A MESSAGE FROM PACE’S PRESIDENT & CEO

A few years ago, CNN created a four-part docuseries ‘1968: The Year That Changed America’ which looked back half a century to a year marked by seismic shifts in American politics, social movements, and global relations that forever changed the modern-day landscape. The events that occurred in 1968 awoke the social conscience of the United States. Two in particular stand out. First, the Tet Offensive of the Vietnam War on January 31st – an uprising of the Vietnamese against United States imperialism in which hundreds of Americans died along with tens of thousands of Vietnamese. Second, the assassination of Dr. Martin Luther King Jr. on April 4th. Dr. King’s distinctive leadership and inspirational speeches pointed out the hypocrisy of U.S. foreign affairs in light of the sorry domestic state of economic and racial inequality in America.

Just as those events did decades ago, the COVID-19 pandemic has made long-present inequalities impossible to ignore. Black, Hispanic, Asian & Native American persons have had substantially higher rates of COVID-19 infection, hospitalization and death compared to Whites. Minority businesses have faced higher rates of closures and sharper declines in cash balances than white-owned businesses. Hate crimes against Asians in the US have more than doubled. The pandemic has shone a spotlight on the profoundly unequal economic, racial, and environmental conditions that have beleaguered BIPOC populations for centuries.

This past year, PACE has focused on not only addressing the urgent needs of our BIPOC communities, but also on delivering social justice to ensure that recovery does not take us back to the status quo. For us at PACE, social justice encompasses racial, economic and environmental justice. It is at the core of our mission and drives our strategy. All of the activities and accomplishments summarized within this annual report – home weatherizations, job placements, small businesses started, our staff diversity – are examples of social justice in action.

While this past year brought challenges no one was prepared for, we at PACE are proud to say that we have been part of the solution: delivering social justice through our COVID-19 recovery efforts and combatting racism through service.
About PACE

Pacific Asian Consortium in Employment (PACE) is a nonprofit, community development corporation that creates economic solutions to meet the challenges of employment, education, housing, the environment and business development in the Pacific Asian and other diverse communities. More than 1.35 MILLION men, women, children and families have come to PACE over the past 46 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 community. Our ethnically diverse staff reflects the multicultural diversity of our clients. Collectively, PACE staff have linguistic and cultural competency in more than 40 languages and dialects. During Program Year 2020-2021, PACE served 41,570 clients from across LA County. 97% were Low-to-Moderate Income and 87% were ethnic minorities: 36% African American, 33% Hispanic, 17% Asian Pacific Islander, and 1% Native American or Native Alaskan.

BOARD OF DIRECTORS

Neil Yoneji, Chair
Sandra Sakamoto, Vice Chair & Treasurer
Honorable Jon Mayeda (Ret.), Secretary
Mike Eng, Member
Kerry Doi, Member

EXECUTIVE STAFF

Kerry Doi, President & CEO
Rachelle Arizmendi, Vice President & COO
Grace Choi, Controller
Stacy Wong, Director of Human Resources
Andrea Giese, Director of Development & Communications
Bo Swanunsakul, Director of Business
Kellie Konysky, Director of Education
Johnson Ng, Director of Employment
Celia Andrade, Director of Energy
Albert Sy, Director of Housing

Financials

FISCAL YEAR FINANCIALS
For the year ending June 30, 2021

REVENUE AND SUPPORT
- Earned Governmental Grants/Contracts $27,166,198
- Other Grants & Contracts $1,756,245
- Interest Income $293,331
- Contribution/Donations $1,010,974
- Other Income* $4,552,546
Total Revenue & Support $34,779,292

EXPENSES
- Program Services
- Education $17,043,433
- Energy $6,453,055
- Business $3,465,281
- Employment $1,522,387
- PACE Care Social Enterprise $997,186
Total Program Services $29,481,542
- Supporting Services
- General & Administration $2,883,858
TOTAL EXPENSES $32,365,200

* Includes Paycheck Protection Program (PPP)

CLIENT DEMOGRAPHICS

36% AFRICAN AMERICAN
33% HISPANIC
17% ASIAN & PACIFIC ISLANDER
15% WHITE
1% NATIVE AMERICAN & NATIVE ALASKAN
Despite the challenges posed by the COVID-19 pandemic, PACE Education provided early childhood education services to more than 1,200 students across Los Angeles County during the 2020-2021 school year. While the majority of students engaged in Distance Virtual Learning, 152 preschoolers were able to return to in-person learning at 8 of our preschools.

