

# PACE OVERVIEW

Date: 9/28/11

Submitted in HCED Committee

Council File No: 10-1901

Item No.: 6

**PACE IS A COMMUNITY DEVELOPMENT ORGANIZATION THAT ANNUALLY SERVES MORE THAN 62,000 LOW INCOME RESIDENTS OF THE LOS ANGELES AREA BY CREATING ECONOMIC SOLUTIONS TO MEET THE CHALLENGES OF EMPLOYMENT, EDUCATION, HOUSING AND BUSINESS DEVELOPMENT IN THE PACIFIC ASIAN AND OTHER DIVERSE COMMUNITIES**

## WORKFORCE DEVELOPMENT

PACE's Westlake One-Stop Resource Center is accessible to all job seekers. The center utilizes computerized databases to allow clients to conduct job searches on the Internet. PACE also provides Welfare-to-Work placements, On the Job Training, Senior Job Transitions, Displaced Worker Programs and Veteran Services. Other employment assistance provided includes:

- Job preparation workshops
- Basic computer skills training
- On the job, sector & career training
- Career & vocational counseling
- Social Services Referrals
- English as a Second Language (ESL) classes
- Annual Business and Career Expo
- Interview Skills & Resume Development
- GreenWorkLA - Green Job Training and Placement

*Annual Clients: 11,900+*

## BUSINESS DEVELOPMENT CENTER

The BDC has facilitated the start-up and expansion of over 10,100 businesses in Los Angeles since its inception in 1992. The BDC also includes PACE's SBA Women's Business Center. BDC provide low income, minority entrepreneurs and small business owners with:

- Small capital grants
- Loan referrals & Loan packaging
- Business start-up workshops
- Entrepreneurial Training Programs
- Business IDAs
- Minority Business Certification
- Workshops in Finance, Marketing & Business Planning
- Networking & Mentoring Opportunities

*Annual Clients: 2,000 +*

## FINANCIAL & CONSUMER EDUCATION

PACE's Financial & Consumer Education program provides a variety of workshops, training programs, information and one on one assistance to enable clients to become economically self sufficient. Some of the major programmatic efforts include:

- Financial Literacy Classes
- Home Ownership IDAs
- Credit Repair support
- 1<sup>st</sup> Time Homebuyer workshops
- Energy Conservation & Budget Training
- Savings/Retirement workshops
- Income Tax Preparation (EITC) & other tax credit benefits
- Credit Repair & College Savings IDAs
- Energy Conservation

*Annual Clients: 1,800+*

## ENERGY & ENVIRONMENTAL SERVICES

PACE's Environmental Services Programs alleviate the heavy energy burden on low income households while reducing our dependence on fossil fuels and helping to preserve and improve the environment. In addition to assisting all low income families, including seniors and immigrants, with their utility bill payments, PACE promotes energy conservation awareness and provides free installation of measures to reduce home energy consumption, lower energy bills and make these homes more comfortable and safer places to live. Services include:

- Minor Home Repair
- Energy Audit
- Combustion Appliance Safety Test
- Weatherization installation and Inspection
- Replacement and/or Repair of Unsafe / Inefficient Appliances
- Utility Bill Assistance
- Design/Dissemination of In Language Materials
- In Language Energy Efficiency Outreach

*Annual Clients: 42,500+*

## EARLY CHILDHOOD EDUCATION

PACE Early Childhood Education is primarily federally funded by Head Start, but also receives State Preschool and Los Angeles Universal Preschool funding. We offer preschool services as well as comprehensive Family, Health, Nutrition, Mental Health, Disabilities, and Social Services for 1,987 students and their families in 28 school sites.

- Services for special needs children
- Free Breakfast/Lunch
- Free Dental & other medical services
- Children learn through hands-on experience (HIGH/SCOPE)
- "Father/Male Involvement Program" (MVP)
- Parenting, ESL and Financial Literacy classes

*Children Enrolled: 1,987 ; Parents & Volunteers: 2,100+*

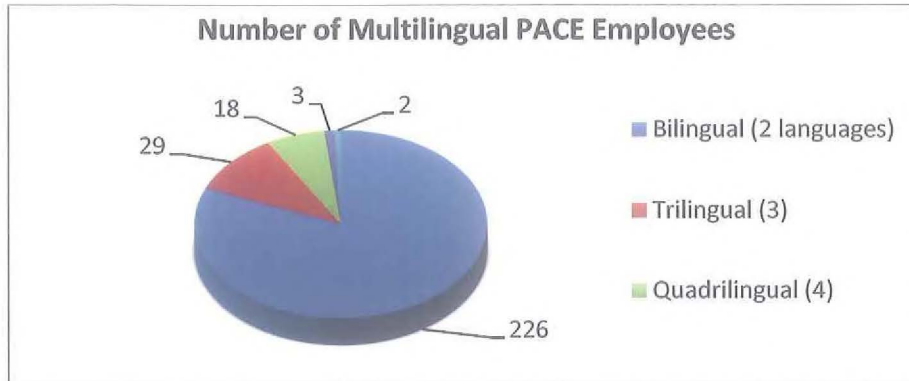
## AFFORDABLE HOUSING MANAGEMENT & DEVELOPMENT

Since 1984, PACE has completed the construction/rehabilitation of 190 affordable housing units in four projects in nine locations in Central Los Angeles. Units are available for low income families making as little as 20% of AMI. Additionally, PACE's HandyWorker program provides minor home repairs services to enable low income families seniors, & persons with disabilities to stay in their homes in a safe environment. HandyWorkers are provided in both the City of Los Angeles and the County of Los Angeles.

*Annual Homes Repaired: 250 + ; Number of Affordable Housing Units: 190*

Since our beginning in 1976, as an organization dedicated to helping disadvantaged Asians and refugees from Southeast Asia, PACE has dynamically grown to serve many different communities and ethnic groups throughout Southern California, as illustrated in the chart below.

PACE programs now operate in 43 different locations in Los Angeles County with headquarters located in the city of Los Angeles. While PACE has retained much of its focus on employment, we now tackle the full array of problems and challenges that speak to the quality of life of low income, minority and immigrant people throughout the region. Additionally, more than 80% of our staff can speak more than one language, allowing them to assist our clients in over 40 different languages and dialects such as Spanish, Korean, Burmese, Vietnamese, Khmer (Cambodian), Tagalog (Filipino) and Chinese (Mandarin, Cantonese and Teo Chiu/Chu Chow).



