



# Sunnyvale Community Services

Working to Prevent Homelessness and Hunger—  
Our Business is Booming, and That's Not Good!

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

November 2008

## Director's Message: ARE YOU BETTER OFF NOW THAN YOU WERE TEN YEARS AGO? OUR CLIENTS AREN'T!

Ten years ago, I wrote a newsletter article on the widening gap between the "haves" and the "have-nots." One reader sent the article back with a note scrawled across it with a very vivid description of what I should do with my expletive-deleted "communist bull\_ \_ \_ \_." At the risk of receiving another such message (which, I must admit, I posted on my bulletin board as a badge of honor), I want to share a recent report from the California Budget Project that clearly shows a "longer-term pattern of widening inequality." The statistics come directly from the State Franchise Tax Board which I doubt considers itself a communist organization. This widening gap is the reason for the substantial increases year after year in the numbers seeking our help and the record amounts of aid we provide.

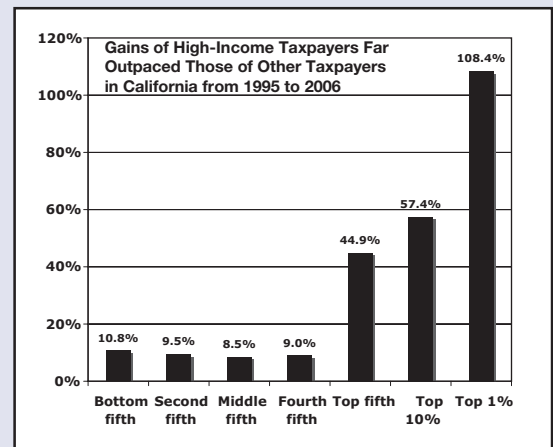
Having avoided statistics until a mandatory course in grad school, I usually don't like to focus on statistics. However, these statistics are the story. Between 1995 and 2006 (most recent statistics available) after adjusting for inflation, the Adjusted Gross Income (AGI) of the top 1% of California taxpayers more than doubled (108.4%) while increases for the bottom four-fifths ranged from 8.5% to 10.8%, far less than increases in rent, utility, medical, and prescription expenses. And these statistics pre-date the impact of the much higher gas and food prices we've experienced over the last two years. Need we mention increased housing prices from 1995 to 2006? With no effort on my part, the value of my 4 bedroom Sunnyvale tract home increased by over \$700,000.

More people than ever before need our help to stay in their homes, to keep the utilities connected, to obtain medical care and food. Our annual report on page 4 will show you how much more help we've given in recent years, and the two games on page 3 will show why people need it. The bottom line is that your support makes all the help we provide possible.

*Nancy Wu*



or



### PLEASE HELP US TURN \$40,000 INTO \$112,000

The Sobrato Family Foundation awarded SCS a \$40,000 challenge grant. We have one year to match that \$40,000 in new donations, donations from lapsed donors, and increased donations from current donors.

The foundation increased our last grant by 60% in recognition of higher need, efficient operations, and an effective Board of Directors. If we raise \$40,000, we will receive another grant next year for \$42,000.



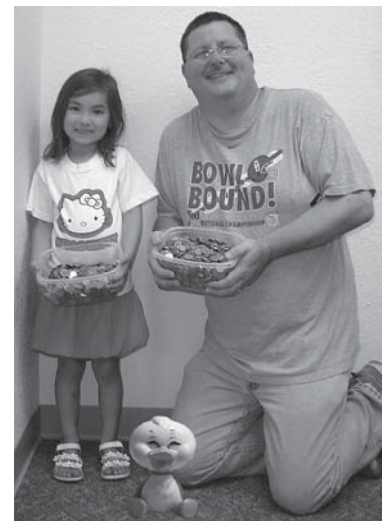
**SOBRATO  
FAMILY  
FOUNDATION**

The additional 5% is to cover general operating inflation costs. We hope you will help us reach this very "challenging" goal.

### SOPHIA'S DONATION WAS JUST DUCKY!

Board President **Steve Harms** took time away from packing vegetables (and from his "other job" at Union Bank of California) to accept a \$143.95 donation from 5 year-old **Sophia Olender**.

Sophia said she had been collecting coins in her duck bank "for many years." She put in coins she found as well as donations from her parents, grandparents (including staff member **Nancy Wu**), and great-grandparents. Sophia wanted us to use the money to buy food "for poor children who really need it."



**“POVERTY OFTEN DEPRIVES A MAN OF ALL SPIRIT AND VIRTUE;  
IT IS HARD FOR AN EMPTY BAG TO STAND UPRIGHT.” (Ben Franklin)**

Some of our clients’ stories are very dramatic like the following covered by the San Francisco Chronicle Season of Sharing:

- A woman whose leg had been amputated literally hopped into SCS using a walker. She had been told to stay off the leg that was grossly swollen. However, for over one month, bureaucratic red tape had prevented her from getting a wheelchair with no resolution in sight. Her medications cost \$1,708 a month, but her disability benefits were \$1,817. Disability and a small pension weren’t enough to live on, but she had too much income to qualify for most other benefits. She had been living and sharing costs with her mother who had died recently. She had refinanced her car to help pay \$13,000 of uncovered medical bills, but she was falling deeper into debt each month. SCS paid her overdue rent and within days arranged for her to obtain a custom fitted wheelchair. The woman moved to live with relatives as she could no longer afford to live on her own.