A silver lining throughout these uncertain times has been an increase in family engagement. With children learning from home, families were brought closer together and many parents played a direct role in their child’s education for the first time. Partnerships between families and educators were also strengthened as teachers guided parents on how to engage children through reading, singing, crafts and play.

Our incredibly dedicated staff not only seamlessly transitioned to virtual teaching, but went above and beyond to serve our students most in need. Six of our teachers were selected to participate in the Sobrato Early Academic Language (SEAL) Preschool Dual Language Learner Professional Learning Series, a year-long intensive training to improve educational outcomes for our English Language Learners. Our extraordinary Central Kitchen staff provided 90,000+ Grab N Go meals to food insecure students. And our Family Development Advocates helped hundreds of families access food, diapers, rent relief and other basic necessities.

EDUCATION BY THE NUMBERS

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<tr>
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<tbody>
<tr>
<td><strong>1,249</strong></td>
<td>Children Enrolled</td>
</tr>
<tr>
<td><strong>15</strong></td>
<td>School Sites</td>
</tr>
<tr>
<td><strong>13,238</strong></td>
<td>Parent Volunteer Hours</td>
</tr>
<tr>
<td><strong>92,066</strong></td>
<td>Meals Prepared &amp; Served</td>
</tr>
<tr>
<td><strong>2,266</strong></td>
<td>Children &amp; Families Served</td>
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As a result of the COVID-19 pandemic, the number of households struggling to pay utility bills has grown exponentially. Statewide, an estimated 1.6 million households are late on water bills totaling over $1 billion and close to 4 million customers are behind on energy bills totaling $1.7 billion. In Los Angeles, customers’ unpaid utility bills increased from $37 million in 2019 to $449 million in the first 8 months of the pandemic. This debt is carried by 526,000 households who owe an average of $891 and 20% of these households owe more than $1,000. Not surprisingly, the debt is overwhelmingly concentrated in low-income communities of color.

PACE Energy has been on the frontlines to provide financial assistance to low-income households disproportionately burdened by utility expenses. Through our Low Income Home Energy Assistance Program (LIHEAP), we provided more than $6.1 million in emergency utility bill payments to 12,335 households. We also worked with the Los Angeles Department of Water and Power (LADWP) to provide outreach in Armenian, Russian, Mandarin, Tagalog, Korean, Spanish and Vietnamese to 322 low-income residents who received a one-time $500 check to help pay utility bills through the LADWP CARES Program. Recently, PACE Energy received funding through the American Rescue Plan Act (ARPA) to provide additional emergency utility bill payment assistance through September 2022.

In partnership with SoCalGas, Southern California Edison, and the State of California Department of Community Services and Development, we served an additional 19,000 clients through home inspections, weatherization services, energy efficient appliance replacements, and conservation education. More than 95% of clients served were ethnic minorities.

Our services don’t just keep the lights on. They improve the health and safety of low-income households, build healthier and more resilient communities, and improve equity for communities of color.
PACE Employment offers job seekers comprehensive employment services including counseling, training, and placement by partnering with government agencies, community-based organizations, colleges, schools, unions and employers of all sizes. Through our Transitional Subsidized Employment (TSE) Program, we offer entry-level workers 8 months of paid work experience at private and nonprofit organizations. Participants gain valuable hands-on training and behavioral skills needed to transition to higher paying, unsubsidized employment.

Throughout the past year, PACE Employment participated in several initiatives to bring vital assistance to help hard-hit Angelenos recover from the COVID-19 pandemic. Through the Keep LA Working Additional Assistance Dislocated Worker Program, we provided 95 participants with critical workforce development services and up to $3,000 in supportive services that could be used towards housing/rent, utilities, transportation and other emergency needs. We trained, counseled and placed human trafficking and domestic violence victims and provided $800 for supportive services. Last fall, as unemployment numbers were exponentially rising, we secured 200 hours of transitional employment for displaced workers through the City of LA’s Community Care Corp. Program. Participants earned an average wage of $22/hour with fringe benefits while gaining valuable experience in government, nonprofit, and private sector settings. We have also been providing training and upskilling services to laid off airline and Los Angeles World Airport employees so that they may transition into post-pandemic careers. Finally, in partnership with the Mayor’s Office, we have assisted more than 3,000 participants access Economic Impact Payments and Unemployment Benefit Insurance.

PACE Employment continues administering the AB111 Breaking Barriers to Employment Initiative which provides individuals with barriers to employment the services they need to enter, participate and complete workforce training and education programs. Our “Breaking Barriers Creating Careers” project is focused on preparing participants to enter the high growth health care and construction sectors.