**PACE GRATEFULLY ACKNOWLEDGES THE FOLLOWING FUNDERS OF OUR PROGRAMS:**

- **Federal**

- US Small Business Administration
- US Department of Health & Human Services, Administration for Children and Families
  - Office of Community Services – Job Opportunities for Low Income Individuals (JOLI)
  - Office of Refugee Resettlement (ORR)
  - Head Start Bureau

- **State and Local**

- California Department of Education (State Preschool)
- California Department of Community Services and Development
  - Low Income Home Energy Assistance Program (LIHEAP)
  - Department of Energy (DOE)
- County of Los Angeles-Workforce Development
- The City of Los Angeles – Community Development Department
  - Los Angeles Business Assistance Program (LABAP)
  - WorkSource Centers
  - Family Sources

- **Businesses and Foundations**

- |  |  |                               |
|--|--|-------------------------------|
| • Acción International                   | • Chinatrust Bank (U.S.A.)               | • Ralphs                      |
| • AEG/Staples Center                     | • Citibank                               | • Southern California Edison  |
| • Asian Pacific Community Fund           | • City National Bank                     | • Southern California Gas Co. |
| • Association for Enterprise Opportunity | • First Republic Bank                    | • Trickle Up Program          |
| • Bank of America Foundation             | • First 5 LA                             | • Union Bank of California    |
| • Bank of the West                       | • Gelson's                               | • United Way of Greater LA    |
| • California Community Foundation        | • HSBC                                   | • US Bank                     |
| • Cathay Bank                            | • IKEA                                   | • Wachovia                    |
| • Chase                                  | • Kaiser Permanente                      | • Warner Brothers             |
|  | • Los Angeles Universal Preschool (LAUP) | • Weingart Foundation         |
|  | • Manufacturers Bank                     | • Wells Fargo                 |

**PACIFIC ASIAN CONSORTIUM IN EMPLOYMENT**  
**1055 WILSHIRE BLVD SUITE 1475 ♦ LOS ANGELES CA 90017**  
**Tel: 213.353.3982 ♦ Fax: 213.353.1227**  
**[www.pacela.org](http://www.pacela.org)**

# PACE'S PRESENCE IN EAST LOS ANGELES

## PACE

## BARRIO PLANNERS, INC

Locations	9	2
<ol style="list-style-type: none"> <li>1. <b>Headquarters</b> 1055 Wilshire Blvd, 90017</li> <li><b>Services Provided at East Los Angeles:</b></li> <li>2. 4927 Huntington Dr, 90032</li> <li>3. 1505 East First St, 90033</li> <li>4. 2130 East First St, 90023</li> <li>5. 1600 East Fourth St, 90033</li> <li>6. 3565 East First St, 90063</li> <li>7. 5443 Ash St, 90042</li> <li>8. 3260 Marengo St, 90063</li> <li>9. 6310 Aldama St, 90042</li> </ol>	<ol style="list-style-type: none"> <li>1. <b>Headquarters</b> 5271 E Beverly Blvd, 90022 <b>East of Hwy 710</b></li> <li><b>Services Provided at East Los Angeles:</b></li> <li>2716 N Broadway, 90031</li> </ol>	<ol style="list-style-type: none"> <li>1. <b>Headquarters</b> 5271 E Beverly Blvd, 90022 <b>East of Hwy 710</b></li> <li><b>Services Provided at East Los Angeles:</b></li> <li>2716 N Broadway, 90031</li> </ol>
Services Provided	8	2
<ol style="list-style-type: none"> <li>1. Entrepreneurial Training Prgm(ETP)</li> <li>2. Microenterprise Training Prgm (MTP)</li> <li>3. SBA Microloans</li> <li>4. Credit Building</li> <li>5. VITA/EITC Tax preparation</li> <li>6. Employment Services</li> <li>7. Headstart</li> <li>8. Energy Assitance</li> </ol>	<ol style="list-style-type: none"> <li>1. Entrepreneurial Training Prgm(ETP)</li> <li>2. Microenterprise Training Prgm (MTP)</li> <li>3. SBA Microloans</li> <li>4. Credit Building</li> <li>5. VITA/EITC Tax preparation</li> <li>6. Employment Services</li> <li>7. Headstart</li> <li>8. Energy Assitance</li> </ol>	<ol style="list-style-type: none"> <li>1. Entrepreneurial Training Prgm (ETP)</li> <li>2. Microenterprise Training Prgm (MTP)</li> <li>3. SBA Microloans</li> <li>4. Credit Building</li> <li>5. VITA/EITC Tax preparation</li> <li>6. Employment Services</li> <li>7. Headstart</li> <li>8. Energy Assitance</li> </ol>
Staff Serving @ ELA	8	2
<ol style="list-style-type: none"> <li>1. Namoch Sokhom (Cambodian, French)</li> <li>2. David Gonzalez (Spanish)</li> <li>3. Kenneth Minn (Korean)</li> <li>4. Swann Do (Cantonese)</li> <li>5. Maria Bernal (Spanish - VITA &amp; Credit)</li> <li>6. Nancy Vasquez (Spanish)</li> <li>7. Carol Wu ( Mandarin - VITA &amp; Credit )</li> <li>8. Nicole Diangiani (French )</li> </ol>	<ol style="list-style-type: none"> <li>1. Namoch Sokhom (Cambodian, French)</li> <li>2. David Gonzalez (Spanish)</li> <li>3. Kenneth Minn (Korean)</li> <li>4. Swann Do (Cantonese)</li> <li>5. Maria Bernal (Spanish - VITA &amp; Credit)</li> <li>6. Nancy Vasquez (Spanish)</li> <li>7. Carol Wu ( Mandarin - VITA &amp; Credit )</li> <li>8. Nicole Diangiani (French )</li> </ol>	<ol style="list-style-type: none"> <li>1. Ruben Sanchez (Spanish)</li> <li>2. Ralp Carmona (Spanish)</li> </ol>



## Economic Impact of Business Development and Financial & Consumer Education Programs

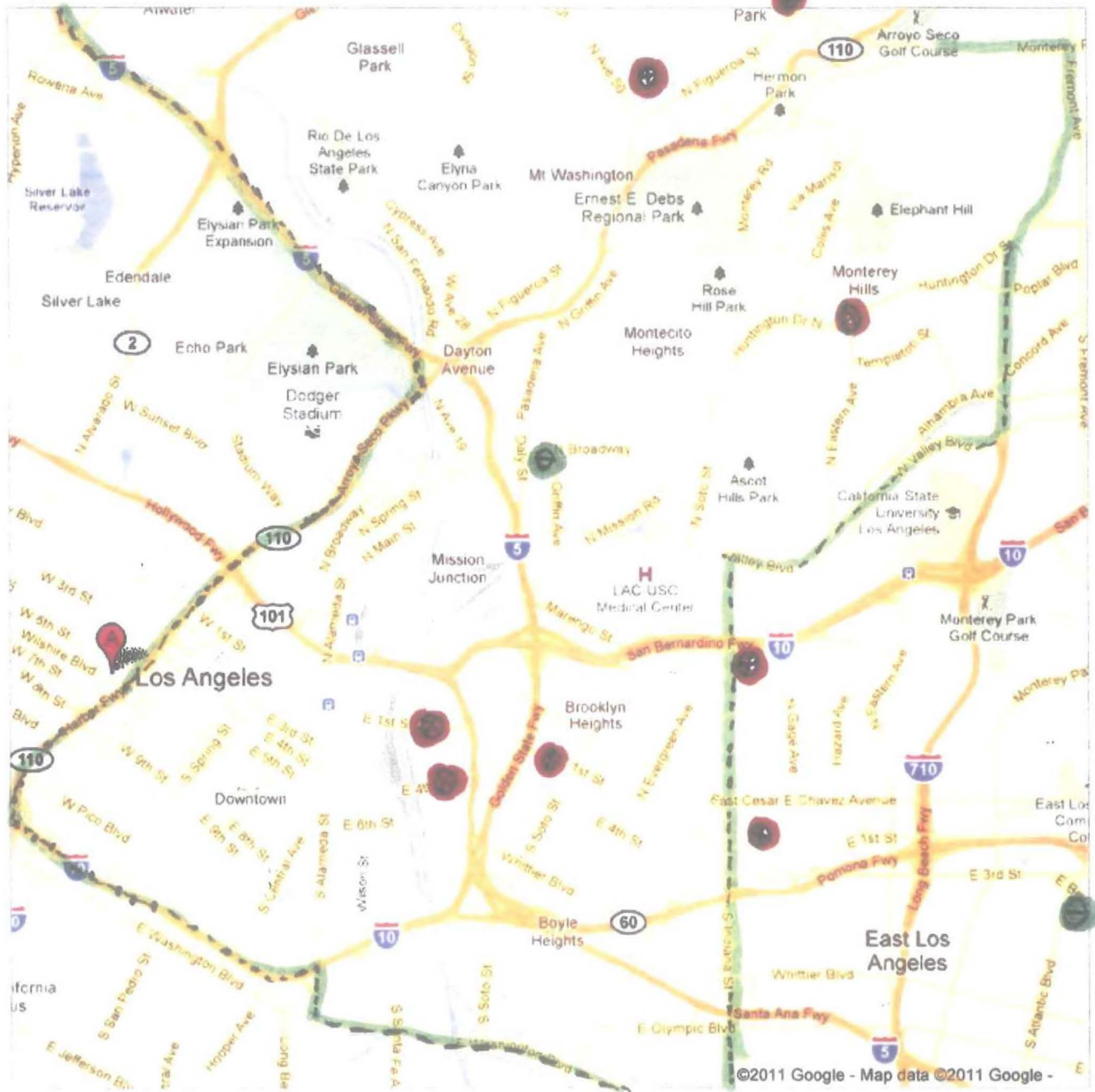
*Most Recent Completed Fiscal Year 2010-2011 and  
Cummulative Since Beginning of Each Program*