Other stories may not be as unique or dramatic, but the consequences are just as dire to those involved. Your support is what enables us to keep a roof over their heads, to keep utilities connected, and to obtain critical health services.

- A senior went to the doctor to find out why she’d been falling. The problem was her out-dated prescription glasses. Over the past five years, she had become accustomed to what she called “a little fuzziness” because she couldn’t afford eye exams let alone new glasses. SCS paid for both. (Medicare does not cover vision or dental services.)
- For 12 years, a woman lived with her disabled son in a small rented house in Los Banos. The owner gave the woman only four days notice to move out after the house was foreclosed. Putting her furniture and belongings into storage, she and her son stayed on the living room floor with friends in Sunnyvale to be closer to her job in San Jose. Each day after work, she looked for an apartment. The few she could afford were on the second or third floors, but her doctor told her not to climb stairs because of her knee problems. SCS paid for a motel for a week and helped with the deposit on another rental home she found in Los Banos. Rent and gas ended up costing her less than an apartment much closer to work.
- A housecleaner, gardener, and hairdresser each had their work hours reduced and, after using what little savings they had, couldn’t make ends meet. Their customers cut back on these services when they themselves felt an economic pinch. In each of these cases and many more like them, the clients found new jobs or new second jobs but needed help with rent or utility bills until they received the first paycheck from the new job.
- Two working single mothers each with two children shared a two-bedroom apartment. One worked days, the other worked nights so that one of them would be home to take care of the children. One of the women moved to be closer to her family. The remaining woman found a new “roommate family.” However, she needed help with her rent until the new single mother and her son moved in two weeks later.
- If seniors didn’t have heart problems before, the shock of uncovered prescription costs might cause them. We paid \$968 for an 84 year-old man whose monthly income is \$1,032. We paid \$1,148 for medications for a 79 year-old woman with a monthly income of \$847. Neither of these prescriptions were covered by Medicare.

**SUNNYVALE ROTARY CLUB GIVES SCS  
A SHOCKING GIFT**



Rotary President **Flo Stafford** presented SCS Executive Director Nancy Tivol with an Automated External Defibrillator. Though we hope never to use it, SCS staff and volunteers took a course in CPR and how to use the AED.

**THANKS FOR MAKING ARMADILLO WILLY’S  
A DILLY OF A BENEFIT**

From 5 pm to 8:45 pm, the line of SCS supporters was out the door at the benefit at Armadillo Willy’s. There were so many people that the restaurant ran out of ribs and chicken at 8:20. The manager said that never before had a benefit attracted so many people. He said, “Next time, let us know that you’ve invited the entire City of Sunnyvale.” Thanks to all of you who waited so patiently. Your support enabled us to buy food for those in need.



## COME ON DOWN. IT'S TIME TO PLAY...



The answers will give you an idea of why our clients need help:

1. What percentage of Sunnyvale residents has extremely low, very low, or low incomes?
2. Who are the poorest people in Sunnyvale?
3. What is the amount per day the average recipient receives in Food Stamps?
4. What percentage of full-time workers in this county gets no benefits including paid sick leave?
5. What is the gross annual income of someone working full-time all year for minimum wage?
6. How much does the average mother of two children get per month on welfare (CalWORKS)?



Virtually all of the major supermarkets in Sunnyvale are located on or south of El Camino Real. Most of our clients live north of El Camino. With the fathers using the family car (if they have one) to get to work, mothers walk to small local markets rather than pay bus fare for themselves and their children to get to larger markets or leave what little family time they have to shop in the evenings. The local markets don't have the sales volume of large chains, so they charge more. Low income families don't have the money or freezers to take advantage of sales.

How to play: Write down what you think the price was for each item on the same day in September at Safeway and at a smaller neighborhood market. Remember, you're just guessing the prices. Our clients are actually paying them.



1 gallon 2% milk



22 oz. sliced white bread



1 dozen eggs



Whole chicken (price per/lb.)



1 lb. bananas



18 oz. box



1 lb. ground beef (80% meat, 20% fat)



