



# 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)

May 2009

## Director's Message: ENTER OUR CONTEST— WHAT COMES AFTER “EXPLODING”?

Every year for the past four years, I've written about the sharply increasing level of need we're seeing at SCS. In 2004-05, we said that need was dramatically increasing, then growing phenomenally, then skyrocketing, and last year, exploding. What we're seeing now makes all past levels of need and descriptions pale in comparison. So we are conducting a contest. What word(s) can we use—and print—to describe what comes after “exploding”? Send in the winning description, and win a gift package of practical SCS items.

We don't intend in any way to be flippant or glib about the serious financial problems facing so many low-income Sunnyvale families and seniors. Too many have lost their jobs, even both breadwinners in the family. Too many face eviction or utility disconnections. Others need health care, have no insurance, and can't afford insurance, medical care, or prescriptions. And we are only just beginning to see more formerly middle class families affected by the economy who are facing the same problems as our low-income clients. However, they had more resources that they exhausted or families and friends able to help them for a while before they sought our help.

Four years ago, we spent \$390,000 on financial aid; last fiscal year, \$610,000. This year, we spent that much before the end of March. Four years ago, we gave out in-kind aid, primarily food, valued at \$660,000; last year, \$1,335,000. We will certainly exceed that amount this year as we are giving food to over 1,400 families each month (compared to 750 four years ago). We are doing everything possible to raise funds in order to help all clients eligible for assistance. Last year, we didn't turn anyone away because we lacked the resources to help them, but we did so by the skin of our teeth, ending the year after \$2.7 million of expenses with a surplus of \$5,750. For our clients, your support quite literally means a roof over their heads, healthy living conditions, food on the table, and access to basic medical care. We ask you to donate whatever you can because, more than ever, every little bit truly helps.

(\*No one was hurt in these explosions—Google image from an air show.)



Level of Need				
2004-05	2005-06	2006-07	2007-08	2008-09
Dramatically Increasing	Growing Phenomenally	Skyrocketing	Exploding	?

*Nancy Triol*



## BODIES, BAGS, AND BANGLES BENEFIT

To celebrate the new location and larger store of **Debbie Lyn's Costumes** (822 E. Evelyn near Wolfe Rd.), Debbie Lyn Owens hosted a benefit for SCS featuring massage, skin care product, handbag, and jewelry vendors, each of whom donated part of their proceeds to SCS: Amberina's Fabulous Treasures, Body Shop @ Home, La Dubois Lavender Products, and Silpada.

Shown are four of SCS' Board of Directors who thoroughly enjoyed the event: left to right, in case you couldn't tell, **Steve Harms, Debbie Lyn Owens, Leslie Lawton, and Sharon Davis.**

If you need a costume for any occasion or just want to laugh, visit Debbie Lyn's Costumes. Thanks to Debbie's very wild and creative mind, you will find everything you can think of and much more.

## ANCHOR'S AWAY



**Betsy Trago of Anchor Auto Body**, right, gives the keys to a Volkswagon Jetta to **Yolanda Kepner**. Betsy came to SCS looking for ways to support the agency. In addition to collecting food and gifts, she donated a fully rebuilt car for one of our clients. All families coming

to the Community Christmas Center who were interested put their names in a drum, and on December 23, Betsy pulled out Yolanda's name. Yolanda couldn't believe it when she was called, and she said it took several days before "she came down to earth."

## TONY'S TRIBUTE



Each year at the annual Sunnyvale Chamber of Commerce Murphy Awards dinner, SCS honors a Volunteer of the Year. This year's honoree was **Anthony Thiebaud**. Tony is one of our Chief Food Officers (CFOs), moving tons of food, packing, and distributing for the monthly food programs for families and seniors. He spends the entire month of December at the Community Christmas Center, picks up food each month at the Sunnyvale Presbyterian Church, and makes many other pickups and deliveries. And in February, March, and April, he spends two days a week as an AARP Foundation volunteer tax preparer at SCS.

## "AN OUNCE OF PREVENTION IS WORTH A POUND OF CURE"— IF YOU CAN AFFORD THE OUNCE...

and if you can't, you'll usually end up paying more.

- Recently, a man in his late 70s came to SCS for help with a dental bill. Medicare doesn't cover dental work, and he couldn't afford any supplemental plans. So he had pulled his own tooth out. That led to an infection and a dental bill more expensive than an extraction would have been. A good neighbor learned that the man had been going without food to accumulate funds to pay for the dental work. She brought him to SCS. We paid the bill and signed him up for our on-going food program.
- An SCS staff member needed a minor auto repair and went to a small shop in a Sunnyvale strip mall. The customer ahead of her needed major engine work (over \$1,400). He hadn't been able to pay for routine maintenance for almost two years, so the resulting cost was much higher. He worked out a payment plan with the owner. Because his business had dropped off significantly, the owner had laid off two of his four employees and, in a conversation with the staff member, said that his wife had been coming to SCS for food for the past four months.
- A single mother did not take her child to the doctor when she had a persistent but seemingly mild cough. The mother's low-paying job provided no benefits including paid sick leave, and she barely made ends meet each month. Taking time off work for a medical appointment (taking the bus and waiting several hours at a public clinic) meant at least four hours lost wages. By the time the child did see the doctor, she developed complications from bronchitis, and the mother had to stay home for several days with the child. She came to SCS for help with her PG&E bill which she couldn't pay due to the lost wages.

