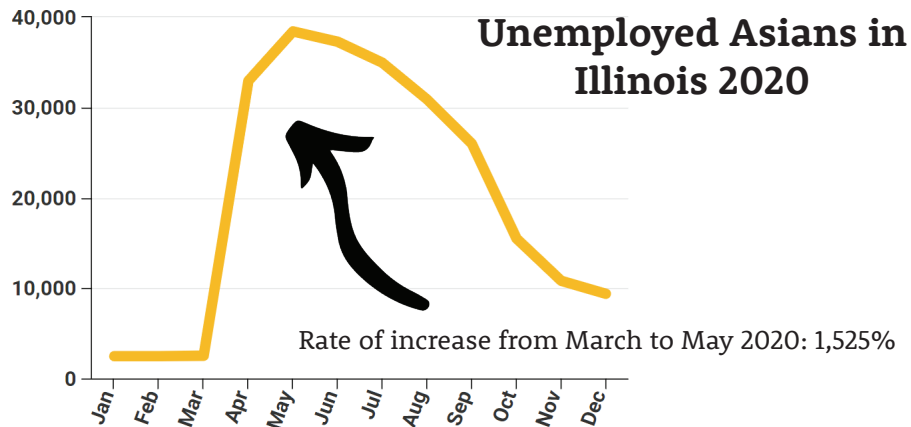
Ken Chow
President of the Board

David Wu
Executive Director



Our Impact

UNEMPLOYMENT



Starting in March 2020, laid off community members turned to Pui Tak Center as it was difficult to get help from the state's unemployment agency. We handled a total of 779 unemployment cases during the pandemic. While more jobs have become available, we continued to

support **260 people** in FY2021.

FOOD DISTRIBUTION

Pui Tak Center partnered in the Chinatown Food distribution with Chinese Christian Union Church, Chinatown Chamber of Commerce, Coalition for a Better Chinese American Community, Economic Strategies Development Corporation, 2nd District State Rep. Theresa Mah, and 25th Ward Alderman Byron Sigcho Lopez. Starting in April 2020 and ending in October 2021,



nearly **10,000 households** received food during **30 distributions**.

FINANCIAL SUPPORT



The Chicago Resiliency Fund provided direct financial support to households ineligible for the pandemic stimulus checks. Pui Tak Center was selected to provide Chinese language application support and

helped **290 families** get **\$1,000** each.

LANGUAGE ACCESS

In six months, our Immigrant Welcoming Center staff served **978 clients**, more than doubling our initial service projection.



In January 2021, the Illinois Department of Human Services selected Pui Tak Center to be the first Immigrant Welcoming Center in Chicago's Chinatown. Through this funding, Pui Tak Center helps immigrants and others with limited English skills to get help for their daily problems from Pui Tak Center or through a referral to other community and government resources.

VACCINATION



From February to November 2021: Our vaccine clinic provided over **10,000 doses** to nearly **5,000 people**.

In February 2021, when COVID-19 vaccinations were scarce everywhere, Pui Tak Center partnered with Prism Health Labs to vaccinate residents living in or near Chinatown who faced language and technology barriers in getting appointments. A three days per week clinic started in May and will continue through early next year so that seniors can get boosters and children can get vaccinated.

Adult Education and Training

"I was an accountant for 17 years in China, but could only be a home care aide because I don't know any English when I came to the U.S. Through Pui Tak Center, I was able to advance from the basic class to level 2 English, and can now understand most of what other people say. My goal is to one day pass the U.S. Accountant Certificate and return to my old job."

-Current adult ESL student



Watch the full story, and others, on our YouTube channel!

The Adult Education and Training department helps students develop English skills to get a better job, further education, become a U.S. citizen and converse with those outside of Chinatown. This includes ESL and citizenship classes, ESL tutoring and food sanitation certification classes.

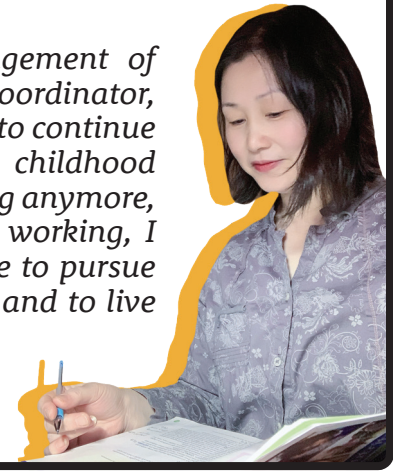
Due to COVID-19, our overall enrollment declined as immigration slowed and some students did not like remote classes. But the enrolled students had much better attendance and learning gains.



Beyond the Classroom

"Through the enthusiastic encouragement of my teacher and the ESL Transition Coordinator, I applied to go to community college to continue learning as a student in early childhood education. Even though I'm not young anymore, with my children all grown up and working, I felt that I was given a second chance to pursue a goal, better integrate into the U.S. and to live life abundantly."