When Cristiano Teixeira first came to the Downtown Los Angeles/Pico Union WorkSource Center (WSC) to apply to the City’s Targeted Local Hire Program, he wasn’t entirely sure what career path he wanted to pursue.

However, after meeting with Workforce Development Specialist Edmund Soohoo, Cristiano decided that he wanted to work in the healthcare sector. Cristiano was particularly interested in completing the Healthcare Revenue Cycle Administration certificate program through Cal State LA. But the cost of the program was a financial barrier for Cristiano. The WSC team removed this barrier by funding Cristiano’s training.

Cristiano excelled in the training and because he was a top performing student, he was offered a paid internship with Cedars-Sinai. Before his internship was complete, Cristiano was offered a full-time position with Cedars-Sinai as a Revenue Cycle Specialist, working in Medi-Cal/Government billing.

**EMPLOYMENT BY THE NUMBERS**

- 1,555 Workers Counseled, Trained &/or Placed
- $17.87 Average Hourly Wage of Placed Workers
- $1,533,246 Annual Wages Earned by Placed Workers
- 64 Enrollments in Subsidized Employment Programs
- 28 Completions of Subsidized Employment Programs
- 22 Workers Transitioning from Subsidized to Unsubsidized Employment
PACE Business provides 1:1 counseling, technical assistance, asset building, credit building/repair, training and capital to low-income ethnic minority entrepreneurs and small business owners from across Los Angeles County. Clients may access services through our 2 City of LA Business-Source Centers or award-winning SBA Women’s Business Center. As an SBA Microlender, SBA Community Advantage Lender, US Economic Development Administration Lender, and certified Community Development Financial Institution (CDFI), we offer a range of affordable financial products to meet the varying needs of our clients. Our flexible underwriting allows for staff to assign points to key credit measures, so that businesses lacking in certain traditional underwriting measures may be weighed against higher indications of business success. We believe in a “double bottom line”, where economic gains to the community are as important as the dollars and cents.

This past year, Business staff have concentrated their efforts on helping small business owners take meaningful steps towards recovering from the debilitating economic impact of the pandemic. One area of focus has been on recovery through procurement. LA County alone has $6 billion in contracting opportunities with 25% set aside for locally-owned businesses. PACE Business is helping Disadvantaged Business Enterprises overcome the biggest barriers to securing these contracts by connecting them to working capital and bonding and providing technical assistance in the areas of certifications, bid development, and project management.

To meet the growing demand for our services, we also initiated a number of new projects. Notably, we launched the Southern California MBDA Business Center (SC MBDC) in Pasadena through a $2.05 million grant from the U.S. Department of Commerce Minority Business Development Agency. SC MBDC will provide targeted, in-language technical assistance and capital to minority business owners from across Southern California. We also created an E-Library housing 80+ business-related trainings that may be accessed at no cost by anyone at any time and from any place. Generous funding from Wells Fargo will enable us to continue growing this E-Library over the coming year to include 100+ trainings in 6 regional languages (Spanish, Farsi, Vietnamese, Korean, Mandarin, and English).
PACE Finance Corporation (PFC)

PFC, our Community Development Financial Institution (CDFI), experienced tremendous growth in Program Year 2020-2021 due to investments from the US Treasury CDFI Fund, US Economic Development Administration and corporate funders including Wells Fargo and Citi Foundation. Our Loan Loss Reserves increased by 47.39% while our Loan Fund increased by 51%. Between January and May 2021, we reviewed more than 250 PPP loan applications totaling $7.25 million. Through our Disaster Loan program, we funded an additional 14 loans totaling $1.04 million.

BUSINESS BY THE NUMBERS

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<tr>
<td>4,387</td>
<td>Entrepreneurs Trained/Counseled</td>
</tr>
<tr>
<td>690</td>
<td>Businesses Assisted</td>
</tr>
<tr>
<td>560</td>
<td>Jobs Created/Retained</td>
</tr>
<tr>
<td>949</td>
<td>Women’s Business Center Clients</td>
</tr>
<tr>
<td>$16,648,387</td>
<td>Loans Packaged/Placed/Funded</td>
</tr>
<tr>
<td>415</td>
<td>Tax Returns Prepared</td>
</tr>
<tr>
<td>$1,049,233</td>
<td>Earned Income Tax Credits, Refunds &amp; Savings</td>
</tr>
<tr>
<td>773</td>
<td>Financial Education Trainees</td>
</tr>
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</table>

Small businesses account for 53% of those employed in Los Angeles County, with 55% of those owned by minorities. Shockingly 62.1% of all small businesses have only between 1 and 2 weeks of cash reserves to weather temporary income losses. Thus, it is no surprise that the pandemic had devastating effects on the small business community, with minority-owned small businesses disproportionately affected. Compared to the national average of a -22% decrease in self-employment, African Americans experienced -41%, Latinx -32%, Asian & Pacific Islanders (APIs) -26%, and women-owned businesses -26%.

