BETTER TOGETHER

2020 ANNUAL REPORT

Little Tokyo Service Center
In 2020, Little Tokyo Service Center faced down the COVID-19 pandemic.

When the world went into lockdown, fear and uncertainty took hold. Grocery store shelves emptied, unemployment skyrocketed and morale plummeted. With the health and wellbeing of the community at risk, LTSC sprung into action.

Our social workers conducted wellness calls to our clients and residents to assess their needs. Then LTSC quickly pivoted to create solutions to urgent needs like food security, financial stability, social connection and mental health support.

Food security programs were established on the fly. LTSC made weekly deliveries of fresh produce from our food pantry and delivered 3,126 bags of groceries to 76 households. We created the Little Tokyo Eats program (partnering with Little Tokyo Community Council and Keiro) to deliver hot meals to vulnerable seniors while supporting 14 legacy restaurants. This program provided 11,000+ subsidized meals, bringing in $113,000 in revenue for local small businesses.

We pushed forward in our efforts to build desperately needed affordable housing, hitting milestones for all of our projects in progress: Santa Monica/Vermont Apartments, Crocker Apartments and the Go For Broke project on First Street North. These projects will provide 600+ affordable apartments to low-income families, veterans and formerly homeless people.

After decades in the making, 2020 saw the completion of Terasaki Budokan, a community recreational facility. Budokan will nurture children and youth residents from our affordable housing and Downtown neighborhoods, connect visitors to the Little Tokyo neighborhood, and lay roots for future generations of the Japanese American community.

As we reflect on 2020, we’re filled with gratitude for our supporters. YOU are why we’re able to pursue our mission, and your support means everything to us.

Thank you for your interest in our work. We hope that you enjoy highlights and stories from the past year.
STATEMENT OF ACTIVITIES

BY THE NUMBERS

Childcare and Early Education
- 198 Children served through Angelina Preschool & home-based care network
- 150 Children served have limited English proficiency
- 17 Infant/toddler care providers – 4 languages (English, Spanish, Japanese, Korean)

Affordable Housing
- 600+ Units of affordable and permanent supportive housing in predevelopment
- 997 Affordable housing units to date
- 250 Millions + invested in housing over the years

Social Services
- 26,238 Instances of senior client support
- 7,318 Hours of mental health service, care management support to children, adults, families, seniors
- 2,590 Participants in mental health outreach events and parenting support groups

Senior Activities
- 18 Different bilingual classes offered at 6 locations in Little Tokyo and the South Bay
- 4,181 Participant hours in senior activity classes
- 1,132 Volunteer instruction hours

Youth and Resident Programs
- 430 Hours of virtual one-on-one tutoring
- 695 Art kits to accompany online workshops (in partnership with Sustainable Little Tokyo)
- 43 Students enrolled in after-school virtual and/or hybrid programming

Revenue
- Grants $13,240,083
- Contributions $3,177,628
- Fees for service $1,960,420
- Real Estate Income $582,423
- Special Events $441,607
- Gain on investments $66,600
- In-kind contributions $97,719
- Other revenue $10,229

Expenses
- Program services $10,176,264
- General and administrative $1,301,570
- Fundraising $746,633

2020 HIGHLIGHTS

Childcare and Early Education
- Damaru Hotel was converted into apartments and preserved 41 units of affordable housing on Little Tokyo’s Historic First Street.

Affordable Housing
- 300 community members received translation and education about the Census website so they could complete their online questionnaire.

Social Services
- Volunteer Income Tax Assistance (VITA) program at two sites helped taxpayers file 320 returns and receive $446,656 in refunds.

Senior Activities
- Little Tokyo, Chinatown and Skid Row residents participated in the City’s planning process that will impact their neighborhoods for years to come.

Youth and Resident Programs
- With a $1M grant from HHH, Kosumosu began renovations to improve its housing for women and children who have survived domestic violence.

LTSC 2020 Annual Report
PIVOTING TO PROVIDE RELIEF DURING COVID-19

At the start of the pandemic, our social workers made over 3,000 wellness calls in 5 languages to our clients and residents to assess their needs. Then LTSC quickly pivoted to create solutions to urgent needs like food security, financial stability and mental health support.