-A former ESL student



ESL enrollment:
763



Completed a federal ESL level



Average hours of attendance per student: 199.9



Became citizens: 32



Obtained restaurant sanitation certification: 213



Adult ESL tutoring students: 141



Volunteer tutors/teachers: 65



Adult tutoring volunteer hours: 823

Children and Youth

The pandemic has been challenging for children and youth as their school and our Children, Youth and Music programs went online. Both staff and students had to adjust to a new form of learning.

The Children Program had to cancel JSP Jump Start in 2020 and Saturday enrichment classes. The after school program was moved online. As working parents needed a place and supervision for their children to attend online school, we started a Children Day Program to help these families.



Children after school: 20
Children Day Program: 5



Piano: 45



Youth after school: 42
Youth summer ESL: 35



Service learning: 63
ASM internships: 100



Beyond High School: 27
Coaching sessions: 544 meetings

All of the Youth Program's services moved online. Tutors struggled to engage youth who typically left their cameras off and were black squares on the screen. As our program targets the newest immigrant youth who are already struggling with English and keeping up in their academic subjects, online learning was another big hurdle to overcome. Thankfully, tutors endured and supported the youth as best as they could.

The summer of 2021 was a breath of fresh air as kids 12+ were able to receive vaccination. Many youths were eager to volunteer in-person at a vaccine clinic targeting youth as it was the first time that youth, volunteers and staff were together in over a year.

YOUTH POST-SECONDARY TRANSITION

In October 2020, our youth program received pilot funding from the Illinois Community College Board to help new immigrant youth transition to college and other post-secondary opportunities. Due to language and their parent's lack of familiarity with options, many immigrant youth lacked guidance on what to do after high school. The pilot served 14 high school seniors and 13 juniors with ESL classes, writing assistance, coaching, workshops and remote campus visits. Due to the hard work of students and persistence of staff who kept expectations high, all 14 seniors are now attending college.

Sharing from Students

"The workshops taught me how to plan my summer."

"There's a different teacher for every topic so we're really getting the best out of preparing for college. The counselors also make sure we are staying on track in high school and follow up frequently."

"I had some hiccups with financial aid, but was able to talk it through with my counselor to get what I needed to attend college. The mental support was so important to me, to have someone explain the application process in detail and help me prepare for what is to come."



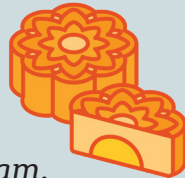
Community Programs

Immigrant Welcoming Center

For years, Pui Tak has had limited capacity to provide individual help to immigrants and others with limited English skills. In January 2021, the Illinois Department of Human Services selected Pui Tak Center to be the first Immigrant Welcoming Center (IWC) in Chinatown. IWC provides answers to questions, refers people to the agency or organization that can help them, solves problems through case management and supports those going through crises. During the first six months of the program, the staff served twice the number of clients proposed, highlighting the community's need and reflecting the caring service provided by the staff.



Mrs. Jiang held on to a small box of mooncake when she was admitted to the hospital. A few days before, Mr. Jiang had just received that mooncake from the IWC team. So that she would have a reminder of home, his wife took the mooncake with her to the hospital. Through a mooncake and our prayer, Mr. Jiang felt God's love. Although he is not a Christian, he feels like he gained a family at Pui Tak Center.



At one of the lowest points in my life, when not even my closest friends or children could help me, Pui Tak Center offered me the help I needed the most.



Around April of last year, I lost my husband and my job suddenly. Despite many attempts, I was unable to submit an unemployment insurance claim. In that moment of helplessness, a friend recommended that I seek help from Pui Tak Center.

Through one phone call after another, the IWC staff helped me connect with the Illinois Department of Employment Security to resolve the complicated issues with my claim, and I was eventually able to receive unemployment insurance. Through the help, I was able to live without anxiety during the pandemic, knowing that I am covered financially during this difficult time.

-An unemployment client



Unduplicated clients: 978



12 webinars
341 participants



Cases: 1,263



Disability Services



Families served: 49

Both the Poiema Community Day Services Program and Parent Support Group transitioned online during the pandemic. These online meetings were a blessing in disguise as it allowed families that could not participate in the past due to the commute to join in on Bible studies, learn important life skills and foster relationships with each other.

"[As Poiema has been online this past year] I was able to observe how my son learns. Not only does he take notes and actively ask questions, his memory and creative thinking has improved. I am so grateful that my son has transformed into such a cheerful and outgoing person."

-Parent of Poiema student

Problem Gambling Program

Gambling is a popular recreational activity in Chinese culture. With casinos, lottery tickets, sports betting and mah-jong easily accessible, gambling for fun and entertainment can lead to uncontrolled gambling that affects their finances and family. This is gambling disorder or problem gambling. Like other addictions, treatment and recovery is possible. Our Problem Gambling Program aims to educate community members, raise awareness among adults and youth, and provide support for those who are struggling and to their family members.