BDC ACCOMPLISHMENTS & IMPACT	FY 10-11	Cummulative Since 1993
Entrepreneurs Counseled/Trained	3,526	23,577
New Businesses Started	142	2,504
Businesses Stabilized/Expanded	400	7,733
Total Businesses Assisted	<b>542</b>	<b>10,237</b>
% of Minority, Female &/or Low Income Participants	100.0%	100%
Number of Jobs Created & Retained	981	14,086
Sales/Gross Revenues	\$ 107,716,400	\$ 2,919,403,444
<b>Amount of Sales Taxes generated for local government by businesses assisted by PACE BDC</b>	<b>\$ 8,886,603</b>	<b>\$ 247,623,265</b>
<b>BDC LEVERAGE/Access to Capital</b>		
<b>SBA SOHO Business Loans Funded</b>	\$ -	\$ 41,290,000
Business IDA Invested	\$ 306,000	\$ 1,540,000
TrickleUp Grant Equity Invested in Small Businesses		\$ 107,100
Woman&Company Equity Grant		\$ 35,000
PACE Micro-Loan Fund (since 2006)	\$ 450,000	\$ 602,500
<b>Total Leverage/Access to Capital</b>	<b>\$ 756,000</b>	<b>\$ 43,574,600</b>

Financial & Consumer Education Accomplishments	2010-11	Cumulative Since 2006
Financial Education Workshop attendants	996	4,354
Credit Counseling	298	1,413
New Bank Accounts Opened	135	802
Household Budgeting & Energy Saving	5,657	31,691
Energy Saving Practices	12,051	48,789
VITA Low Income Family tax returns Prepared	562	2,542
<b>Total # of Individuals-Financial &amp; Consumer Ed</b>	<b>19,699</b>	<b>89,591</b>
<b>LEVERAGE/ACCESS TO CAPITAL-Financial &amp; Consumer Education (since 2006)</b>		
\$ Amount of Refunds generated	\$ 812,646	\$ 2,875,665
\$ of EITC claimed	\$ 379,777	\$ 1,343,209
\$ of Child Tax Credits claimed	\$ 152,776	\$ 504,209
\$ of Other Credits claimed	\$ 13,892	\$ 65,893
Tax Preparation Fees Saved	\$ 47,770	\$ 216,070
<b>Total Family Income Increased</b>	<b>\$ 1,406,861</b>	<b>\$ 5,005,046</b>

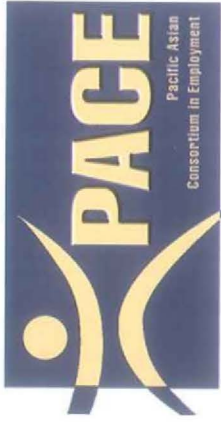
<b>Summary of the ACCOMPLISHMENTS &amp; IMPACT of PACE BDC and Financial and Consumer Education Programs</b>		
<b>Total Number of Low Income Participants Served</b>	<b>23,225</b>	<b>113,168</b>
<b>Total Dollars Leveraged/Access to Capital</b>	<b>\$ 2,162,861</b>	<b>\$ 48,579,646</b>
<b>Total Number of Businesses Served</b>	<b>542</b>	<b>10,237</b>
<b>Sales Tax Benefit to Local Economy</b>	<b>\$ 8,886,603</b>	<b>\$ 247,623,265</b>
<b># of Jobs Created/Retained</b>	<b>981</b>	<b>14,142</b>

To see all the details that are visible on the screen, use the "Print" link next to the map.



