



# Annual Report FY<sup>2015</sup> 2016

Working to Prevent Homelessness and Hunger since 1970

REVISED 02.02.17



“I could not find a word to express my sincere thanks to you and the whole Sunnyvale community for the support that you have provided to us.”

—Twin Pines Manor Apartments resident

( See page 3 )

## About Sunnyvale Community Services

Founded in 1970, Sunnyvale Community Services (SCS) is an independent, nonprofit emergency assistance agency. Our mission is to prevent homelessness and hunger for low-income families and seniors facing temporary crises. We serve low income residents in Sunnyvale (population 148,000). In the past fiscal year, we assisted 7,991 low-income individuals with food and/or financial aid, an increase of 16% in just one year. The increase was attributed to expanded outreach, as well as a growing need caused by the soaring costs of living and widening income divide in Silicon Valley.



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[www.svcommunityservices.org](http://www.svcommunityservices.org)



# How 7,991 Clients Use our Services

We assist our individual clients with a variety of programs and services throughout the year.

**7,374**



## Food and In-Kind Assistance

Produce Mondays, Pantry Days, monthly food for families and seniors, food deliveries to homebound seniors, and School Weekend Food Program. A family of 4 can receive healthy food and extras valued at \$462 each month.

**4,777**



## Financial Assistance

\$978,789 total financial aid providing help with rent and utilities, gas vouchers, medical and other critical bills. Eligible families receive a 3-month budget and financial counseling.

**3,227**



## Community Christmas Center

Each family can select 3 gifts per child, a new household gift, and 2 weeks' worth of nutritious food.

**1,518**



## Kids' "Head to Toe" Program

School-aged children receive extra food during the summer months plus filled backpacks and shoes.

**1,101**



## Weekend School Food Program

Thursday, Friday distributions of kid-friendly food onsite at 4 Title I elementary schools in Sunnyvale, to help low-income children return to school ready to learn on Mondays.

**354** H  
**112** V



## Homeless and Veteran Services

Homeless individuals and Supportive Services for Veteran Families (SSVF) serving veterans and veteran households who are homeless or at imminent risk of becoming homeless

**294**



## Family & Seniors Intensive Case Management

Up to 12 months of wrap-around case management support for clients who are homeless or at risk of homelessness.

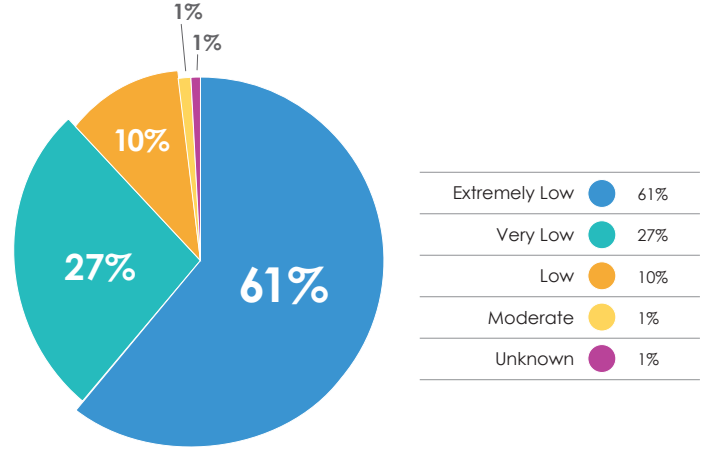
**242**



## Challenge Diabetes

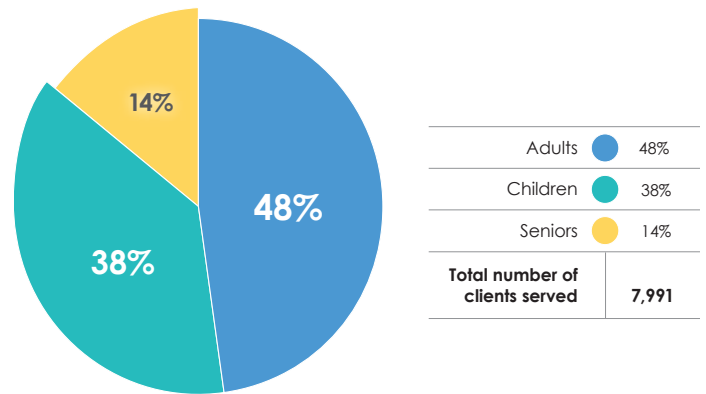
In partnership with El Camino Healthcare District and Second Harvest Food Bank, eligible clients receive healthy food and health education.