“I would say that right now LTSC is single-handedly keeping Little Tokyo alive, kind of like a support system. We have seriously considered closing, but with their help, we are able to stay open.”
— Kenji Suzuki, Owner of Suehiro Cafe

“I look forward to every meal. I am extremely grateful. Please convey my appreciation to everyone.”
— Senior Resident, Little Tokyo Towers

“I would say that right now LTSC is single-handedly keeping Little Tokyo alive, kind of like a support system. We have seriously considered closing, but with their help, we are able to stay open.”
— Kenji Suzuki, Owner of Suehiro Cafe

WELLNESS
Facilitated 18 bilingual senior activities in six locations in Little Tokyo and the South Bay, including arts and crafts, gardening, and chair exercise.
Hosted virtual dementia care support groups and Changing Tides Cafes and workshops to provide support and discuss mental health.
Launched 4 zines showcasing resident artwork to uplift and support isolated community members.

FOOD SECURITY
Provided 3,163 fresh produce and food pantry bags to residents in need.
Distributed $10,325 in grocery gift cards to residents in need.
Delivered over 11,000 subsidized meals to Japanese, Korean, and Spanish-speaking seniors living in six affordable housing buildings.
Distributed 224 grab-and-go meals to Angelina Preschool students.

SMALL BUSINESS ASSISTANCE
Provided $113,000 in revenue to local restaurants.
Assisted 135 small businesses across LA County (60 in Little Tokyo) in securing over $5M in loans, grants, and relief payments.
Matched over 40 volunteers with small businesses to assist them with online marketing and e-commerce.

FINANCIAL SUPPORT
Distributed $75,549 in emergency cash assistance to 75 households to address financial instability.
Successfully filed 320 tax returns for a total refund amount of $446,656, and provided tax services to help low-income families qualify for stimulus payments.

YOUTH SUPPORT
Angelina Preschool offered free childcare for essential workers and provided academic support kits for students learning from home.
Hosted 46 youth workshops addressing mental health through education, peer support and creative expression.
Launched the Mi CASA youth program in May 2020 with 25 youth enrolled in hybrid learning. The program will return in-person at Terasaki Budokan in 2021.

“Thank you LTSC - it’s hard to put into words how much your help means to us. You’re all angels.”
— Toshiko Muto, LTSC client, resident at Little Tokyo Towers

“Thank you LTSC - it’s hard to put into words how much your help means to us. You’re all angels.”
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25 years in the making, with over $34.6 million raised through the generosity of donors like you, Terasaki Budokan was gearing up for youth basketball tournaments, Olympics watch parties, and other exciting events – only to have the COVID-19 pandemic cancel all plans.

Despite the setback, the open schedule pushed the staff to get creative and think of new ways the space could serve the community. “In a weird way, the pandemic has really helped us explore those other uses because we couldn’t have the activities that we normally would,” explained Ryan Lee, Director of Terasaki Budokan.

Though recreational activities were greatly missed at Budokan, the space served as the perfect location to host socially distanced events. The venue was transformed into a voting center for the 2020 presidential election, creating access for the Little Tokyo and Downtown community to cast their votes. Later in the pandemic, Budokan hosted a mobile COVID-19 vaccination clinic, ensuring the health and safety of Little Tokyo’s seniors who faced hurdles in accessing the vaccine. A diverse community has diverse needs, and Budokan was able to pivot to provide a safe gathering space.

As the staff prepare for COVID-19 restrictions to be lifted, they’re excited for the gym to come to life. “We definitely can’t wait to hear kids’ shoes squeaking on the floors and see the whole facility in use. We built this facility for youth, families and seniors in the Little Tokyo and downtown community, and we’re excited to get our programs up and running. After 25 years in the making, overcoming many obstacles along the way, we’ll make it through this pandemic too. Terasaki Budokan is finally here and we can’t wait to share it with you!” said Lee.

www.TerasakiBudokan.org

It’s my hope and dream that the Budokan will be one of the most important institutions here in Little Tokyo because it’s not just for this generation, but the next generation.

— Bill Watanabe, LTSC Founding Executive Director
The COVID-19 pandemic not only impacted physical health, but took a unique toll on mental health. When schools closed, LTSC staff knew that the youth living in our affordable housing would need support. Within a month, the Resident Services team developed weekly virtual workshops to address mental health topics through art and activities centered around creative expression.

Patricia, a 14-year old resident at Angelina Apartments and a member of LTSC’s youth programming, found solace in these workshops after losing family members to COVID-19 and struggling with depression. They also provided a respite from her stressful days of attending online school and taking care of her 4-year old sister while her mother and grandmother, both nurses, worked on the front lines. “I personally don’t like talking about my feelings and I used to be a closed off person. But ever since I started doing the workshops, I’ve been feeling more open and happier, and [my classmates] are able to listen and guide me through the tough times,” explained Patricia. “I’ve seen a major change in my confidence.”

