

# CARE

## COMMUNITY CENTER



# Coming Together

INTRODUCING THE CARE COMMUNITY CENTER

### CONNECTIVE FORCE

- ▶ Lao Family celebrates 40 years of helping communities thrive

### NEW LAND, NEW LIFE

- ▶ One man's incredible drive to get a fresh start





## Dear Neighbor,

**Legacy:** Since our founding nearly 40 years ago, Lao Family Community Development Corporation (LFCD) has been an opportunity creator, community builder and life changer. We have helped over 300,000 low-income families from Contra Costa, Alameda and Sacramento counties achieve first-time home-ownership and financial self-sufficiency;

graduation from high school, college and vocational training; American citizenship; and small business ownership, to name just a few.

**Impact:** Our greatest impact is at the individual level. In 2018 we provided support to over 31,000 diverse families. Through comprehensive case management—LFCD’s model since inception—families have been supported with quality employment, housing, education and more. Families know they can count on personalized service free of charge in 25 languages. The majority of LFCD’s core programs have been in operation between 10 and 30 years, and our staff has been with us long-term. This is a testament to LFCD’s dedication to the communities we care for and credit to the 1,000 affiliates in 2018 working with us to serve families in need.

**Community:** We are sending this publication to you because we seek a stronger collaboration with our institutional and individual partners at the neighborhood, county, state and national levels. We embrace continuous growth and are proactive about the changing needs of our communities.

**Connection:** We look forward to finding opportunities to work together in your communities. Cheers to achieving and engaging together.

We invite you for a personal tour of the CARE Community Center Oakland, a new model of community building and comprehensive services. Let us know how we might offer the positive impact you seek for yourself, your family, or your business.

Visit [carecommunityoakland.org](http://carecommunityoakland.org) or [LFCD.org](http://LFCD.org) to learn more.

Sincerely,

**KATHY CHAO ROTHBERG**

Chief Executive Officer

Office: 510-533-8850 | Cell: 510-334-4826

[krothberg@lfc.org](mailto:krothberg@lfc.org)

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**On the cover, from left:** Sharchana Mapchan, Khalid Cook, Valeria Geronimo Carrillo, Kathy Chao Rothberg, Subodh Poudyel, Silvia Huynh, Ta Rei Paw, Paw Sei.

## BOARD OF DIRECTORS

**CHAIR**  
Brian Libow

**DIRECTOR**  
Nai Phan

**SECRETARY**  
Framta Saechao

**DIRECTOR**  
Koy Saephan

**TREASURER**  
Rita Xavier



## OUR MISSION

Lao Family Community Development (LFCD) is a trusted partner whose mission is dedicated to advancing the economic mobility and well-being of diverse communities through culturally informed specialized employment, housing, education and support services.

TO LEARN MORE, VISIT US AT [WWW.LFCD.ORG](http://WWW.LFCD.ORG).



## Areas of Focus

LAO FAMILY COMMUNITY DEVELOPMENT OFFERS A COMPREHENSIVE ARRAY OF PROGRAMS IN FIVE KEY ARENAS

▶ **Adult education and vocational employment**

Programs in this area include adult basic education, English as a Second Language, CalWORKS Work Experience, CalWORKS Limited English Proficiency Program, refugee employment services, and services for homeless and previously incarcerated individuals, among other programs.

▶ **Youth education, leadership and vocational employment**

LFCD supplies year-round employment, academic and higher education access programs, leadership development, and a summer employment program.

▶ **Financial education/asset development**

Community members can benefit from financial education and coaching, housing counseling, and income tax assistance.

▶ **Family support and health services**

LFCD offers social adjustment services; senior services; crime victim assistance; a health and well-being program; health, marriage and relationship counseling; and a healthy marriage program, among other services.

▶ **Housing, economic development and nonprofit space**

This includes help with affordable rental housing, housing navigation, first-time home ownership, supportive housing, business assistance and entrepreneurship opportunities.

For more information on Lao Family Community Development programs and services, please visit [www.lfcd.org](http://www.lfcd.org).

● **BY THE NUMBERS**

LFCD delivers vital services, savings and opportunities to low-income communities every year. Here are a few highlights.