## Income Levels Served



SCS serves the most needy in our community with 98% of clients having low- to extremely low-incomes.

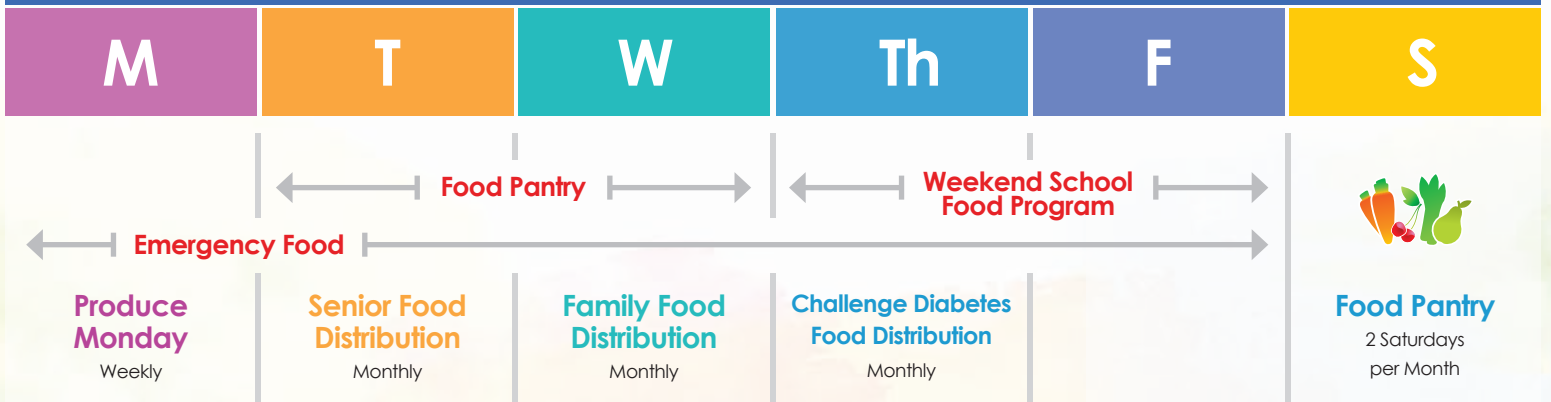
## Total Unduplicated Clients Served



<b>Total number of clients served</b>	<b>7,991</b>
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Children under 18 and seniors 65+ together equal 52% of our clients.

## SCS now distributes food 22 days per month



2.1 million pounds of food distributed

# Twin Pines Manor Apartments Fire

<p><b>169</b></p> <p>Individuals lost their homes on April 15, 2016</p> 	<p><b>70</b></p> <p>Families needed shelter, new housing, and household items</p> 	<p><b>80%</b></p> <p>Residents with low- to extremely low-incomes</p> 
<p><b>100%</b></p> <p>Families re-housed</p> 	<p><b>51%</b></p> <p>Families able to stay in Sunnyvale as of 9/2016</p> 	<p><b>\$6,000</b></p> <p>Typical move-in costs (2 months deposit + 1 month rent)</p> 

On April 15, 2016, the fire in the Twin Pines Manor Apartments was an unprecedented emergency in our City. Sunnyvale's Department of Public Safety contained the fire and saved lives. The City of Sunnyvale, the Red Cross, and countless volunteers worked to arrange emergency shelter, meals, transportation and other necessities. After the immediate crisis was under control, SCS became the lead agency to give personalized case management and help displaced families secure new housing.

While assisting the fire victims, we remained open for our other services to the community. Sunnyvale Community Services worked with dozens of faith communities, service clubs, civic groups, businesses, and nonprofit organizations, including: Abode Services, City of Sunnyvale, County of Santa Clara, CSA Mountain View, Downtown Streets Team, Salvation Army, Silicon Valley Law Foundation, Project Sentinel, Sunnyvale Public Safety, The Red Cross, VTA, and West Valley Community Services.

**Together, we demonstrated that Sunnyvale is truly the "heart" of Silicon Valley.**

## Honors for SCS



In June, 2016, SCS was named "Nonprofit of the Year" for California Assembly District 24. When announcing the award, Assemblymember Rich Gordon said, "Silicon Valley has a reputation for such wealth, but the reality is that thousands of people in this area—surrounded by sky-rocketing costs of living—are really struggling to get by. Sunnyvale Community Services recognizes this difficult reality and helps those in need with emergency financial and food assistance."