18 oz. jar



1 lb. Fuji apples

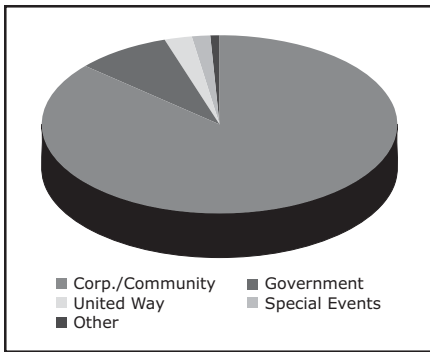
Wheel of Misfortune		Answers		The Price Is Wrong	
1.	According to the City of Sunnyvale's 2005-2010 Consolidated Plan, 9% of its population falls into each category: extremely low, very low, and low income.	• Milk*	\$3.29	Safeway	\$4.69
2.	Seniors. There are twice as many seniors in each of the three low income categories as any other age group.	• Bread*	\$1.50	Corner store	\$1.99
3.	Forget Starbucks and Jamba Juice. The average recipient gets \$3 a day, not \$3 a meal, but \$3 for three meals.	• Eggs*	\$2.19		\$2.69
4.	30%-35%. No benefits also means no paid sick leave.	• Chicken*	\$.89		\$2.39
5.	\$16,640. After minimum withholdings, you barely have enough left for a one bedroom apartment let alone anything else.	• Bananas	\$.89		\$.89
6.	\$723. If you know of an apartment for \$400-\$500 a month, let us know, and we'll pass the information along to these single mothers.	• Rice Krispies*	\$2.50		\$3.79
		• Ground beef*	\$2.49		\$4.49
		• Peanut butter*	\$2.50		\$3.89
		• Apples	\$.89		\$1.49



**FINANCIAL OVERVIEW**

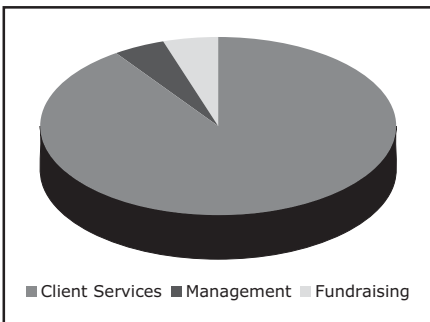
**REVENUES**

Community/Corporate Support	\$2,280,076
Government Grants	223,001
United Way	67,225
Special Events	45,458
Other	21,573
<b>Total</b>	<b>\$2,637,333</b>



**EXPENSES**

Program/Client Services	\$2,376,659
Support Services	
Management	123,300
Fundraising	131,624
<b>Total</b>	<b>\$2,631,583</b>



**Financial Notes:**

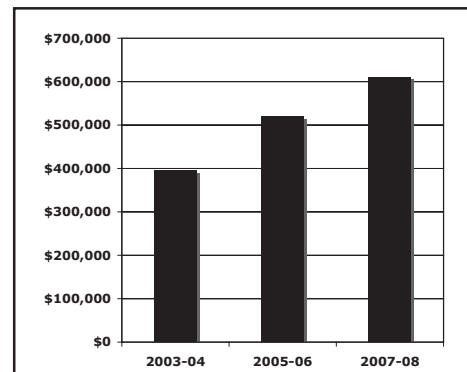
1. The 2007-08 audit from Deborah Daly, CPA, was 100% clean (no findings or recommendations). Figures above exclude depreciation.
2. Our overhead, usually 10%-12%, was 9.7% last year, very low for nonprofits, especially smaller ones with fewer cost centers to distribute overhead. (The nonprofit standard is less than 25%.)
3. We have 7 full-time employees. Annual volunteer hours now equal those of 11 full-time employees.
4. The audit and financial statements are available for anyone to view.

**SERVICE OVERVIEW**

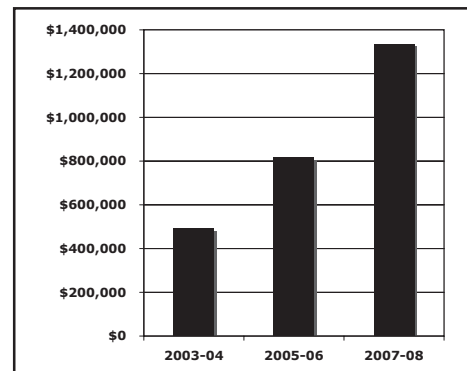
**SERVICES PROVIDED**

	07-08	06-07
Financial assistance cases	1,130	1,016
Food & other in-kind aid cases	12,162	10,882

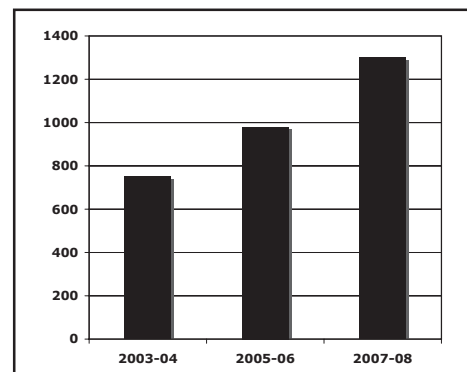
**Amount Spent on Financial Aid for Clients**



**Value of Food and Other In-Kind Aid Distributed**



**Number of Families in Monthly Food Programs**



## “MANAGEMENT IS DOING THINGS RIGHT; LEADERSHIP IS DOING THE RIGHT THINGS.”

(Peter F. Drucker)

Our Board of Directors is doing the right things to ensure the stability and success of Sunnyvale Community Services. Here's what it accomplished in the past fiscal year.