**31,000**

The number of low-income individuals that LFCD serves each year

**40**

The number of different ethnic populations served each year

**\$3 MILLION**

The amount in earned income tax credits and income tax refunds saved for 1,500 East Bay families with LFCD's help

**500**

The number of families who secured permanent housing with the aid of LFCD



**\$7.5 MILLION**

LFCD's annual operating budget, which includes 27 competitively secured contracts and collaborations with more than 13 government, non-profit and private foundation partners



# A New Vision of CARE

LFCD INTRODUCES  
THE CARE COMMUNITY  
CENTER—AN EXCITING  
NEW MODEL  
FOR PROVIDING  
COMPREHENSIVE  
SERVICES TO ALL

In the fall of 2018, Lao Family Community Development (LFCD) realized a long-standing dream: to open a multipurpose community center in East Oakland. The building, which had its ribbon cutting in December, provides a welcoming space and a wide range of services to people in need of extra support. The project is part of a multipronged philanthropic effort jointly sponsored by CARE Community Inc. and LFCD.

Called the CARE Community Center, it targets four service areas—Culinary, Arts, Recreation, Education—chosen to support individual and community success. The spacious, 30,000-square-foot facility will allow LFCD to serve an estimated 10,000 additional people of different generations and cultures (an increase of 100 percent) in Oakland. Designed by JRDV International Architects, the building is modern, airy and accessible.

**From left:** Sharchana Mapchan, Khalid Cook, Valeria Geronimo Carrillo, Kathy Chao Rothberg, Subodh Poudyel, Paw Sei, Silvia Huynh, Ta Rei Paw.

“The CARE Community Center is a one-stop shop for serving our diverse East Bay community,” says LFCD’s CEO, Kathy Chao Rothberg. “We are excited to offer comprehensive services under one roof and in a friendly, state-of-the-art environment.”

The center houses LFCD’s administrative offices, from which it will carry out an array of programs and services for low-income individuals, including financial literacy, adult and youth education, employment and career services, health care access, income and asset development opportunities, and immigration and transitional services. The building also includes a senior center, individual counseling offices, and an outdoor patio and therapy garden. The youth services space will include a dance studio, space for after-school programs, a computer lab and a basketball court.

An additional 18,000 square feet in the building are available for lease to locally owned businesses and nonprofit organizations. The spaces include a cafe; a commercial catering kitchen; and co-working and individual office spaces for local small businesses, nonprofits and entrepreneurs.

The creation of the center was a longtime dream of Chao Rothberg’s father, Chaosarn Chao, the co-founder of LFCD, who passed away in 2017. Chao had hoped to establish a central place where people on welfare as well as the homeless, refugees and crime victims could learn new skills, receive counseling and assistance, and connect with one another in a safe space. His vision became a reality this year, thanks to the dedication of the LFCD team; its community partners; and financial support in the form of state and federal grants, tax credits, and gifts.

One entity that played a key role in funding the CARE Center is the California

## MAJOR CONTRIBUTORS:

- ▶ State of California awarded a \$3.7M Proposition 84 grant.
- ▶ Federal Office of Community Service awarded a \$686,000 job creation grant.
- ▶ Chase committed \$14.5M in new markets tax credit investments.
- ▶ California Statewide Community Development Authority in Walnut Creek allocated \$13.43M in new markets tax credits.
- ▶ Clearinghouse CDFI in Oakland committed \$5.2M in a leverage loan.
- ▶ Senior Assistance Foundation East Bay committed a \$595,000 gift (\$300,000 required dollar-for-dollar match).
- ▶ Individual giving totaled more than \$100,000.



## SAVE THE DATES

### CARE Grand Opening and Open House Celebration

April 19, 2019  
8:30 a.m.–noon

### Contra Costa Location Open House

April 18, 2019  
2–5 p.m.

### Sacramento Location Open House

April 19, 2019  
2–5 p.m.

Statewide Communities Development Corporation (CSCDC), which provided LFCD with \$13,430,000 in new markets tax credits.

Jon Penkower, managing director of CSCDC, explains that the decision to fund the CARE Center was “a no-brainer.”

CSCDC aims to support projects that provide the most significant community impact in low-income areas, and “this project checked so many boxes as far as providing diverse services to everyone from refugees to youth to senior citizens,” he says.

“Kathy has dedicated her life to serving the underserved populations,” he says of Chao Rothberg, “and the word ‘passion’ would be an understatement for what motivates her. We are excited to help realize this extraordinary vision, and we are eager to see what Kathy and her extraordinary team will continue to accomplish in the future.”