Many of these small and micro-businesses were left out of the government relief efforts. The smaller “mom and pop shops” were un-bankable, deemed higher credit risks, and did not qualify for, or have traditional banking relationships to secure government relief loans. Others did not have the knowledge, infrastructure or language skills. Some found the application process confusing with terms and loan forgiveness rules changing on a routine basis.

PACE established the Assistance in Disaster (PACE AID) program in March 2020 to provide critical business and financial services to help our local communities recover from the devastating economic effects of the COVID-19 pandemic. To date, we have received 1,200+ requests for $145 million in financial assistance and have packaged 2,262 loans of which 500 loans totaling $20 million have been funded. 80% of all loans have been to minority-owned small businesses. Our dedicated Business team also provided more than 100 distinct trainings and workshops in 10 languages to 1,131 clients and 2000 hours of 1:1 in-language counseling to 1,333 clients. PACE AID would not be possible without the generous contribution of the following funders and partners.

> Albertsons Foundation
> American Business Bank
> Bank of America
> Boston Private Bank & Trust
> Capital One
> HSBC
> Sempra Energy Foundation
> Union Bank
> US Bank
> Wells Fargo
Los Angeles has one of the worst rental burdens in the country, with more than 50% of households spending between 1/3 to 1/2 of their household income on rent. In order to keep a roof over their heads, residents are cutting back on basic needs such as food, health care and education. The need for affordable housing has been further exacerbated by COVID-19’s devastating effects on the economy. Low-wage workers have especially struggled to weather temporary income losses, with a growing number slowly sliding into homelessness. At last count, Los Angeles County has a shortfall of 568,255 affordable rental units.

PACE Housing is working to end the cycle of poverty and homelessness through our 127 units of affordable housing in Central Los Angeles. Residents are able to access an array of comprehensive supportive services and programming including child care, free income tax preparation, financial literacy trainings, employment services, credit building/repair and emergency utility bill payment assistance.

As part of our Housing services, we administer a Handyworker Program throughout the East, West and Harbor areas of the City of Los Angeles. The program provides minor home repairs to low-income seniors and persons with disabilities to help make their homes safer and more accessible. In many cases, handyworker clients have owned their homes for decades but have limited resources to maintain them and/or are physically incapable of performing do-it-yourself home repairs and maintenance. Eligible clients receive up to $5,000 in improvements such as installation of grab bars and shower seats, exterior building repairs, installation of earthquake safety measures, electrical repairs, and minor plumbing work.

### HOUSING BY THE NUMBERS

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<tbody>
<tr>
<td>Affordable Housing Units</td>
<td>127</td>
</tr>
<tr>
<td>Seniors and Persons with Disabilities Served</td>
<td>64</td>
</tr>
<tr>
<td>Units Rehabbed</td>
<td>48</td>
</tr>
</tbody>
</table>
PACE Care

PACE Care, our in-home healthcare agency, was launched in 2014 through a federal grant from the US Department of Health and Human Services, Community Economic Development program. Employing a market-driven approach, PACE Care is expanding employment opportunities in the high-growth healthcare industry for low-income individuals, many of whom have significant barriers to employment. Participants receive no-cost extensive training to become certified and registered Home Health Aides and may access paid internships, job placement assistance, and supportive services including transportation assistance, free income tax assistance, and emergency utility bill payments.

PACE Care differentiates itself from the competition by focusing on serving Los Angeles’ non-English speaking population. While there are countless in-home care agencies in the area, none are able to match our linguistic and cultural expertise. Our ethnically diverse caregivers are able to provide in-language services in Spanish, Mandarin, Cantonese, Korean, Tagalog and more.

Grants from the Keiro Foundation and USC Good Neighbors Foundation have enabled PACE Care to steadily grow over the years. Since inception, PACE Care has created 96 living wage jobs with benefits.