## CHINESE SENIORS CLUB VOLUNTEERS ARE A STAPLE AT SCS



Preparing our newsletter for mailing would cost us more than printing it. Twice a year, volunteers from the Chinese Seniors Club insert the flyers and envelopes, staple, attach labels, and sort 12,500 copies by zip codes required for bulk mailing. And they do it all in one day.

SCS has sponsored the club for over 30 years. The club offers English and citizenship classes, instrumental and choral music activities, traditional Chinese and ballroom dancing, Tai Chi, a variety of art activities, and educational seminars on healthcare issues. It holds three luncheons a year with performances by costumed singers and dancers. In addition, club volunteers also help with SCS food distribution programs. Our sincerest thanks to all Chinese Seniors Club volunteers.

## COMMUNITY CHRISTMAS CENTER 2008: THE GLASS WAS HALF FULL, HALF EMPTY, AND OVERFLOWING



At the risk of sounding like a broken record, the 2008 Community Christmas Center helped a record number of people and distributed record amounts of food and gifts. **1,280 families (4,120 people)** selected a two-week supply of food, new gifts for infants through teens, and a practical household gift, 114 more families and 481 more people than in 2007. To supplement community and Food Bank donations for Thanksgiving and the holidays, we purchased, at substantial discounts, \$102,000 of food, \$40,000 more than the prior year. In addition, thanks to the efforts of the **Northwest YMCA**, the **Sunnyvale Rotary Club**, and other donors, each family was able to select two warm coats, cleaned and delivered to the center by the YMCA.

These accomplishments were possible despite the fact that 2008 was the first time in several decades that less food and fewer gifts were donated during the holidays. Many companies had downsized; some moved out of Sunnyvale. In several cases, firms laid off corporate community relations staff who organized company-wide food and gift drives. However, thanks to increased donations, we were able to buy more food. Thanks to donors who took advantage of sales throughout the year, we had enough gifts, though barely.

**640 volunteers donated 4,384 hours** to make this program such a success, from “moving in and decorating weekend” to the last day of distribution and removing all traces of the Christmas Center, returning the building to what passes as normal. Because the Christmas Center is so difficult to describe, **Jeanne Yeager**, an SCS caseworker whose family also produces **“On the Move,”** a cable access weekly TV show on all aspects of disabilities, asked **Gordon Peterson**, a volunteer with the show, to film the Christmas Center. The videos are now on our website ([www.svcommunityservices.org](http://www.svcommunityservices.org)—Christmas Center page).

Our sincerest thanks to all donors and volunteers, but especially to the team leaders who ran each “department”:

- 1) CFOs (Chief Food Officers)—Chuck Quanz, Michael Gutierrez, and Tony Thiebaud (not shown, Chris Gimenez & Les Brubaker)
- 2) Household gift department—Dorothy Inouye, June Hashimoto, Carol Schweizer, and Linda Feeney
- 3) Toy department elves—Dave and Kathy Moore and Bunny Sprunger
- 4) Donations department—Grace Maletis
- 5) Client escorts—Karen Rivers
- 6) Kitchen duty—Gloria Marañon and Peggy Miller, who celebrated her 90th birthday at the center
- 7) Teen gift making department—Dee Imazeki



## “MAMMA’S MIA” HONORS MAJOR DONORS AND VOLUNTEERS.....

Every year, demonstrating the highest degree of dedication, the Sunnyvale Community Services Board of Directors “performs a musical show” (all words used in the loosest sense of the words) to honor our major donors and volunteers. Receiving special recognition this year were two organizations that provided grants enabling SCS to provide record-breaking levels of financial aid, two women who inspired awareness and giving, a church that provided substantial support in multiple ways, a tireless supporter of the hungry, volunteers who deliver food to senior shut-ins, and the person who makes all SCS programs run so efficiently.

**SILICON VALLEY community® foundation**  
SERVING SAN MATEO AND SANTA CLARA COUNTIES

Last summer, the Silicon Valley Community Foundation convened a series of focus groups in order to determine its funding priorities. In September, it held a regional meeting to announce five grantmaking priorities. The foundation allocated \$3 million for Safety Net Services, the first area funded. In the middle of December, SCS received \$75,000. Less than one month later, we asked for the final report form, having spent \$25,000 on food for the 4,120 people helped by the Community Christmas Center and \$50,000 to prevent eviction for 49 families. Both the foundation and we were surprised how fast we spent the grant funds. As soon as the report form was developed, we sent in our final report with sincerest thanks for the very timely and generous grant.