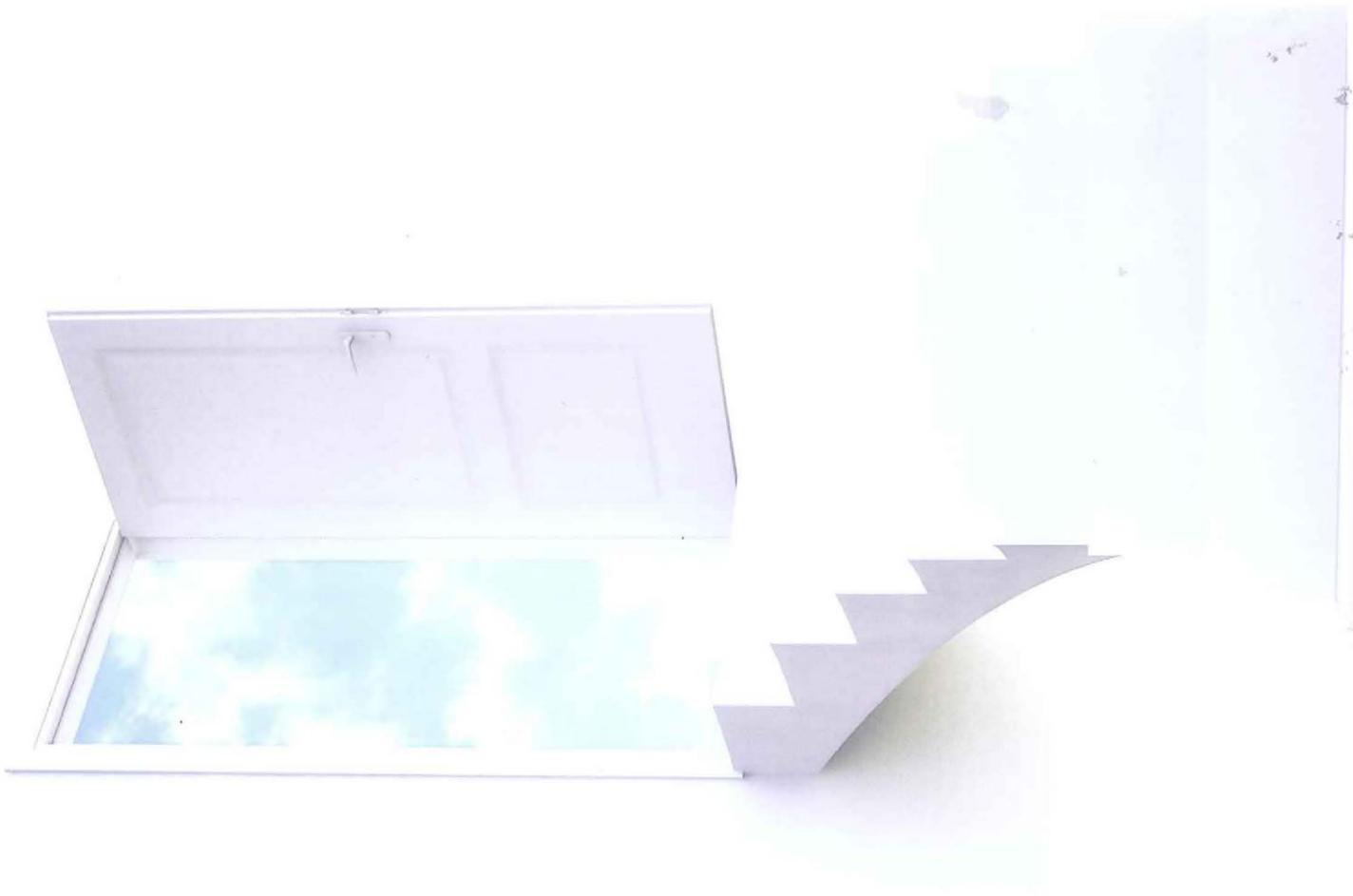
● PACE

● Barrio Planners



PACE Opens Doors  
People ♦ Jobs ♦ Progress

2009-10 Annual Report





PACE – the Pacific Asian Consortium in Employment – began 34 years ago to help Asian Pacific Islanders (APIs) in America achieve economic self-sufficiency. Today, the nonprofit organization serves a clientele representative of the ethnic and cultural richness of the Greater Los Angeles area with the same mission.

PACE helps low-income people gain the knowledge and skills needed to become a positive part of the community and realize their American dreams.

## 724,319 Clients / 34 Years

More than 724,319 men, women, children and families have come to PACE, over the past 34 years, seeking a guiding hand to get a good job, start their own business, improve their financial skills, assure their children's success and create a better quality of life for themselves and their communities.

They are welcomed to PACE with the expertise, encouragement and support of a staff that reflects the multicultural diversity of its clientele, possesses the ability to speak more than forty languages, and has the personal experience of challenge and adversity that often accompanies dislocation and struggle.

PACE enters its 35th year of service to the Greater Los Angeles Area responding to an unprecedented need for its workforce development, business and entrepreneur assistance, education and environmental sustainability programs.



Almost four decades ago, a young college student became a community organizer to fight for equality in training and employment

opportunities for API youth. Soon, Los Angeles Mayor Tom Bradley challenged him to broaden his effort by building a coalition of Asian community organizations.

Within five years, the Pacific Asian Consortium in Employment was born, with Mayor Bradley and the Los Angeles City Council providing landmark job training funds. Today, Kerry Doi still advocates for the underserved as he continues to lead PACE as its President and Chief Executive Officer.







Thousands of inspired, committed and hard-working men and women come to the PACE Business Development Center (BDC) every year for counseling and education to realize their dreams of business ownership. Small business entrepreneurs – the backbone of America’s economy – begin with hope and an idea, then evolve into proud, productive contributors to society.

**18,875 Entrepreneurs / 10,162 Businesses / 15,372 Jobs  
\$323 Million in Annual Revenues to Local Government**

The PACE BDC is a vibrant, creative force with financial programs available to help businesses, individuals and families. Since its inception in 1993, BDC leaders and counselors have worked with 18,875 entrepreneurs and helped 10,162 businesses start or expand, creating or retaining 15,372 jobs. Last year, these businesses generated \$323 million in revenues to local government.

The U.S. Small Business Administration, the White House, United Way of Greater Los Angeles, the City of Los Angeles and the Los Angeles Area Chamber of Commerce recognized the PACE BDC in 2009 for its innovation and effectiveness.



An academic background in chemistry, service in the religious order of Saint Vincent De Paul and work with the elderly and sick inspired Rosemary Cabañas to create a

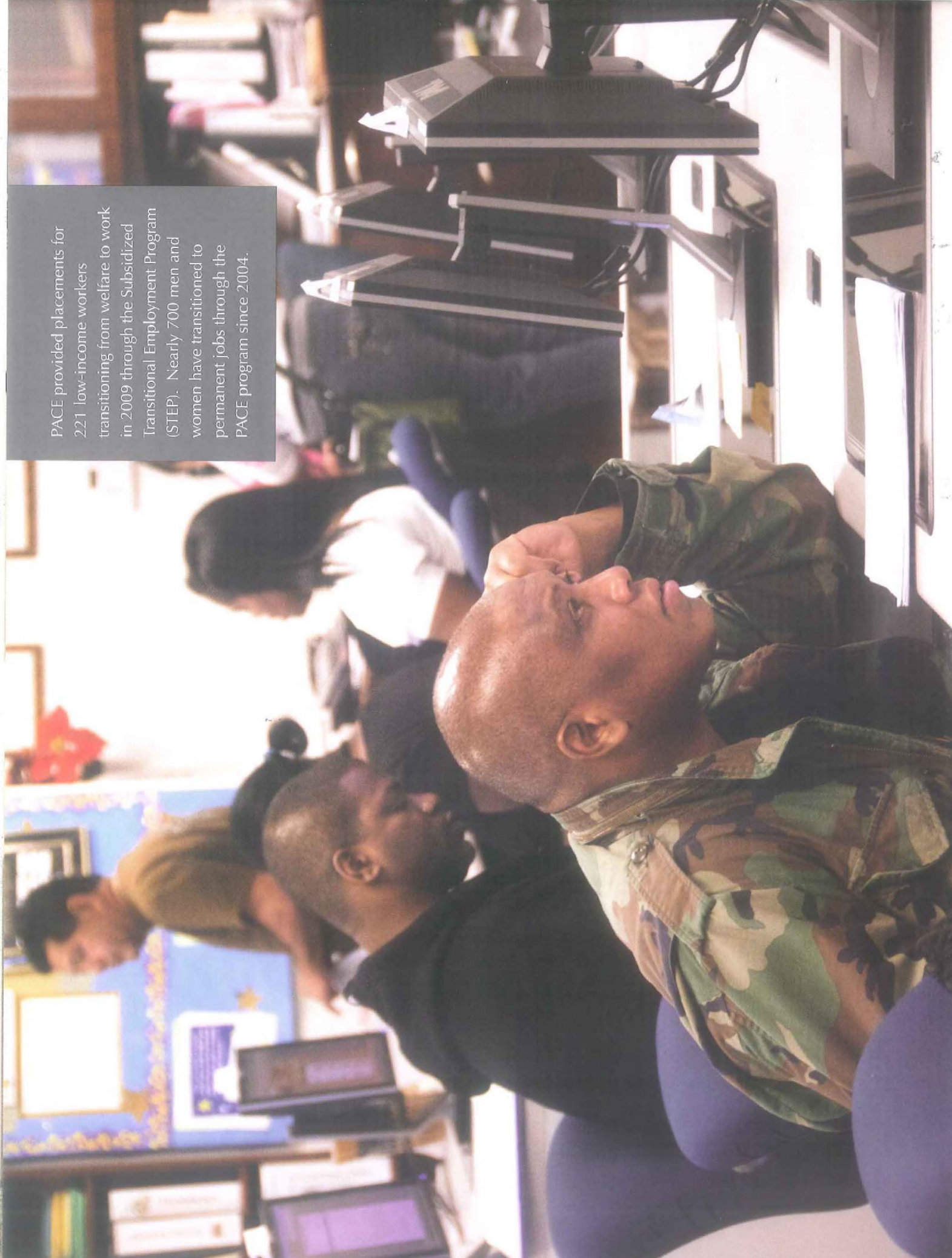
line of lotions and creams to soothe and comfort those dealing with health challenges. Her own challenge was how to establish her business, Rose of Mary Nature’s Gift, and sell her products. She found the answers at the PACE BDC where she graduated from the Entrepreneurial Training Program. Rosemary now has over 500 clients; her next goal is to open a retail store.