**Contact or visit us at:**  
CARE Community Center  
2325 East 12th St.  
Oakland, CA 94601  
510-533-8850  
[www.lfcd.org](http://www.lfcd.org)

# 4 Decades of Creating Opportunities

FROM MODEST BEGINNINGS, LAO FAMILY COMMUNITY DEVELOPMENT HAS GROWN INTO A VITALLY NEEDED AND WIDELY RESPECTED NONPROFIT. HERE ARE A FEW HIGHLIGHTS FROM ITS HISTORY OF TRANSFORMING LIVES.

Lao Family Community Development (LFCD) was founded by Southeast Asian refugees in the Bay Area in 1980. The organization's mission was to help fellow refugees rebuild their lives after escaping political and social upheavals ravaging their native countries. Over the past four decades, LFCD has grown from its humble roots in a three-bedroom apartment to a full-service organization headquartered in a 30,000-square-foot facility in East Oakland. Today, with seven locations in Alameda, Contra Costa and Sacramento counties, LFCD has become a nationally recognized leader in delivering culturally informed education, employment assistance and family support programs to refugee, immigrant and low-income communities.

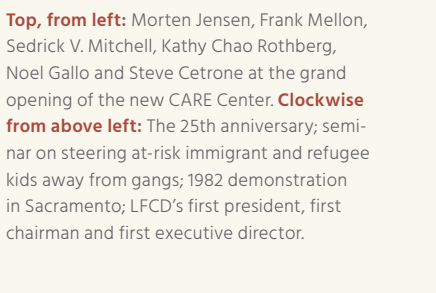


"I have worked with LFCD for about 20 years, and they have been a great partner of ours. The organization

has excellent cultural competency and a talented and caring staff. They understand the importance of comprehensive and holistic services and are always looking for opportunities to provide more."

—John Gioia, vice chair of the Contra Costa County Board of Supervisors





**Top, from left:** Morten Jensen, Frank Mellon, Sedrick V. Mitchell, Kathy Chao Rothberg, Noel Gallo and Steve Cetrone at the grand opening of the new CARE Center. **Clockwise from above left:** The 25th anniversary; seminar on steering at-risk immigrant and refugee kids away from gangs; 1982 demonstration in Sacramento; LFCDB's first president, first chairman and first executive director.

## MAJOR MILESTONES

**1970–75:** Lao refugees arrive in the Bay Area.

**1977:** Lao refugees begin meeting in a three-bedroom apartment in Richmond to help each other find jobs, housing and more.

**1980:** The Lao Family Community of the Bay Area (LFCBA) is formed under the umbrella of Lao Family Community Inc.

**1983:** LFCBA establishes its first office in Richmond.

**1985:** The Lao Family opens an Oakland office with grants from California and Alameda County for ESL and social adjustment.

**1986:** The Lao Family begins to provide services to Afghan refugees in south Alameda County.

**1990:** LFCBA branches off to form a new nonprofit, Lao Family Community Development Inc. (LFCD).

**1992:** LFCD receives its first youth grant from the city of Oakland, helping 1,500 youth find summer employment.

**1993:** LFCD buys 2.5 acres in San Pablo and builds 32 units of affordable housing.

**1996–2004:** LFCD leads a coalition of 13 agencies to provide ESL and citizenship education and naturalization services across California.

**1997:** The Lao Family builds a brand-new 5,000-square-foot community and small business center in San Pablo.

**2005:** LFCD opens a satellite office in Sacramento to serve Hmong, Russian and Mien refugees.

**2007–08:** LFCD builds a new community center in San Pablo and expands its Oakland office in a 30,000-square-foot former warehouse.

**2009:** LFCD launches Building Bridges to help newly arrived Burmese and Bhutanese refugee populations.

**2010:** The Lao Family celebrates its 30th anniversary.

**2018:** The 30,000-square-foot mixed-use and collaboratively developed CARE Community Center opens.

**2019:** LFCD's 2019-2023 Organizational Strategic Plan and the CARE Community Center Initiative are launched with an emphasis on community economic development. LFCD will focus scaling to three centers, each uniquely developed to the priorities of the communities served. Mobile and specialized services to the homeless, formerly incarcerated, and individuals with disabilities are launched.

**2019:** Independent accreditation work in process through CARF International (Commission on the Accreditation of Rehabilitation Facilities) for human service programs.

CLOCKWISE FROM TOP: LEO SAPIERSTEIN, STEPHEN MAGAGNINI, LFCDB PHOTOGRAPHER (3)



Hla Nyunt, in front of LFCD's East Oakland offices.