The City of Sunnyvale presented SCS with the Mayor's Award for Excellence, which came with a key to the city. Mayor Glenn Hendricks praised the agency's enduring impact and service, and in particular SCS's response to the Twin Pines Manor Apartments fire.

# Partnerships

Special programs, partnerships and funding help SCS support our clients, including the following:

## Second Harvest Food Bank



Provides over 900 tons of nutritious food, including fresh vegetables and fruits, plus onsite CalFresh (Food Stamps) outreach weekly.

## City of Sunnyvale



**Homelessness Prevention & Rapid Rehousing**, helping families and seniors with rental assistance and rental deposits.

**Food Assistance**, funding healthy food purchases to supplement donations.

**Work First Sunnyvale**, a joint program with Downtown Streets Team, assisting 50 homeless individuals each year to gain job skills, employment, and housing.



## Supportive Services for Veteran Families (SSVF)



Assistance for veterans and their families who are homeless or at risk of homelessness to secure stable housing and self-sufficiency—funded by a contract with the Veterans Administration.

## County of Santa Clara



Homelessness prevention, rapid rehousing, VTA passes for clients, weekly onsite social services staff.

## El Camino Healthcare District



Funding for case management, medically related bills, protein-rich foods, and the Challenge Diabetes Program providing free screening, monthly bags of nutritious food, and health information.

## United Way Bay Area



SCS is designated as the Emergency Assistance Network Agency (EAN) for all Sunnyvale zipcodes.

## Kaiser Permanente



Funding for year-round access to nutritious food, screenings for CalFresh and MediCal benefits. Referrals for health and medical resources for 4,500 individuals.

## PAMF



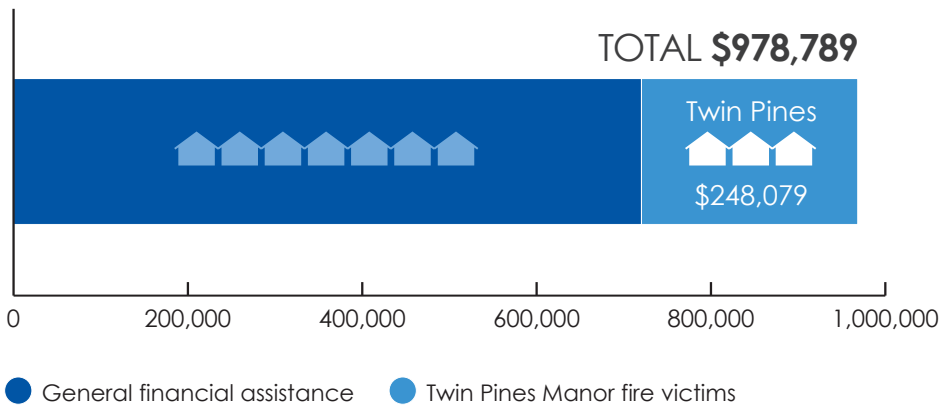
Year-round comprehensive emergency assistance.

## Housing Trust Silicon Valley

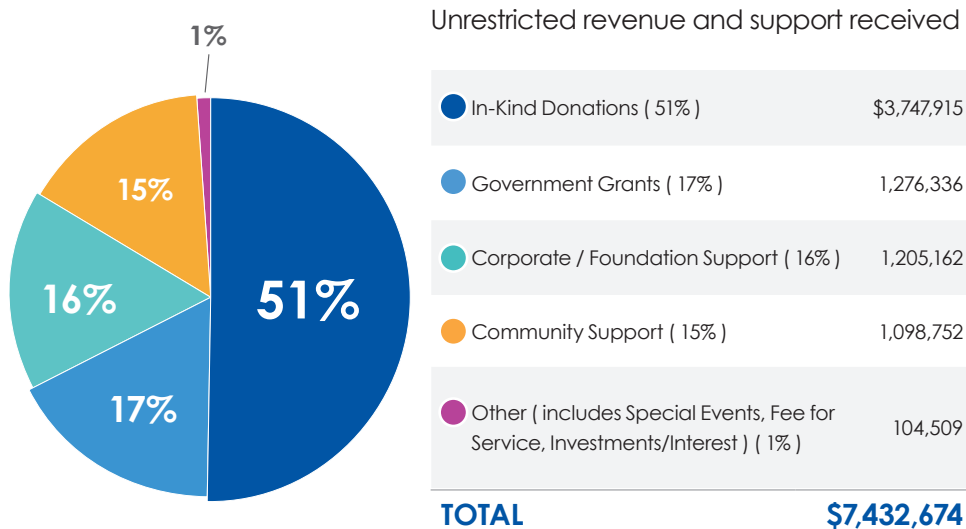


Homelessness prevention and rapid rehousing for low-income families and seniors.