1. Two years ago, the Board completed a comprehensive risk management assessment that examined employment practices, contracts, special events, harm to clients, transportation, facilities, technology, internal controls, and insurance. Last year, the Board acted on the results and recommendations of that assessment. It completed a thorough review of the agency's policies and procedures, making many additions and changes. It developed a long-term facilities plan and updated our insurance coverage.
2. Given the volatility of the stock market, the Board reassessed and modified our investment policies and strategies.
3. The Board authorized the purchase of a new VOIP phone system (as the old one could no longer be repaired) and changed service providers, getting many more features but saving 50% a month.
4. The Board commissioned the development of a computerized client database as none existing included all the data we need. Leasing a new copier (at half the price of the old one) enabled staff to scan the necessary documentation. The database will save time and thousands of trees.
5. The Board authorized purchase of six new high-efficiency heating and air conditioning units to replace failing 24 year-old mid-efficiency ones. They were installed before the foam roof was re-coated. If installed afterwards, we would have had to pay to re-coat those areas again.
6. Given skyrocketing need and levels of service, the Board authorized \$24,000—from reserves if necessary—to purchase food for Kids' Summer Food program, the first time SCS has bought food other than for the holidays. The Board's rationale was that reserves are for emergencies, that current conditions created financial emergencies for a record number of clients, and that our overall financial position was sound enough to cover this one-time expense.
7. Our bottom line and most important achievement is that once again, despite distributing record amounts of financial aid and food, we were able to provide help to every single client in verified need. We did so “by the skin of our teeth.” Excluding depreciation, after expenses over \$2.6 million, our year-end balance was \$5,750.

Our Board members take their responsibilities seriously. The agency and our clients benefit from their skills and dedication.

## BACKPACKS WERE CHALK-FUL OF SUPPLIES



Sunnyvale Rotarians, their families and friends packed hundreds of backpacks donated by **The Family Giving Tree, the Rotary Club, Northrop Grumman, the City of Sunnyvale Finance Department, Juniper Networks, Spansion, and Sunnyvale Presbyterian Church.** We sent a record number of students back to school well prepared.

## WE'VE GONE FROM NO-TECH TO LOW-TECH TO MID-TECH THANKS TO THE EXPERTS



When you need help learning to use a computer, you ask the experts, your kids. In 1992, high school student **Brian Tivol** and college students **Debbie and Gary Wu** taught us how to use our new donated Mac and software which replaced our old Apple II. (FYI, the computer, monitor, and printer were valued at \$9,999.) Now all are married, working in the area, and continue to serve as our “tech advisors.” For the past 15 years, we have been so fortunate to have a one-person volunteer IT Department, **Jeanne “Computer Woman” Choiniere** (Brian's 7th grade math teacher). Without their help, we wouldn't have been able to handle the new computerized client database, let alone basic recordkeeping, budget spreadsheets, or newsletters. And Jeanne maintains all the data for our family and senior food programs and for the Community Christmas Center.



## WHAT'S THE PLURAL OF PRIUS? WHO CARES! WE'VE GOT TWO OF THEM FOR THE THE CHAMBER OF COMMERCE AUCTION TO BENEFIT THE COMMUNITY CHRISTMAS CENTER

**Thursday, December 4  
at SCS—725 Kifer Rd.**



**Silent Auction: 5:30-7:30  
Oral Auction at 6:15-7:30**

Don't wait for six months to get a Prius. Buy one of two donated by **Toyota Sunnyvale** to the annual **Sunnyvale Chamber of Commerce** auction. And rather than pay a dealership commission, every cent over the dealer's actual cost is a tax deductible donation. The auction is free, though we ask that you bring a new toy, gift for older child or teen, or a bag of groceries. **il Postale** donates dinner; **NetApp**, the wine and sodas. As there are no costs to the event, every cent raised benefits the Community Christmas Center. As of November 1, every auction item will be posted on our website Events page: [www.svcommunityservices.org](http://www.svcommunityservices.org), with **daily updates**. To donate items to the auction, please contact Nancy at 738-0121. Also call her if you cannot attend but wish to bid on any item. We'll appoint a bidder for you who will bid only as high as necessary to get you the item. Here's a sample of oral auction items:

- 3 one-week vacations in resorts around the world (Tim and Yolanda Risch and Karen Davis)
- One week at a 5-bedroom Meeks Bay Tahoe home (Don Jolly) and at a 4-bedroom Alpine Meadows condo (Bob Fruehsamer)
- Two nights for 4 at Ann and Don Hines' Sonoma County home
- French dinner for 14 (Nancy Tivol), Mexican dinner for 12 (Leticia Montalvo), American Culinary Academy dinner for 10, Chef Yu Chinese banquet for 10, four-course dinner for 4 at the new Rok Bistro, two dinners for 4 at a Sunnyvale Fire Station (with engine ride), and many restaurant gift certificates
- gold and diamond woman's watch and diamond/sapphire ring (from Grace Witt, Jewelry Advantage)
- 8 field club seats and field visit during batting practice & Aaron Rowand autographed ball from the S. F. Giants
- VIP and Practice Packages from San Jose Earthquakes
- 4 prime Warriors' tickets (Dee and Adam Simms)
- Jerry Rice autographed football
- 40" Samsung LCD HD TV (Fry's Electronics)
- Flight over the Bay Area and lunch (Terry Blumenthal), romantic dinner flight (Gary Air), sailing on the Bay (Adam Simms), and shark fishing on the Bay (Doug Mow)
- also electronics, art, crafts, photography, car detailings, wine tastings, famous Perkins/Lugos cookies, and much more.....