# Pathways to Success

## WITH THE SUPPORT OF LFCD, BURMA-BORN HLA NYUNT HAS MADE A NEW AND FULFILLING LIFE FOR HIMSELF IN OAKLAND

“I love challenges,” says 42-year-old Hla Nyunt. “I always want to keep learning and growing, and the Lao Family has helped me so much. We are very lucky to have them.”

Certainly, Nyunt has faced more challenges than most, but his determination and positive outlook—along with the support he has received along the way—helped him build a new life for himself and his family.

A native of Burma (also known as Myanmar), Nyunt settled in the United States in 2008 after spending two years in a refugee camp on the Thai border. With the backing of the Office of the United Nations High Commissioner for Refugees, Nyunt moved to Oakland with his wife and two young daughters, where he had a close friend who helped him manage the transition to a new country.

Still, there were many barriers to overcome: He did not speak English or have a job, and he had much to learn about living in a new culture. When he found out about the services offered at LFCD, however, he began to see how he might thrive in his adopted hometown. Working closely with LFCD employment counselor Su Dung, Nyunt started to acquire the skills necessary to find work. He studied English, attended workshops on resume writing and interviewing techniques, learned how to obtain a driver’s license and car insurance, and took advantage of the financial education that LFCD provides.

“Su gave me many suggestions,” Nyunt says. “I am the head of a household and had to support my family, and Su encouraged me to enroll in English and computer classes at Laney College. I had trouble speaking English at first, so she gave me advice like ‘listen to the radio to hear people speak English,’ which helped a lot. She also knew I had skills in welding, and she helped me find a job that matched my skills.”

In his first few years in Oakland, he worked for several different companies, including a picture framing

business, a window treatment manufacturer and a medical technology enterprise, all positions that LFCD either helped him find or prepare for. Today he holds a full-time job working on conveyor systems as a maintenance mechanic.

In addition, Nyunt worked with LFCD to achieve two other major goals: buying his own home and becoming a U.S. citizen. Dung helped him establish an individual development account as a way to save for a down payment, and LFCD secured matching funds to supplement his savings. Dung also encouraged him to attend workshops for first-time homeowners, which LFCD offers in partnership with Operation Hope. Six years after arriving in the U.S., Nyunt had managed to save enough money to purchase a house in Oakland. That same year, in 2014, he became a U.S. citizen, a process that LFCD helped him navigate.

Even with all that he has accomplished, Nyunt still feels there’s more to learn. An advocate of continuing education, Nyunt is currently earning a certificate in carpentry at Laney College and hopes to study architecture next. “My hobby is drawing,” he says, “and I like measuring things. I’d like to learn how to fix and improve my house so that I can do it myself.”

He also encourages other new arrivals in the area—who face many of the same challenges he encountered a decade ago—to seek out all the educational resources available to them. “I always suggest they go to school,” he says. “I ask them, ‘Why stay at entry level?’ I connect them with Lao Family because they offer so much help.”

“Hla has shown us what someone can achieve when they really try,” Dung says. “And now he gives back to others, helping them get on their feet. He is like a community leader, and we are very proud of him.”

“I am so grateful to Su; she has become like a sister to me,” Nyunt says. “So I do what I can for others because I feel like I have been given a second life.”

# FINANCIAL STATEMENT

## DONORS/FUNDERS

Lao Family is supported by diverse funding sources that include government contracts, private, corporate and family foundations as well as individual donors. Eighty-seven percent of funding directly supports program services and activities that benefit the families in our communities. We would like to thank the following funders and partners for their commitment to Lao Family's past and current efforts:

Alameda County Probation  
 Alameda County Social Services Agency  
 Annie E. Casey Foundation  
 Asian Pacific Fund  
 Bank of America – 2010 Neighborhood Builders Award  
 Beneficial State Bank  
 Cal Emergency Management Agency  
 California Department of Education  
 California Department of Parks and Recreation  
 California Endowment  
 California Reinvestment Coalition  
 California Statewide Communities Development Authority  
 Chevron – Economic Self-Sufficiency Program  
 Chevron – Richmond Community Benefit Fund  
 Citi Foundation  
 Citigroup Foundation  
 City of Richmond Housing Authority  
 City of San Pablo  
 Clearinghouse CDFI  
 Consumer Action  
 Contra Costa County Employment and Human Services  
 Contra Costa Health Services  
 East Bay Asian Local Development Corp.  
 East Bay Community Foundation  
 Fannie Mae  
 First 5 Contra Costa  
 Friedman Family Foundation  
 Gerbode Foundation  
 Individual donors  
 JP Morgan Chase  
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 Making Connections Oakland  
 National Community Development Institute (NCDI)  
 National Council of La Raza  
 National Realtor Association  
 Northern California Community Loan Fund  
 Oakland Private Industrial Council  
 Parker Foundation  
 Sacramento County Department of Human Assistance  
 Sacramento Employment and Training Agency  
 SAFE Foundation  
 The San Francisco Foundation  
 Sierra Health Foundation  
 State Street Foundation  
 Strive Foundation  
 Thomas J. Long Foundation  
 United Way Bay Area  
 US Bank  
 U.S. Census 2010  
 U.S. Department of Health and Human Services  
 Walter & Elise Haas Fund  
 Wells Fargo  
 Wells Fargo Housing Foundation