Despite his hard work and determination, Shin Kyu Chan’s first two businesses failed. Then, he enrolled in the Korean Language Business Start-Up Workshop conducted

by the PACE BDC. He learned about micro-enterprises, earned matching funds through the PACE/United Way Individual Development Account Program and, a year later, opened KC Swimming Pool Service. He has 70 clients, “I’m satisfied. It’s the right size for me.”

PACE provided placements for 221 low-income workers transitioning from welfare to work in 2009 through the Subsidized Transitional Employment Program (STEP). Nearly 700 men and women have transitioned to permanent jobs through the PACE program since 2004.





PACE's Workforce Development case managers utilize an array of programs to meet the needs of job seekers struggling to cope with the recession and record-breaking unemployment.

With individual assessment surveys, one-on-one counseling and continuing support, PACE's professional staff has helped more than 171,352 clients take important steps to self-sufficiency. The 1,800 workers assisted by PACE annually have earned more than \$35,776,540.

## 171,352 Job-Seekers Assisted / Trained

At the Westlake WorkSource Center, job seekers access technology and communications tools; veterans and seniors receive customized services; and representatives of government agencies provide counseling on welfare-to-work opportunities and unemployment benefits.

PACE is a pioneer in building a skilled Green Jobs workforce for weatherization and installation of photovoltaic and solar thermal systems. Job training programs are available on-site and in collaboration with local community and technical colleges.

Additional PACE Workforce Development programs include ESL (English as a Second Language) classes, now in their 26th year; and an annual Asian Career and Entrepreneur Fair.



Amina Aullybux and her family came to the U.S. from Mauritius through the Department of State's Diversity Immigrant Visa Program.

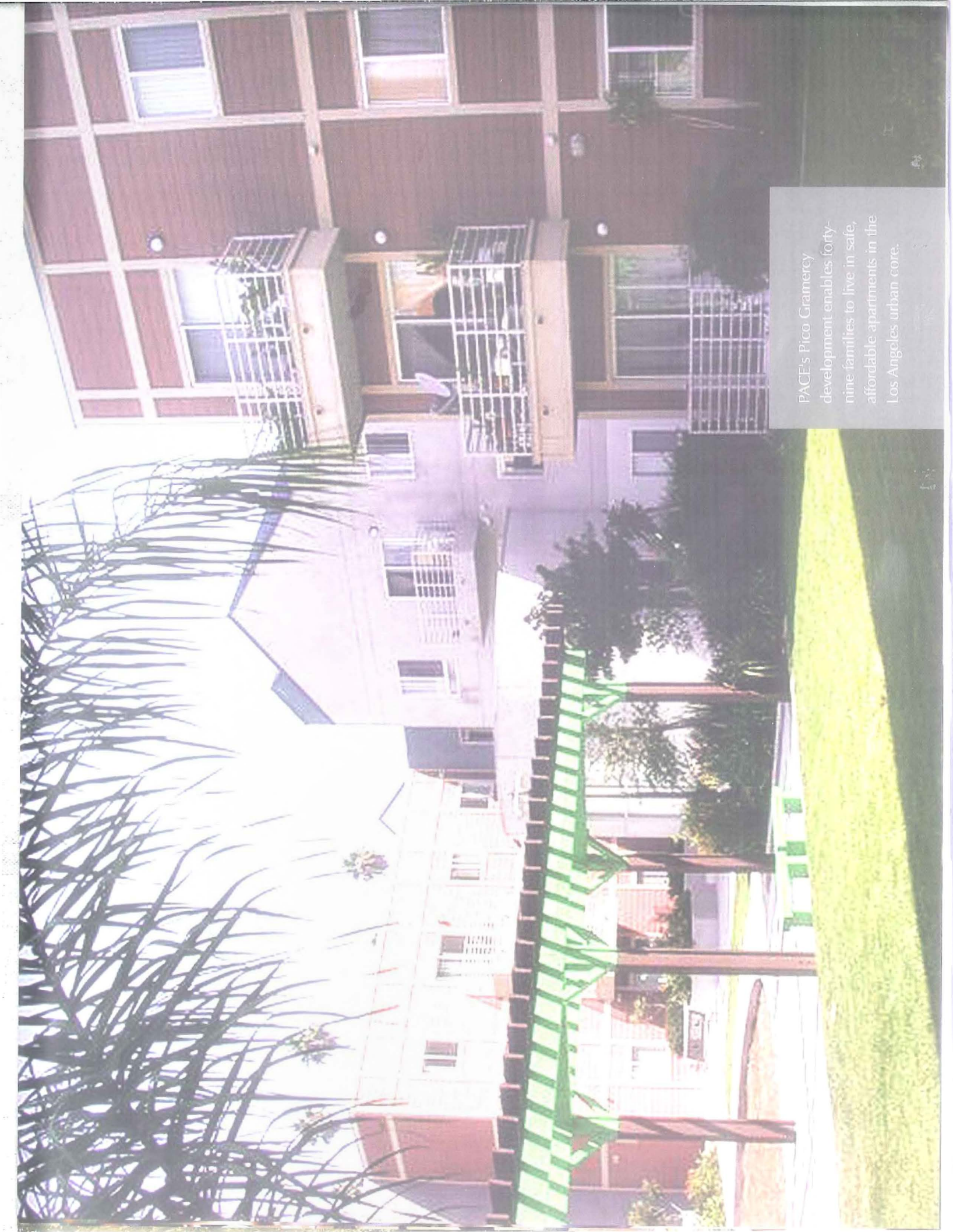
"I was thinking of my daughter's opportunity for education," she

said. A one-time teacher, she appreciated working with counselors at the PACE WorkSource Center. "Even when I have difficulty on the computer sometimes, there is always someone here to assist me."



Marathon Nhim worked steadily for the past few years, but then the recession hit and he was laid off. A friend recommended he call PACE and his case manager suggested Marathon consider

training in installing photovoltaic solar systems. Now, he's one of PACE BGreenLA's service consultants and works with owners to make their homes more sustainable and save on their energy bills. "This is just the beginning, solar is going to be really big and we're on the right track," he says.