### THANKS TONS, (53+ ACTUALLY), SUNNYVALE PRESBYTERIAN CHURCH!

Under the dedicated leadership of **Pat and Greg Plant**, **Sunnyvale Presbyterian Church's** monthly food drive is entering its sixth year. Over the last five years, the congregation has donated over 53 tons of food to SCS. "We are grateful for a generous congregation that month after month, year after year thinks about Sunnyvale Community Services and its clients. We're concerned that the need isn't going away but getting much worse," said Pat. How much worse? As the charts on page 4 show, four years ago, 750 families were registered for our food programs; now, over 1,300 are. Four years ago, SCS distributed \$660,000 of in-kind assistance, primarily food; last year, \$1,335,000. We are extremely grateful not only for the tons of food from the members of Sunnyvale Presbyterian Church, but also for the congregation's willingness to continue with the "same old program" because it understands that hunger in Sunnyvale isn't going away—it is intensifying. Shown below left is Pat amidst barrels of donations. Below right, the Bag Brigade shows the poundage collected one Sunday after sorting and weighing the donations.



## MAJOR PROGRAM CONTRIBUTORS

anonymous (3)  
 Adobe Foundation Fund  
 Alpha Graphics  
 AMD  
 Applied Materials  
 Applied Signal Technology  
 Assistance League of Los Altos  
 Chinese Seniors Club of Santa Clara Valley  
 City of Sunnyvale  
 City of Sunnyvale Employees' Giving Campaign  
 Costco Sunnyvale  
 County of Santa Clara  
 James Dudley  
 El Camino Hospital  
 Emergency Food & Shelter Program

Family Giving Tree  
 First Place Awards  
 Diane Hagglund  
 Historic Del Monte Building  
 Homestead High School  
 Housing Industry Foundation  
 Housing Trust of Santa Clara County  
 Hurlbut/Johnson Charitable Fund  
 Il Postale Restaurant  
 Juniper Networks  
 Vivian and Gregory Krodel  
 Bruce and Jing La Fountain  
 Lockheed Martin Employees' Foundation  
 MAZON: A Jewish Response to Hunger  
 Barbara McClellan Foundation

Menlo Equities  
 Gaylord and Carmita Mossing  
 Network Appliance  
 Orchard House  
 Ray and Natha Ostby  
 Palo Alto Medical Foundation  
 Pearson Buick Pontiac GMC  
 Gregg and Belle Pullano  
 SanDisk Corporation Fund  
 San Francisco Chronicle Season of Sharing Fund  
 San Jose Grocery Outlet  
 Satterberg Foundation  
 Second Harvest Food Bank  
 Lois Sibbach  
 Silicon Valley Community Foundation

Sobrato Family Foundation  
 Specialty Solid Waste and Recycling  
 Sunnyvale Chamber of Commerce  
 Sunnyvale Community Services Auxiliary  
 Sunnyvale FISH  
 Sunnyvale Presbyterian Church  
 Sunnyvale Rotary Club  
 Sunnyvale School District  
 Thai Basil Restaurant  
 Toyota Sunnyvale  
 Union Bank of California  
 United Way Silicon Valley  
 Gregory White  
 Kevin and Grace Witt, and Jewelry Advantage  
 Yahoo! Employee Foundation

## ADOPT-A-DAY HONOR ROLL (underwriting SCS' \$1,000 a day operating costs not covered by grants or contracts)

### 1 week

Timothy Schaaf and Susan Tenney  
 Alan Templeton

### 4 Days

Don Kumamoto and Peggy Wood  
 Nvidia Foundation

### Harry Amos

Jeffrey Andrews  
 Valerie Armento  
 Nancy Barry-Jansson in honor of Single Mothers of the Bay Area  
 Mary Boyle and Keith McLaurin  
 James and Susan Lietz Davis  
 Enterprise Rent-A-Car Foundation  
 Janis Freestone and David Charlton  
 Robert Fruehsamer  
 Donna Fuzeré  
 Thomas and Mary Granvold

### anonymous (6)

Patricia Aguayo  
 William and Aline Baeck  
 Stephen and Mary Ellen Barasch  
 Ron Beebe  
 Dr. and Mrs. I. B. Bernhardt  
 Dr. and Mrs. Richard Borrison  
 Mary Bradley  
 Nicholas and Anna Brosnahan  
 Harold and Gerry Brown  
 Jerry Burger  
 Laura Caccia  
 Glorya Carlstrom  
 Christopher and Lucy Cesar  
 Dean and Wilma Chu  
 Church of Jesus Christ of Latter-day Saints Los Altos CA Stake  
 Anita Clemetson  
 John and Maya Clifton  
 Ellyn Corey  
 Steve Curry  
 Jim and Judy Duport  
 Chester E. Elliott  
 Mark and Janet Farabaugh  
 Richard and Christine Ferry  
 Kent and Barbara Fielden  
 Robin Fisher, Take Flight Graphics  
 Tod and Leslie Fitch  
 Bret and Janaan Fuller