For more information about our caregiving services, visit www.pacecarela.com
## CUMULATIVE IMPACT 1975-2021

### Education
- **Children & Families Served**: 72,933
- **Parent Volunteer Hours**: 1,571,508
- **Meals Prepared & Served**: 10,405,176

### Energy
- **Households Served**: 950,289
- **Emergency Utility Payments**: $93,095,588
- **Saved Through Weatherization Programs**: $3,553,993,782

### Employment
- **Workers Trained &/or Placed**: 199,191
- **Businesses Recruiting On-Site**: 643
- **Wages Earned by Placed Workers**: $66,189,660

### Business
- **Entrepreneurs Trained/Counseled**: 50,638
- **Businesses Assisted**: 17,073
- **Jobs Created/Retained**: 21,854
- **Loans Provided/Packaged/Funded**: $502,945,000
- **Revenues to Local Government**: $429,355,982
- **Earned Income Tax Credits, Refunds & Savings Through Volunteer Income Tax Assistance**: $23,872,642

### Housing
- **Units Owned & Operated**: 127
- **Units Rehabbed**: 5,333
- **Low-Income Seniors & Persons with a Disability Served**: 7,394
FUNDERS AND DONORS

GOVERNMENT
California Capital Access Program
California Department of Community Services & Development
California Department of Education State Preschool
City of Los Angeles Economic Workforce Development
City of Los Angeles Housing & Community Investment Department
Department of Labor
Department of Public Social Services
South Bay Workforce Investment Board
Governor’s Office of Business & Economic Development
Los Angeles Business Source Center – Central West
Los Angeles Business Source Center – Mid-City
Los Angeles County Community Development Commission
Los Angeles County Development Authority
Los Angeles Family Source Center
Office of Community Services, Community Economic Development
Office of Head Start (LACOE Grantee)
Office of Refugee Resettlement Micro-Enterprise Development Program
Office of Refugee Resettlement Individual Development Accounts Program
Office of Women’s Business Ownership Small Business Administration (SBA)
Women’s Business Center
Small Business Administration (SBA) Microloan Technical Assistance Program
USDA Child & Adult Care Food Program
US Department of the Treasury – Community Development Financial Institutions Fund
US Economic Development Administration

PRIVATE
Adam Bray-Ali
Ahmanson Foundation
Albertsons Foundation
Allen & Elaine Giese
Asian American Drug Abuse Program, Inc. (AADAP)
Asian Pacific Islander Small Business Program
Bank of America
Bank of Hope
Bolton
Bonne Tseng
Boston Private Bank & Trust
Bryan Hung
BuiltAll Construction
California Bank & Trust
Capital Impact
Capital One
Carol Gallant
Cathay Bank
Charles Andrews
Christine Ung
CIT Bank
CITI Foundation
City National Bank
Clarysa Park
Dean Nakanishi
Dr. Ejean Wu
Edmund Soohoo
Edwin Sudo
Elite Business Source
Elmer Samayoa
EverTrust Bank
Fili & Rachelle Arizmendi
First S Los Angeles
First Choice Bank
Frank Park
Genny Alberts
Gerry Furh-Sides
Geoffrey Reyes
Hasnik Sargsyan
Henry On
Holly Bachman
Hon. Jon Mayeda, Retired
HSBC
Imagine USA
Indy Wayne
Janice Tamahiro
Janielle Sakata
Jed & Andrea Giese
Jesse Koester
Jessica Lim
Joyce Chow
Kartna Dae
Kimbarlee Tachiki Chin
Local Initiatives Support Corporation
Los Angeles Department of Water & Power
Luke Sadhwani
Manjusha Kulkarni
Manufacturers Bank
Los Klavir
Manissa Graftil
Mark Nakagawa
Mega Bank
McMaster Carr
Mike Eng
Mike Fong
MLArchitecture
My Lam
Neil Yoneji
Nicholas Cano
Odonchimeg Timen
Pacific Coast Regional
Pacific City Bank
Preferred Bank
Quality Start Los Angeles
R Doneit, LLC
Reliable Energy Management
Robert Hamill
Robert Rapoza
Royal Business Bank
Sandy Sakamoto
Seema Agrami
Sergio Gascon
Shopify Los Angeles
Southern California Edison
SoCal Gas
State Bank of India
Tri Nguyen
Tunna Thrash Ntuk
Union Bank
US Bank
US Foods
US Foods
USF Good Neighbors Foundation
Wayne Agena
Wells Fargo
Windex

IN-KIND
Dietetic Interns from Cal Poly Pomona
Dietetic Interns from Oakwood University
Dietetic Interns from the Veterans Administration Hospital
Head Start Parent Volunteers
Nursing Students from Mount St. Mary’s

VOLUNTEER
Dietetic Interns from Cal Poly Pomona
Dietetic Interns from Oakwood University
Dietetic Interns from the Veterans Administration Hospital
Head Start Parent Volunteers
Nursing Students from Mount St. Mary’s

FUNDERS & DONORS