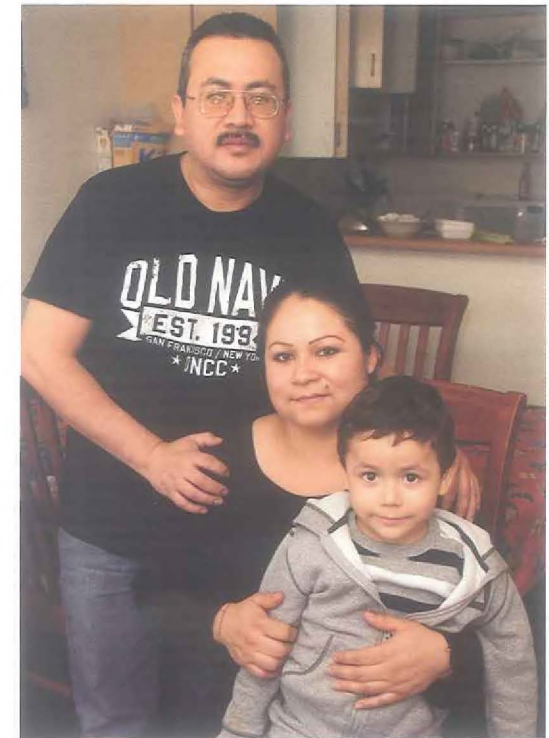


PACE's Pico Gramercy development enables forty-nine families to live in safe, affordable apartments in the Los Angeles urban core.

In Los Angeles, more than 58 percent of low-income families are “housing burdened,” spending up to half their family income on rent. The scarcity of safe, affordable housing, particularly in the Los Angeles urban core, contributes to health problems, impairs childhood development and keeps thousands of families from pursuing security and a better future for their families. For PACE Housing, a family’s home is the foundation to improving the quality of life for the entire community.

## 190 Affordable Housing Units 4 Projects / 9 Locations \$3,074,617 Housing Dollars Saved

PACE Housing has developed 190 residential units in four projects: PACE Villas, Central City Apartments, Grandview Nine and Pico-Gramercy Apartments. Residents of PACE’s affordable housing pay an average of 26 percent of market rental rates and are encouraged to take advantage of all PACE services, such as Early Childhood Education, business and job development, work opportunities and financial literacy education.



Auscencia Martinez lives with her family at PACE Grandview Nine apartments. Her 3-year-old son attends the PACE Early Childhood Education (ECE) program located on the ground floor of the complex. Employed as a maintenance worker for the building, she has taken advantage of ECE’s ESL and nutrition classes. Living at Grandview Nine “is a very good experience,” Auscencia said. “It’s a peaceful environment where the neighbors get along and work together.”

## PACE FUNDERS 2009-10

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### Private Sources

Asian Pacific Community Fund  
Association for Enterprise Opportunity  
Bank of America  
Bank of the West  
California Community Foundation  
Chinatrust Bank (USA)  
Citibank  
City National Bank  
Comerica Bank  
General Mills Foundation  
Hanmi Bank  
HSBC  
Los Angeles Universal Preschool (LAUP)  
Northern Trust  
S. Mark Taper Foundation  
Southern California Edison  
Southern California Gas Company  
Southwest Airlines  
U.S. Bank  
Union Bank  
United Way of Greater Los Angeles  
Wachovia Bank  
Weingart Foundation  
Wells Fargo Bank  
Western Growers Charitable Foundation

### Government Sources

California Department of Community Services & Development  
Hawthorne City-South Bay Workforce Investment Board  
Los Angeles City Community Development Department

- *Los Angeles Business Assistance Program*
- *WorkSource Centers*

Los Angeles City Housing Department  
Los Angeles County Community Development Commission  
Los Angeles County Office of Education  
U.S. Department of Agriculture  
U.S. Department of Energy  
U.S. Department of Health and Human Services, ACF-OCS

- *Office of Community Services*
- *Office of Refugee Resettlement*
- *Head Start Bureau*

U.S. Department of Labor  
U.S. Department of Housing and Urban Development  
U.S. Small Business Administration

### Volunteer Sources

Deloitte  
Loyola Marymount University  
PricewaterhouseCoopers  
University of Southern California

## REVENUE AND EXPENSES

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### Support and Revenue

Government Grants and Contracts	\$22,028,382
Other Grants and Contracts	2,867,910
Contributions	5,166
Interest Income	35,293
Other Income	230,607
Total Support and Revenue	\$25,167,358

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### Expenses

#### Program Expense:

Early Childhood Education	\$14,968,729
Employment and Training	1,247,868
Business and Economic Development	1,241,069
Community Development	5,691,2124
Total Program Expenses	\$23,148,880

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### Support Services

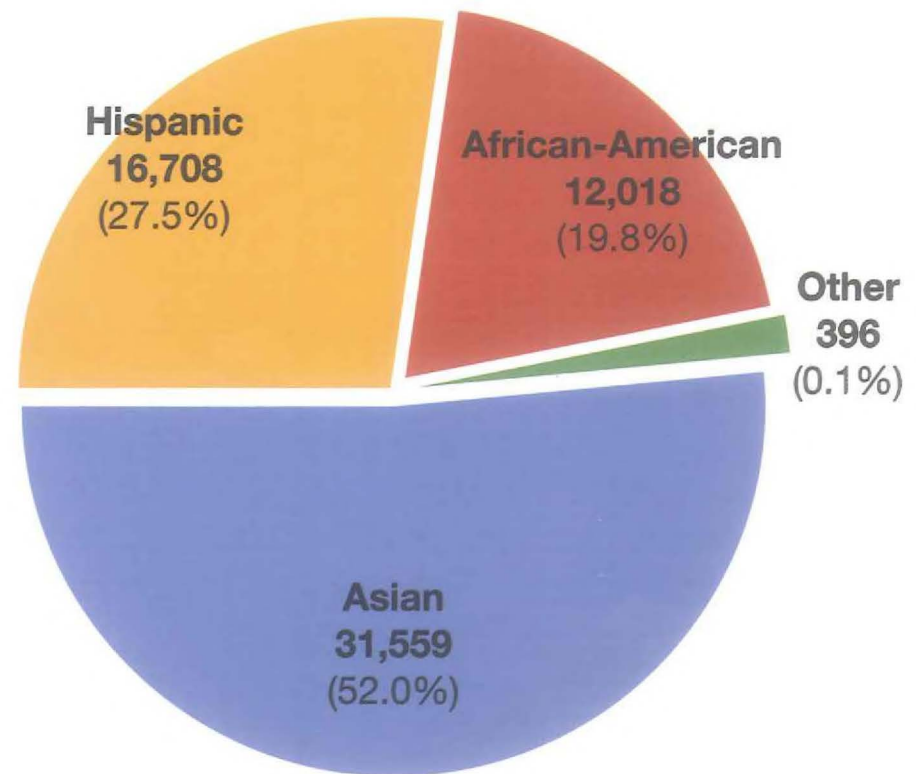
General Administration	\$430,446
Total Expenses	\$23,579,326

## PACE'S MULTI-LINGUAL STAFF

Thousands of people, representing the rich multicultural fabric of the Greater Los Angeles area, come through PACE's doors every year seeking self-empowerment. They succeed in their endeavor with the help of a caring staff of professionals, many of whom have similar histories, and are able to speak with them in their native tongues. In addition to English, the languages and dialects spoken by PACE staff include:

Amharic	Hindi	Shanghainese
Arabic	Igo	Spanish
Armenian	Ilokano	Swahili
Bengali	Japanese	Tagalog
Bikol	Kapampangan	Taiwanese
Burmese	Khmer	Tai Shan
Cambodian	Korean	Teochew
Cantonese	Lingala	Urdu
Chou-Chou	Mandarin	Vietnamese
Cebuano	Pampango	Visayan
Croatian	Portuguese	Waray
Davaoeño	Punjabi	Yoruba
Farsi	Pushto	Zapoteco
French	Russian	
Hausa	Serbian	

## ETHNIC MAKE-UP OF PACE CLIENTELE (2009-10)



A non-profit community development organization serving the Greater Los Angeles region.