### 3 Days

Jim and Lynn Briody  
 Eugene Coogan in memory of Germaine Coogan  
 Tim and Jill Dunkin  
 Bruce and Vivian Euzent

William and Carolyn Gross  
 Dan and Donna Hafeman  
 Olaf Hirsch and Melinda Hamilton  
 Helen Holder  
 Richard and Diane Horn  
 Russell and Susan Hull  
 Carla Klein  
 Kuykendall's Collision Repair  
 Philip Kurjan  
 Philippe Lacroute  
 Ken and Susie Lamarche

Pearl M. Gilmore  
 James Griffith  
 John and Mary Harrison  
 John Harrison Photography  
 Cathy Haynes  
 Jeffrey Hook  
 George and Karen Hopkins  
 John and Maria Hopkins  
 Jerry and Ann Infeld  
 Robert and Kathleen Jackson  
 In memory of Phyllis Jeckell and Barbara S. Mordy  
 Patricia Keenan  
 Terence Kenney  
 Keith and Ellen Kitchen  
 Michael and Debbie Klein  
 Barry and Virginia Landon-Lassagne  
 Martin and Linda Lee  
 Bobbie Lemberg in memory of Herb Basescu  
 Bettina Le Veille  
 Lewis and Cheryl Levey  
 Robert Locke  
 Manuel and Judy Macias  
 Melissa Macias  
 Allen and Amy Maddox  
 Pete and Debra Mangan  
 John and Dianne McGowan  
 Don and Irene McMullen

### 2 Days

Macy's Sunnyvale  
 Macy's West  
 Marc Merlin  
 Pine Cone Lumber  
 Robert and Anne Pochowski

Matthew and Donna Leacock  
 Guy Malcolm  
 Jerry and Linda Mar  
 Joseph and Dorian Martinka  
 David and Holly Mendel Fund  
 Robert and Kathleen Meniffee  
 Dave and Kathy Moore  
 Douglas Mow  
 Bruce and Michael Paynter  
 Thomas Pyle in memory of Susan Pyle

### 1 Day

Janice Miller  
 Keith Moore  
 Dennis and Linda Moreno  
 Michael and Arlene Mori  
 Carol Morrow  
 Chris and Julie Moylan  
 Arthur and Claudia Muller  
 Glenda and Tom Murray  
 Paul Murray  
 Russell and Mira Nakano  
 Wolf and Vera Neumann  
 Benjamin Newsom  
 Pacific Gas and Electric  
 Ruth Perkins  
 Terasa Perkins  
 Mr. and Mrs. Wolfgang Polak  
 Mr. and Mrs. James Reynolds III  
 Ronald Robinson  
 Lawrence and Rita Rosenblum  
 Norman and Joanna Roush  
 Jeff and Sandra Ruggles  
 St. Luke Lutheran Church  
 Arthur Saville III  
 Carol Schweizer  
 Scitor Corporation  
 Clifton and Karen Shak  
 Dorothy Shannahan  
 Mr. & Mrs. Charles E. Sheehan, Jr.  
 Silicon Valley Association of Realtors

Tim and Yolanda Risch  
 Sunnyvale Elks Lodge, B.P.O.E. #218  
 Tena Taormina  
 Nancy Tivol

St. Mark Lutheran Church  
 St. Timothy Episcopal Church  
 Robert Smader  
 Ned and Sherry Snow  
 Chad and Elizabeth Stewart  
 Mr. and Mrs. Raymond Tikvica  
 Bill and Jo Vanderbeek  
 Paul Walkowiak  
 Brad and Debbie Wetmore  
 Washington Mutual  
 Jack and Nancy Wu  
 Bret and Suzanne Young

Mario Silveira  
 Single Squares of Sunnyvale  
 Larry and Gail Smith  
 Trina Solesbee  
 Dennis and Jean Stein  
 Anne Stewart  
 Sunnyvale Public Safety Officers Association  
 Sunnyvale Service Athletic Club  
 Karen Taylor  
 Unitarian Universalist Fellowship of Sunnyvale  
 Charles and Leanne Untulis  
 Tim and Linda Vachon  
 Joe and Connie Verceles  
 Gary and Sharon Vergho  
 Pat Vorreiter  
 Richard Wales  
 William Wathen and Gail Hoben  
 John and Asunción Martínez-Wehner  
 David and Christine Weisner  
 Nora Weissman  
 Kyle Welch  
 David Whittum  
 Frederick Wiesinger  
 Diane Wilson  
 Esther Wong and Shayne Stubbs  
 Debbie Wu  
 Yahoo!