With a strong support system in place, Patricia stepped out of her comfort zone and took a leadership position as the president of her school’s Black Lives Matter club. She enjoys digital art and fashion design, and has her sights set on a career in the medical field. “I’d like to thank LTSC for helping me and my family, and being there for us at all times. I look forward to these workshops every week, and I feel very proud of myself and the people around me for being able to get through all of this together.”

It’s important for the kids to have a chance to be kids. They see the stress their families are under, so having a safe space to process everything is important.

— Nancy Alcaraz, LTSC’s Director of Resident Services
Kelly has overcome big challenges in her life - enduring a physical disability, emotional abuse, domestic violence, poverty, homelessness, and cancer treatment, to name a few. As a Korean immigrant, Kelly struggled with language barriers that prevented her from getting the help she needed, often having her needs misinterpreted or ignored. Despite these challenges, Kelly stood strong - but COVID-19 was too much to bear on her own. The pandemic escalated her situation and she found herself houseless and in debt. “I’ve lived through tough times, but this was a new low point,” said Kelly. “I didn’t know what I was going to do.”

Luckily, Kelly heard a segment on a local Korean radio station about LTSC’s social services. “I lost my trust in social workers from my previous negative experiences, but when I heard [LTSC social workers] speaking in Korean, I thought I’d reach out for help just one more time,” said Kelly.

Hi-Woo, one of LTSC’s Korean-speaking social workers, answered Kelly’s call – eliminating the language barrier Kelly feared. Hi-Woo secured safe temporary housing for Kelly, helped her apply for permanent housing, secured rent debt relief and provided mental health therapy. “I’m really truly thankful for Hi-Woo – she cares about me like family. I’m finally getting over my long-time depression,” Kelly remarked. “I finally feel heard.”

Five months later, Kelly is finding joy again. “I have confidence again. LTSC gave me courage to enjoy life and discover my purpose,” Kelly shared. She started making crafts that she hopes to sell, and started singing again. She recently entered a local singing competition for seniors and sang for the first time in fourteen years. She won second place.

“I want people to hear my story and be inspired to ask for help. It’s difficult to be vulnerable, but there is hope. Don’t give up! I used to be isolated and afraid, but after finding LTSC my life has changed for the better.”

We try to know every resource that’s available so we can meet all of our clients’ needs, from housing to mental health services and everything in between. LTSC is very unique that way.

— Hi-Woo Lee, LTSC Social Worker

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— Hi-Woo Lee, LTSC Social Worker

Kelly Pictured with Social worker, Hi-Woo
For Andrew Hernandez, a lifelong resident of Casa Heiwa, LTSC is like family. His grandmother and mother moved into Casa Heiwa in 2002, and all three generations of their family have been active participants in LTSC’s resident programming. Andrew and his two siblings received academic and developmental support in our after school and mentorship programs. His mother benefits from LTSC’s volunteer income tax preparation services and financial literacy workshops, and his grandmother stays engaged and socially connected through the senior activity programs. “In the beginning, it felt like we were just living here – just a place we stayed at. But once we got to know everyone and be a part of the programs, it helped us be more open and empowered us to handle life’s challenges,” said Andrew.

“LTSC is always there for us. They’re like that family member that always checks in on you,” Andrew reflects. “When we had COVID, which was really bad for my mom and my grandma, Nancy [LTSC Director of Resident Services] signed us up to receive hot meals. That really helped because my sister and I were doing all the cooking. Receiving prepared meals just helped us so much.”

Growing up seeing the impact LTSC’s programs had on his family and neighbors, Andrew was determined to give back. He mentored younger students in the after school program and continues to help at resident events whenever he can. Andrew also stepped into a leadership position as a Casa Heiwa representative for the Community Action Team, a stakeholder group of residents from LTSC buildings voicing concerns and sharing ideas for community improvements. “Being on the other side, it’s heartwarming to know that I’m making a difference and making my community a better place. I just wish I could have been part of this sooner.”

Andrew is now a freshman at Mount Saint Mary’s University, furthering his passion for helping others by pursuing a degree in nursing.

Seeing Andrew mature from a child in our youth programs to a teenage mentor to a young adult neighborhood leader is truly rewarding. This is why we love our work – we give tools to our residents to help them thrive.

“— Nancy Alcaraz, LTSC’s Director of Resident Services

Andrew pictured with his mother and grandmother
In 2020, LTSC celebrated our 40th Anniversary with a virtual online gala. Watch our gala celebration video on our YouTube channel.