### Board of Directors

Warren Chang, *Chair*

Sandra Sakamoto, *Vice-Chair and Treasurer*

Jon M. Mayeda, *Secretary*

Neil Yoneji, *Board Member*

Kerry N. Doi, *President and Chief Executive Officer*

Yusa Chang, *Vice-President and Chief Operating Officer*

1055 Wilshire Boulevard, Suite 1475  
Los Angeles, CA 90017





Jose Zambrano decided to become an active participant at PACE ECE's Hope Memorial site, where he watched his daughter grow and learn. He joined the school's parent committee, was elected to the regional Policy Committee and then the county-wide Executive Committee. He now chairs the Los Angeles County Office of Education Policy Council and will represent the county at the National Fatherhood Conference. "People don't realize how important it is to start being involved at this stage, moms and dads both. As parents, we're in this together."



PACE Head Start began 30 years ago. Today, PACE Early Childhood Education (ECE) emphasizes the well-being of the whole family, incorporating nutrition, medical and dental support and parent education and leadership in its mission to assure its students enter kindergarten "learning ready" and on an equal footing with children from more affluent families.

### 1,629 Children / 25 School Sites

### 1,336 Parent Volunteers / 114,812 Volunteer Hours

The 1,629 children at PACE's 25 school sites in the South Bay, Greater Los Angeles, East Los Angeles and San Gabriel Valley ECE centers absorb the basics of reading and math, learn about the world around them, gain social skills and are exposed to positive role models through the on-going extra-curricular activities and efforts of parents and staff.

Nearly every PACE ECE parent volunteers to support the children's activities and enrich their educational experiences, chalking up a total of 114,812 volunteer hours in 2009-10. Many participate in the regional Policy Committee, working to empower and educate parents to become advocates for their families and the community.



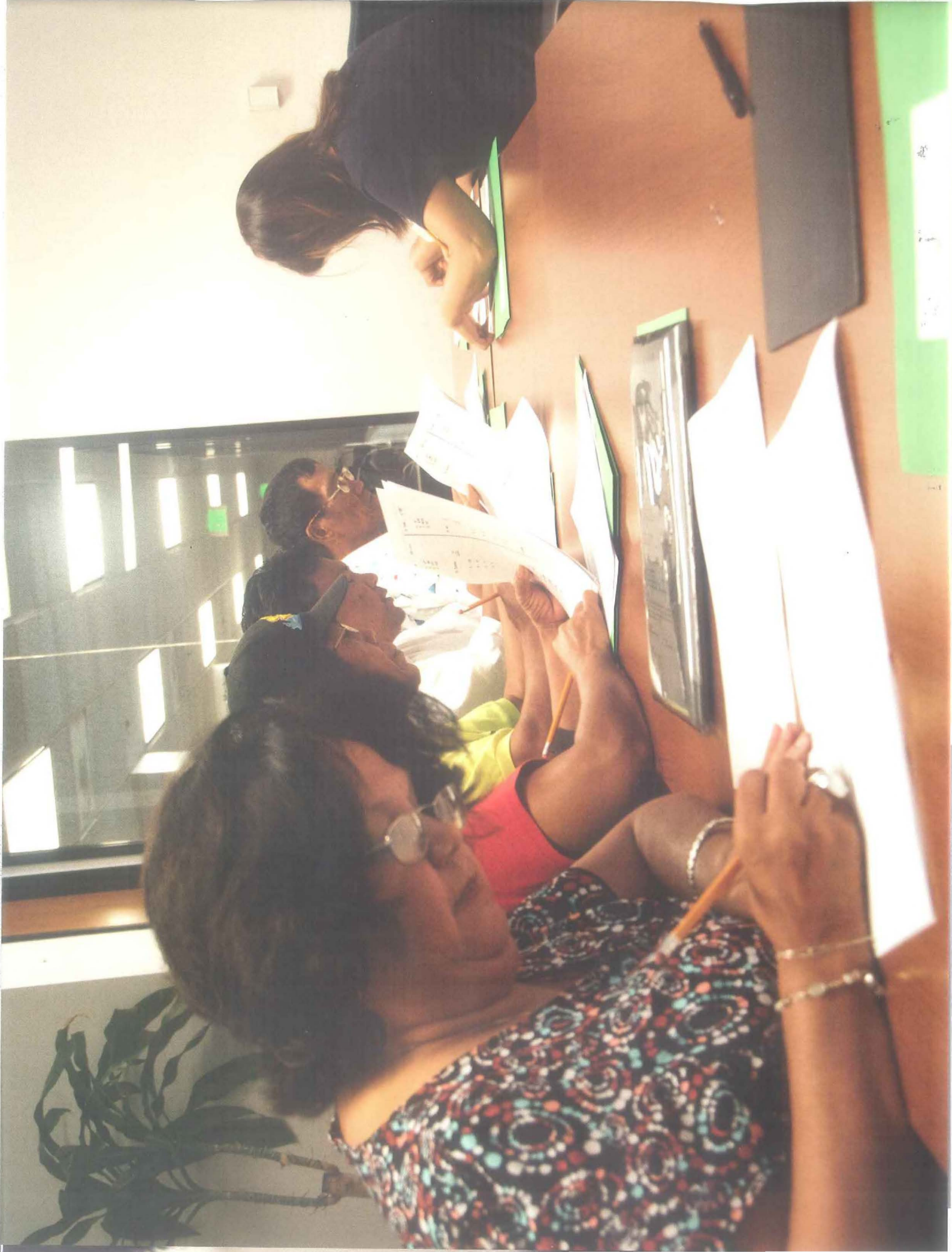
Mireya Navarrete de Valentin's 5-year-old daughter is in her second year at the PACE ECE school where Mireya volunteers as a crossing guard and serves as a member of

the school's local policy committee. She likes the PACE program because "It doesn't just focus on the child learning to read and write. It lets parents know about resources in the community to help support families. That's important, especially in this time of an economic crisis," she says.



Ray Wong works the night shift just so he can be available during the day for his family. His two children, both of whom have special needs, are students at PACE's Alhambra

site where Ray helps in the classroom and plays an active role in the kids' Individual Education Plans. He won the Father of the Year Runner-Up Award in 2009-10 and feels the program has been a major contributor to the improvement of his sons' speech development. "The teachers are really friendly and very good with kids," he said.





PACE helps low-income individuals and families move toward financial security, providing increased opportunities and expanded Financial Education and Asset Building programs. The economic recession has added to the growing demand for classes, workshops and one-on-one consultations as people struggle to meet their families' financial challenges.

**3,702 Families / \$5.5 Million in New Income**  
**1,731 / \$2,057,328 Savings Programs**  
**1,971 Tax Returns / \$3,444,894 in Tax Benefits**

The 3,702 low-income individuals and families who have taken advantage of PACE's Financial Literacy and Asset Building programs have gained \$5.5 million in new income, opened 1,731 Individual Development Accounts (IDAs) and realized \$2,057,328 in matched savings for new businesses, education or home ownership.