## Your Donations Change Lives

The victims of a local apartment house fire came to SCS for help. For those without relatives or any place to stay, the Red Cross provided a motel stay for three nights. SCS provided another week's stay in the motel while the families found apartments they could afford. However, they didn't have enough money to pay the required deposits. SCS paid them.

A father of three, doing all he could to help himself and his family, had two jobs, one in Menlo Park and another in Milpitas. When gas cost "only" \$3.90 a gallon, he was paying more for gas for his old truck than his pay from the second job. The man found a new second job in Menlo Park. He had already depleted what meager reserves the family had and wouldn't receive the first check from the new job for another three weeks. Meanwhile, the rent was due, and he couldn't pay all of it. SCS paid the balance.

Neither the working father or mother received any benefits, including paid sick leave, from their full-time jobs. The mother stayed home for three days when the children were sick, then two more days when she got the bug. No work for one week meant no pay. At the end of a "good month," one without any unexpected expenses or lost income, the family had about \$50 to spare. Without the mother's weekly \$380 paycheck, the family couldn't pay the rent. SCS paid it preventing their eviction.

A seemingly healthy father of three died unexpectedly of a heart attack. Months later, the teenage son was hospitalized after a car crash and ultimately lost a finger. The mother, who'd been working part-time, used all her savings for the most basic funeral and medical expenses not covered by her insurance. She found a full-time job and a smaller, cheaper apartment, but she needed our help with deposit and moving expenses.

### Staff

**Nancy Tivol**  
*Executive Director*

**Marie Barlahan**  
*Director of Operations/Volunteers*

**Nancy Wu**  
*Director, Emergency Assistance*

**Carmen Davis**  
*Office Manager*

**Jose Hernandez**  
*Caseworker*

**Martha Montenegro**  
*Caseworker*

**Jeanne Yeager**  
*Caseworker*

**Wang Qi Ying**  
*Program Assistant (part-time)*

**SCS Auxiliary**  
**Grace Ann Weiler**  
*President*

**Chinese Seniors Club**  
**Amy Kuan, President**

### Board of Directors

**Michele Anderson**  
*Operations & Development Mgr.*  
Sunnyvale Chamber of Commerce

**Jeffrey Artz**  
*Sales and Marketing Mgr.*  
SE Laboratories

**Dyan Chan**  
*Partner,* Lighthouse Blue  
Communication and  
Community Relations

**Ron D'Alba**  
*Captain*  
Sunnyvale Public Safety Dept.

**Sharon Davis**  
*Medical Center Representative*  
Schering Plough

**Annette Grasty**  
*Principal*  
Lakewood School

**Stephen Harms**  
*Customer Service Officer*  
Union Bank of California

**Brenda Hendricksen**  
*Community Affairs Program Mgr.*  
AMD

**Marie Kuykendall**  
*Owner*  
Kuykendall's Collision Repair

**Leslie Lawton**  
*Owner,* We Produce  
Transcription Services

**Barbara McClellan**  
Genentech (retired)  
*Community Volunteer*

**Julie Nabhan**  
*Owner,* Specialty  
Solid Waste and Recycling

**IrisAnn Nelson**  
*Owner*  
Bunny Hutch Day Care  
Sunnyvale Family Day Care  
Provider Network

**Debbie Lyn Owens**  
*Owner*  
Debbie Lyn's Costumes

**Bruce Paynter**  
Applied Materials (retired)

**Clare Phillips**  
*Senior Manager*  
Camino Medical Group

**Pat Plant**  
*Program Manager and  
Hunger Advocate*  
Presbytery of San Jose

**Elaine Rowan**  
*Labor Relations  
Representative*  
County of Santa Clara

**Dee Simms**  
*Owner*  
Toyota Sunnyvale

**Manuel Valerio**  
*Community Relations Mgr.*  
Fry's Electronics

**Connie Verceles**  
*Business Development Mgr.*  
City of Sunnyvale

## Sunnyvale Community Services

*Working to Prevent Homelessness and Hunger*

725 Kifer Road  
Sunnyvale, CA 94086  
(408) 738-4321  
www.svcommunityservices.org



Non-Profit  
Organization  
U.S. POSTAGE  
PAID  
Permit No. 334  
Sunnyvale, Calif.





### SETTING RECORDS ISN'T ALWAYS A GOOD THING

Many records reflect very positive achievements like those of Michael Phelps and other Olympic athletes. Record sales are great for corporations and stores. But some records aren't so admirable, for example, the number of foreclosed homes and the price of gas. From 2000 to 2006, the number of people without health insurance in America grew from 40 million to a record 47 million. In the last four years, the number of underinsured—people with insurance but who still spend more than 10% of their income on out-of-pocket medical expenses—jumped 60%.

As the charts in our annual report show, we continue to set records in the amounts of financial aid and food we distribute. That more low-income families and seniors need our help is no cause for celebration. Seniors who go without critical medications that aren't covered by Medicare. People who can't afford the gas to get between their two jobs and home. Families that can't put enough food on the table let alone nutritious food.