"Residents in our community [need to] understand the harms of problem gambling. I hope that there will be more education on this topic in the future."

- Webinar attendee

Outreach

After experiencing love and service from Pui Tak Center staff, some are more open to hearing about why Christians are different. Some express interest on their own, such as one elderly man who used to dislike Christians, but after getting help in applying for a senior apartment, he was receptive to the Gospel and was open to learning more. Others start considering spiritual matters through our weekly American Culture class, seeker and new believer Bible studies, Hope class and English Corner.



Average attendance at weekly programs: 85



Outreach events attendees: 117



Baptism Testimony



Baptisms: 11

May came to Chicago in October 2015. Due to unexpected circumstances that happened to her family, she became depressed and couldn't fall asleep. A friend invited her to church during this time, and amazingly, the beautiful hymns helped her sleep well.

At the beginning of 2021, she came to the online Friday English Corner at Pui Tak Center. Not only did her English improve, she also began to learn more about Jesus. Her small group leaders also cared for her through various ways, such as practicing English conversation with her or picking up her children from school. Having felt the love of God, she decided to follow Jesus and got baptized in June.

Financial Summary

Fiscal Year 2021
7/1/2020 to 6/30/2021

Income

Government Grants	\$2,086,694
Program Fees	\$178,588
Individuals and Churches	\$174,867
Foundations and Corporations	\$113,739
Contract for Services	\$84,824
Miscellaneous	\$24,997
In-Kind Donations	\$299,700
Total Income	\$2,963,409

Expenses

Salaries	\$1,584,658
Benefits	\$329,633
Occupancy	\$255,495
Equipment/Depreciation	\$119,239
Program	\$77,091
Contractual	\$71,301
Professional Fees	\$43,758
Other	\$133,120
In-kind Rent and Services	\$299,700
Total Expenses	\$2,913,995
Surplus	\$49,414

In FY2021, 273 individuals and families generously donated to Pui Tak Center.

Organizations that provided financial, program or significant in-kind support: After School Matters, Center for Asian Health Equity/Asian Health Coalition, Center Point Church, Chinatown Parking Corporation, Chinese Christian Union Church (in-kind rent), Dollar General Literacy Foundation, The Grainger Foundation, Greater Chicago Food Depository, Illinois Coalition for Immigrant and Refugee Rights, Illinois Community College Board, Illinois Department of Human Services, Lloyd A Fry Foundation, Molina Healthcare Charitable Foundation, Phoenix Bean, Prism Health Labs, Salesforce Foundation (in-kind), USDA Farmer to Families, Wellspring Alliance Church and Willow Creek Community Church.

The financial statements were audited by Illinois NFP Audit & Tax, LLP and are available upon request.

In FY2021, the Adult Education and Training department received \$469,090 in federal funding, 25.8.1% of the total program cost.

BOARD OF DIRECTORS

Ken Chow - President	James Hwang (starting 7/2021)
Kwok Nam Shiu - Vice President	Kin On Lau
John Wong - Treasurer	Danny Mui
Vincent Tse - Secretary (FY2021)	Sally Song
Judy Fan-Hsu - Secretary (FY2022)	David Wu
Matthew Chan	Ellen Yu (starting 7/2021)
Julia Cheng-Kuk (thru 6/2021)	Cheuk Yung (starting 7/2021)
Philip Chow (thru 6/2021)	

STAFF & VOLUNTEERS

Adult Education & Training

Walter Schoenfuhs	Adult Education & Training Manager
Man Ying Tam	Computer Center Coordinator
Ivy Lee	ESL Data Coordinator
Sandy Louie	ESL Student Services Coordinator
Grace Jin	ESL Transition Coordinator
Judy Fairbairn	ESL Tutoring Coordinator

Administration

David Wu	Executive Director
Ruth Lin	Development Coordinator
Jan Mei	Receptionist

Children & Youth

Karen Lee	Assistant to the Director
Tiffany Man	Youth Program Coordinator

Community Programs

Judi Chow	IWC Coordinator
Wing Sun Tam, Cybal Wong, Hazel Or, Meisun Shiu, Victor Lee	Community Services Specialist
Eunice Liao	Mental Health Counselor
Rosalie Der	Disability Service Facilitator
Waiyi Louie	Disability Support Group Specialist
Wai Siu	Community Outreach Specialist

During FY2021, 50 individuals served as part-time ESL teachers, after school tutors, music teachers and in administrative support.

We also want to thank volunteers who served in our adult ESL tutoring and conversation classes, children and youth after school tutoring, food distribution, legal assistance, outreach, tax preparation, vaccination clinic and workshops.



Pui Tak Center



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ChicagoPTC

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Annual Report in Chinese

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中文版的年度報告



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