# LFCD 2017 Annual Report

## REVENUE, GAIN AND OTHER SUPPORT

Government Grants and Contracts:	\$7,118,446
Private Foundations / Capital Contributions	\$408,354
Donations	\$18,038
Other Income	\$420,455
<b>Total Revenue, Gain and Other Support</b>	<b>\$7,965,293</b>

## EXPENDITURES

Program Expenses	\$6,442,174
Management and General Expenses	\$72,396
<b>Total Expenditures</b>	<b>\$6,514,570</b>

## NET ASSETS

Change in Net Assets	\$1,451,223
Net Assets at Beginning of Year	\$3,736,767
Non-controlled Interest	\$5,247
<b>Net Assets at End of Year</b>	<b>\$5,193,237</b>

For more information on Lao Family Community Development programs and services, please visit [www.lfcd.org](http://www.lfcd.org).

Lao Family Community Development would like to thank the more than 500 individual donors and volunteers who play a vital role in our efforts to create opportunities for members of our community in need of extra support.



## Invest in a Healthier Community

THERE ARE MANY WAYS YOU CAN SUPPORT THE VITAL WORK WE DO.  
YOUR GENEROSITY WILL HELP US ENSURE NO ONE IS LEFT BEHIND.

### CONTRIBUTE FINANCIALLY

▶ **TO MAKE A MONETARY CONTRIBUTION BY CHECK, SEND TO:**

Lao Family Community Development  
Attn: Fund Development Director  
2325 E. 12th St., Suite 226  
Oakland, CA 94601  
Tel: 510-533-8850

▶ **TO MAKE A CONTRIBUTION BY CREDIT CARD OR PAYPAL, VISIT:**

[www.lfcd.org/support-our-work](http://www.lfcd.org/support-our-work)

### DONATE ITEMS

- ▶ We keep a closet of donated items for our clients, especially interview-appropriate and/or work clothes and any kind of gently used clothes, shoes or household items such as pots, dishes and even furniture. Please bring these items to one of our office locations during office hours. Call ahead if items are large.
- ▶ We may also accept donations of gardening tools, game room equipment, office furniture and electronics for use in our office. Please call ahead.
- ▶ To donate automobiles, land, real estate, stocks or other secured assets—or to include LFCD in your will—please contact CEO Kathy Chao Rothberg at 510-533-8850 or [krothberg@lfcd.org](mailto:krothberg@lfcd.org).

Lao Family Community Development, Inc. is a 501(c)(3) nonprofit corporation, Federal Tax ID# 94-3115164. Your contribution is tax-deductible to the extent allowed by law.



2325 E. 12th Street  
Oakland, CA 94601

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## LFCD Locations

▶ **LFCD HQ @ CARE OAKLAND**

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Oakland, CA 94601  
510-533-8850  
[www.lfcd.org](http://www.lfcd.org)

▶ **LFCD OAKLAND (EASTMONT TOWN CENTER)**

7200 Bancroft Ave.  
Oakland, CA 95823  
Suite 140 and Suite 135  
510-788-2588  
510-838-1077

▶ **LFCD SAN PABLO**

1865 Rumrill Blvd., Suite B  
San Pablo, CA 94806  
510-215-1220

▶ **LFCD SACRAMENTO (SOUTH)**

7171 Bowling Drive, Suite 1120  
Sacramento, CA 95823  
916-393-7501

▶ **LFCD SACRAMENTO (NORTH)**

3400 Watt Ave., Suite 204  
Sacramento, CA 95821  
916-359-2788

To learn more about Lao Family  
Community Development Inc.,  
visit us at [www.lfcd.org](http://www.lfcd.org).