On the positive side, thanks to your support, we've been able to continue our record of serving every family and senior in verified need, turning no one away because we lacked the resources to help them. However, we did so "by the skin of our teeth," ending the year with expenses over \$2.6 million and a surplus of \$5,750. And in the first quarter of the new fiscal year, usually our slowest, we're seeing even greater need and are giving out even more financial aid and food.

We ask you to invest in SCS to help us turn negatives into positives. In deciding whether to make that investment, we ask you to consider the basic human needs we address, the quality and quantity of services we provide, the effectiveness of our Board of Directors, and the following:

- Rather than adding more and more services, our Board of Directors has focused all agency resources—financial and human—on those most critical, eliminating some services available elsewhere and those it judged as much lower priority.
- We consistently receive the highest possible ratings from our major funders.
- We have 7 full-time staff members. Volunteer hours for the year now equal those of 11 full-time employees.
- Our overhead expenses were at a record low last year of 9.7%.
- With virtually no staff turnover, highly unusual in nonprofits, we not only save the expenses of hiring and training, but also have an extremely knowledgeable staff that provides the highest quality services.
- Your new or increased donations will enable us to receive \$42,000 from the Sobrato Family Foundation challenge grant.

But the bottom line is that your donations help struggling low-income families and seniors keep a roof over their heads, keep the utilities connected, get medical care, and put nutritious food on their tables. We appreciate your consideration and support, and we wish you the happiest of holidays and all the best for the coming year.

*Nancy Tivol*  
Nancy S. Tivol, Executive Director

***P. S. We invite you to a Community Christmas Center Open House, Sunday, Dec. 7 from 1-4 pm. Bring your family, church, school, neighbors, and colleagues to see your donations and SCS at work.***

Enclosed is my tax-deductible donation: \_\_\_ \$25 \_\_\_ \$50 \_\_\_ \$100 \_\_\_ \$500 \_\_\_ \$1,000 (Adopt-a-Day) \_\_\_ other

\_\_\_ Visa \_\_\_ Mastercard **Expiration date:** \_\_\_\_\_

Name \_\_\_\_\_

Name on card: \_\_\_\_\_

Address \_\_\_\_\_

Card number: \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Signature: \_\_\_\_\_

## IN SUNNYVALE, CHRISTMAS STARTS ON DECEMBER 9!



Please drop off food and new, unwrapped gifts as early as possible:  
Weekdays now through Dec. 8 from 8:30 am to 4:30 pm  
Weekdays from Dec. 9 through Dec. 19 from 8 am to 8 pm  
Sunday, Dec. 7 from 1-4 pm  
Saturday, Dec. 13 from 9 am to noon



For more information, call 738-4298 or as of Dec. 9th, 749-XMAS (9627).

Here's what we need most:

### FOOD ITEMS

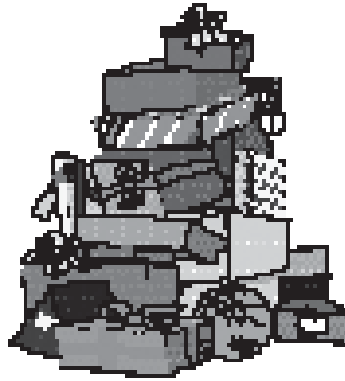
Canned & dry soups  
Canned tuna & meats  
Canned fruits & vegetables  
Canned tomato products  
Cereals  
Milkman powdered milk packets  
Pork & beans, chili & stews  
Peanut butter & jelly  
Macaroni & cheese, rice, beans, pasta  
Cake mixes, pudding, and jello

### HOUSEHOLD ITEMS

Bath towels & wash cloths  
Blankets & sheets (full or queen)  
Laundry baskets with detergents  
Dish and flatware sets  
Pots and pans & mixing bowls  
Pyrex Corning casseroles  
Cleaning supplies  
Large crockpots  
Small appliances: toasters, coffee makers, rice cookers, woks, grills

### TEEN ITEMS

Gym/duffel bags  
Hand held electronic games  
Portable CD players  
Hair dryers  
MP3 players and radios  
Men's wallets  
\$10 & \$15 gift cards to Target, Old Navy, Best Buy, Sports Authority



### TOYS for ages 7-12

Legos  
Soccer balls, basketballs, & footballs  
Hand held games  
Arts & Crafts kits  
Caboodles and hair accessories  
\$10 & \$15 Gift cards to Toys R US & Target  
Remote controlled cars

## Please come to our Community Christmas Center Open House Sunday, December 7 from 1-4 pm.

See your donations at work. Bring your family, neighbors, colleagues, church and civic groups to see what's involved in providing a two-week supply of food, new gifts for infants through teens, and a household gift for over 1,100 families.



**TRYING TO FIND A GIFT** for people on your holiday list who have enough and don't need anything? Give a donation in their honor to SCS. We'll send them a card on the day we receive your donation saying that your gift will help provide food and gifts to over 3,600 low-income people in Sunnyvale.

**BUYING A CAR?** Toyota Sunnyvale will give us \$100 for everyone who mentions Sunnyvale Community Services when buying a new or used car at their dealership. Please tell everyone you know. Not only will they get great deals on great cars, but their purchase will also mean donations to SCS.