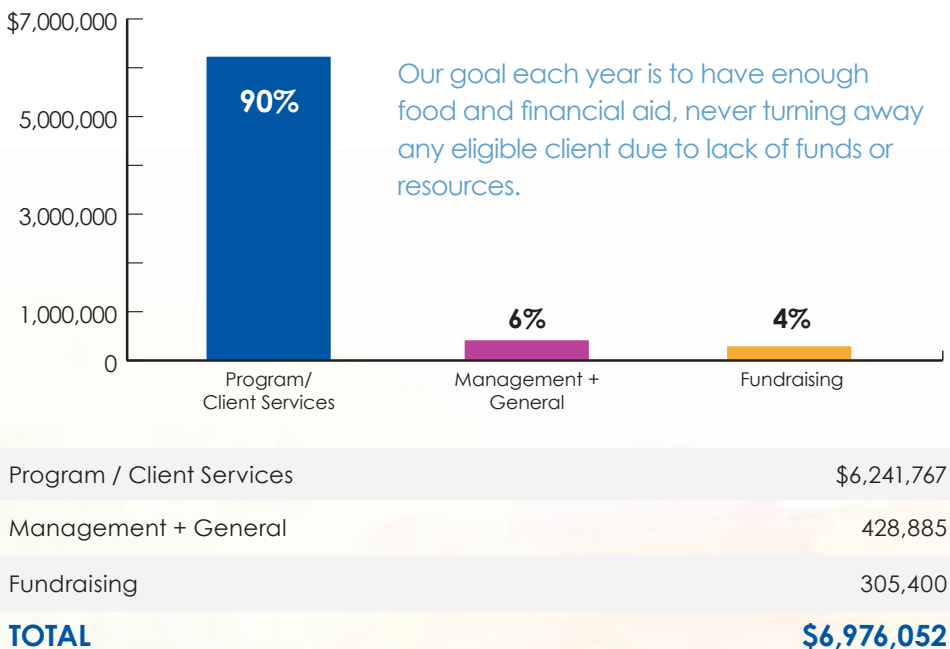
## Financial Assistance



## Operating Revenue



## Where our Money Goes



## FINANCIAL NOTES

1. Our annual audits and tax returns are posted on our website: [www.svcommunityservices.org](http://www.svcommunityservices.org).

2. Our auditor, Deborah Daly C.P.A., issued a "clean" Unqualified Opinion, with no findings on our 2015-16 financial audit, meaning that the financial statements fairly present the financial position of Sunnyvale Community Services at the fiscal year ending June 30, 2016, in conformity with generally accepted accounting principles.

3. Our Total Change in Net Assets for the fiscal year = \$1,037,722 after depreciation. Of this, the unrestricted amount is \$456,622. An additional \$581,100 of restricted donations is designated for spending in future fiscal years, according to FASB 116 standards for nonprofit accounting.

4. Our Board of Directors has also designated emergency reserves of \$708,530 (shown on our Statement of Financial Position/Balance Sheet), so that our agency is prepared for future needs and emergencies.

5. Our auditor calculates our total administration and overhead (management, general, and fundraising costs) at 10%, very low for nonprofits, especially local organizations with fewer cost centers. The accepted nonprofit standard for total overhead is 25% or lower.

6. The one-time emergency from the Twin Pines Manor fire on April 15, 2016 resulted in increased income designated for financial aid as well as food and in-kind distributions for fire victims.

7. In-Kind Donations include food, holiday gifts, household items, school supplies, and other basic needs. Our largest in-kind donor is Second Harvest Food Bank. We are one of Second Harvest Food Bank's seven largest "Transformer" partner agencies across Santa Clara/San Mateo Counties.

8. Fee for Service includes our contract as the fiscal agent for the *San Francisco Chronicle's* "Season of Sharing" in Santa Clara County.

## Volunteer Power!

Over 2,000 dedicated volunteers help us deliver our services with efficiency and compassion year-round.