PACE's VITA (Volunteer Income Tax Assistance Service) Program makes it possible for low-income individuals and families to have their annual income tax returns prepared, free of charge, by volunteers from the private sector, many of whom work for Fortune 500 financial and accounting firms. Overall, VITA volunteers have prepared tax returns for 1,971 clients, helping them to receive \$3,444,894 in Earned Income Tax Credit (EITC) refunds and savings on tax preparation services.



For several years now, Joyce Chen, an associate at the downtown Los Angeles office of Deloitte, has volunteered in the PACE VITA program. Taxes "make most

folks frustrated and stressed out whenever they even think of them. But when I get to tell so many people, 'Hey, you're going to get money back!' you should see their surprise and excitement."



Andres Diaz was finishing his degree at Cal Poly Pomona last year when he realized that, not only did he need to file his tax return, he couldn't afford to get it done

professionally. Fortunately, a friend told him about the free tax aid at PACE. "I'm really struggling with finances. I'm working, paying off student loans and now I'm trying to help my parents, who both were laid off recently. So every little bit helps and the refund I hope to get this year with PACE's help matters a lot."





Sustainability and protecting the environment have been on PACE's agenda for over thirty years. PACE Energy and Environmental Services (EES), in collaboration with its community partners, the State of California Department of Community Services and Development, Southern California Gas Company and Southern California Edison, provides outreach, energy and environmental conservation education and services and assistance with utility bills to low-income individuals and families throughout the Greater Los Angeles area.

## 477,984 Clients / \$2,272,850,660 in Energy Savings

PACE EES's low-income clients have realized personal savings in excess of \$2 billion as a result of home weatherization, inspections and energy assessments. PACE EES also provides energy efficient heating and cooling systems and appliances and minor home repairs, and installs low-flow shower heads, compact fluorescent light bulbs, water restrictors and other energy-saving devices.

Through PACE's Energy Saving Project (ESP), a collaboration with The Southern California Gas Company, underserved communities receive multi-lingual outreach and energy-saving information.

B-Green LA, PACE Green Jobs for a Green Economy subsidiary, assists homeowners and businesses convert to sustainable, alternative energy sources by designing and installing photovoltaic and solar thermal systems.



Guadalupe Porcayo, a single mother with three young children, often struggled financially. Then she lost her job as a certified nursing assistant. When she could

not pay her bill, she was threatened with the loss of both water and power. PACE EES helped her avoid the disconnection and Guadalupe's future bills will be lower due to the weatherization services she also received.



"I didn't want to ask for help," said Ronald Freeman. His employer, Circuit City, had closed down, and Ron lost his job as one of the chain store's managers.

When he got notice that his utilities were about to be shut off, he came to PACE EES where he received help paying his bill and also enrolled in the Weatherization Program so his future energy expenses will be significantly lower. "It was a blessing," he said.

PACE's Handyworker Program assists qualified seniors and disabled residents by providing minor home repairs that help make their homes safer and energy efficient.

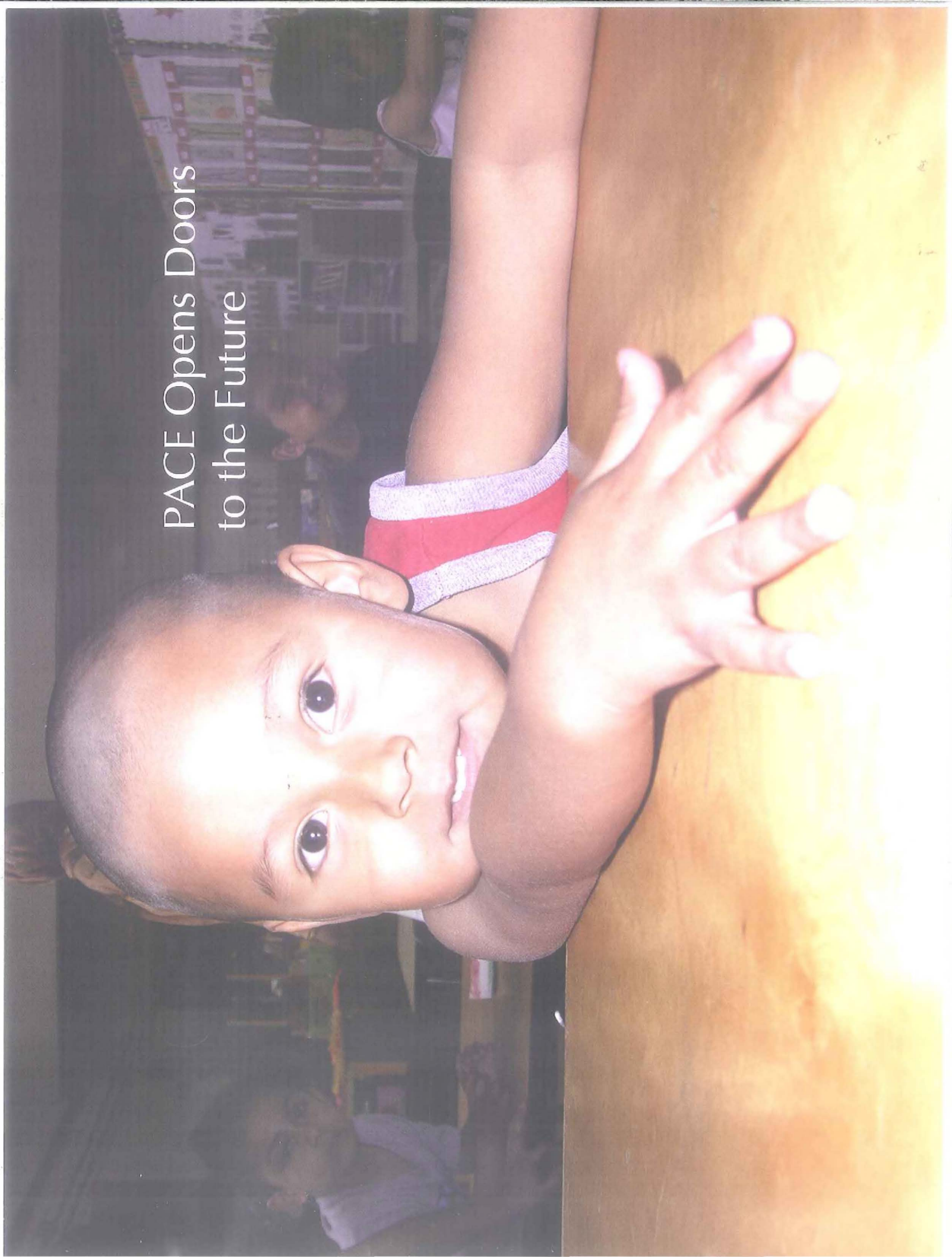
## 4,678 Housing Units Rehabilitated 6,384 Seniors / Disabled Residents

The repairs and modifications are made to improve or correct health and safety concerns in the home and contribute to maintaining aging homes in the community. PACE's Handyworker Program serves the South and Central areas of Los Angeles.

Martin and Regine Jaffee have been in their home for 58 years. After thirty years, Martin retired. "I'm a teacher trainer by profession. A high school teacher, junior college teacher, a college teacher," he said. Regine worked in a local Jewish school for 27 years. "Our children all went to the neighborhood schools. We are part of the community, we've been here a long time," she said. PACE Handyworkers painted their windows and steps, replaced their garage door and installed locks and smoke alarms.



PACE Opens Doors  
to the Future







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