CELEBRATING 40 YEARS

LTSC’s 40th Anniversary Gala honored Supervisor Hilda Solis and Alan Nishio.

“My involvement with LTSC has come to define my understanding of community and serving those in need and for that I am forever grateful.”

— Alan Nishio, 36-year member of the LTSC Board of Directors
A very special thanks to LTSC’s supporters for grants and donations received between January 1, 2020 and December 31, 2020.

Honor Grove: Members of LTSC’s Honor Grove have pledged to make an annual donation in support of LTSC’s Social Services programs.

Bonsai Level: 26+ Years of Giving
Bamboo Level: 16-25 Years of Giving
Pine Level: 11-15 Years of Giving
Maple Level: 6-10 Years of Giving
Cherry Level: 1-5 Years of Giving

Thank you for supporting small businesses AND making sure the Little Tokyo elder community is fed during very uncertain times!

Donor Thank You
I hope what you can afford can help the community support those who are vulnerable during this crisis and beyond. Thank you for all that you do. This is the kind of community support we all need have.
Donor Quote

LTSC was there for me when I needed them. Thank you!
Thank you for this important program and providing the space for individuals and families to find community, to help heal, and to be stronger with each other!
May you be safe, well and uplifted in this otherwise dark time. May love, service and neighborliness shine in your life! Thank you LTSC for exemplifying community.

Donor Quote
Thank you LTSC for being an visionary leader in LA for 40 years!

Donor Quote
Thank you LTSC for exemplifying love, service and neighborliness in the face of the pandemic. You are a glimmer of light in this otherwise dark time. May you be well, safe and uplifted in this sacred work through the community.
Thank you for taking care of our seniors!

Donor Quote

Thank you for all of your hard work and commitment during this tough time. I hope more people will come to know of LTSC’s existence and feel drawn to support the cause as well.

Many blessings.

Donor Quote

Thank you for all of your hard work and commitment during this tough time. I hope more people will come to know of LTSC’s existence and feel drawn to support the cause as well. Many blessings.
I’m Nona, and when I found out what the LTSC was doing I wanted to do something to help. I’m proud to be part of Little Tokyo! Ishshoo ni gambarimashoo!

Donor Quote

I love the way our community supports each other and I’m proud to be part of Little Tokyo! Ishshoo ni gambarimashoo!

Office of Councilmember Jose Huizar

Mickie Okamoto-Tsuda and Geoffrey Tsujiama

Donor Quote

LTSC.org.

Every effort is made to include all gifts received in 2020, but if a name has been inadvertently omitted, please let us know at 213-473-3030 or donations@ltsc.org.

Event Fundraisers

Thank you to all of our partners for your support this year—thank you for making this celebration possible! We couldn’t have done it without you. The fundraiser is set to be a virtual one to be accessible to more people and to support the organization’s mission. The event will feature a keynote speech by a prominent figure, followed by a panel discussion on the importance of community and social justice. The event will also feature a raffle and live auction to raise funds.

Thank you to those who participated in the Kruze-In for the Asian American community. We appreciate your support and look forward to seeing you again next year.

Low Income Investment Fund

Manufacturers Bank

Los Angeles County Federation of Labor

Japanese American Cultural & Community Center

Japanese American National Museum

Krispy Kreme

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Donate — Donations can be made online at www.LTSC.org, by calling 213-473-1613, or by check made out to “LTSC” and mailed to Donations / Little Tokyo Service Center / 231 E. Third St, G-106 / Los Angeles, CA 90013.

Volunteer — Make a difference in the lives of our clients and residents and positively impact the community by volunteering. Opportunities range from one-time event help to providing ongoing support for various programs.

Planned Giving — A way to support LTSC in the future by making arrangements now in your estate plan.

Matching Gifts — Thousands of companies “match” employee charitable contributions with corporate dollars. A corporate matching gift can double, or even triple, the impact of your personal contribution.

Donate a Vehicle — A convenient alternative to selling or trading. It’s easy, free, tax-deductible, and the proceeds go directly to LTSC.

Shop — Select ‘LTSC CDC’ as your charity on smile.amazon.com, or enroll in Ralphs Community Contribution Program.

In-kind Donation — Donate items or professional services to benefit our clients directly or contribute to our annual Silent Auction.

Visit www.LTSC.org for more info.

7 WAYS TO GIVE

1. Donate
2. Volunteer
3. Planned Giving
4. Matching Gifts
5. Donate a Vehicle
6. Shop
7. In-kind Donation

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