**El Camino Hospital**  
THE HOSPITAL OF SILICON VALLEY

El Camino Hospital is committed not only to the health of its patient population but also to the health of the broader community, especially the most vulnerable community members. This past year the hospital Board of Directors decided to formalize this commitment by establishing set funding for the hospital’s community benefit investment thereby allowing for long term planning and support of local organizations. SCS received \$50,000 to pay medically-related expenses for low-income clients or to pay rent if they had already paid hospital, medical, or prescription bills and didn’t have enough left for rent. We paid bills for 33 families and bought 11,000 quarts of powdered milk for our holiday programs.



The support of Principal **Genie Florczyk** and Vice Principal **Diane Tyler** has been the key to the successful food and gift drives for many years by the students at St. Martin School in Sunnyvale.



Members of **St. Mark Lutheran Church** have been among our most supportive volunteers as well as among the most generous. Members of the congregation contribute over \$5,000 a year, donate food year round, and bring gifts for the Community Christmas Center.



For 25 years, **Cindy McCown** has been a most valuable asset of Second Harvest Food Bank. Thanks to her, agencies have more food, new freezers and refrigerators, delivery service, and fresh produce.



Nine volunteers deliver food to senior shut-ins every month: **Pete Condos, May Gee, Michael Gutierrez, Ron Lau, Gail Lee, Russell Lee, Barbara Smith, Jack Wu, and Diana Wunderlich**. Shown are Jack, Russell, and Ron, delivering to Life’s Garden, where Service Coordinator **Tom Barrett** has made deliveries possible to over 30 seniors there.

Over the past nine years, **Marie Barlahan** has developed an exceptional volunteer program at SCS, with over 800 volunteers whose hours equal those of 11 full-time staff—(SCS employs 7 full-time staff members). Marie is shown with **Camille Pietrow**, former SCS Board member, and her son **Alex**, who conducted a successful food drive at St. Andrew School.



## “PERFORMED” BY ABBA, THE ALWAYS BRILLIANT BOARD ACTORS



**Dyan Chan** (Mia, who rode her horse to SCS), **Clare Phillips** (the door), **Annette Grasty** and **Gal Josefsberg** (SCS receptionists)

Mamma's Mia is the story of star student Mia, determined to write the best paper on the effects of the current economy on those in need in her city. She visited SCS to learn why people need help and what help SCS provides. And, she enticed her mother, former member of the 70s hit disco group the Floozettes, to put on a show to benefit SCS.

Thanks to the **Historic Del Monte Building**, **Debbie Lyn's Costumes**, **First Place, Take Flight Graphics**, and **Hybrid Commercial Printing**.



**Clare Phillips** (needs help paying for her pills), **Dee Simms** (needs a tank of gas), **IrisAnn Nelson** (has major medical bills), **Javed Khan** (needs car repairs)

**Manny Valerio** (bologna sandwich), **Grace Ann Weiler** (Spam), **Marie Kuykendall** (banana), **Martha Montenegro** (soup), and **Julie Nabhan** (grapes)

**Barbara McClellan** (Chief Elf), **Steve Harms** (Mr. Money), and **Brenda Hendricksen** (Ms. Claus)

The Floozettes: **Leslie Lawton**, **Debbie Lyn Owens**, and **Sharon Davis**, performing their hit song—SCS



### YOU MEAN THAT THERE'S POVERTY IN SUNNYVALE?

People don't usually associate Sunnyvale with poverty or people in need, but, sadly, they should.

- United Way Silicon Valley has identified Sunnyvale as one of the two fastest growing poverty areas in Santa Clara County. (The other is Milpitas.)
- The City's 2005-2010 Consolidated Plan shows that 27.3% of its population falls equally into extremely low, very low, and low income categories.
- That same City plan shows that seniors are by far the largest group of Sunnyvale residents in each of the three low income categories.
- Second Harvest Food Bank identified one Sunnyvale zip code (since divided into two) as among the 10 neediest in the county in terms of the number of people experiencing hunger or "food insecurity" (not having enough food throughout the month).
- 47% of students in the Sunnyvale School District qualify for free and reduced price meals. Income guidelines for a family of four are \$27,560 a year or less for free meals and \$27,561 to \$39,220 a year for reduced price meals.

## GOAL!

Last year, the **Sobrato Family Foundation** awarded SCS a \$40,000 challenge grant. If we could

raise that much in new and increased donations as well as donations from those who hadn't given in the past 12 months, we would receive another \$42,000, the match allowance plus a 5% cost of living increase. Thanks to your generous contributions, we reached and exceeded the \$40,000 required, even in a challenging economic year. Our sincerest thanks to all of you who helped us achieve the challenge and to the Sobrato Family Foundation for its generous support.



SOBRATO  
FAMILY  
FOUNDATION

## SPEAK UP SO THEY CAN HEAR YOU

Please visit these websites for the latest, nonpartisan information on pending federal and state legislation affecting those with low and moderate incomes...then contact your legislators:

**California Budget Project:** [www.cbp.org](http://www.cbp.org)

**California Food Policy Advocates:** [www.cfpa.net](http://www.cfpa.net)

**Center for Budget and Policy Priorities:** [www.cbpp.org](http://www.cbpp.org)

## SCS EXECUTIVE DIRECTOR NANCY TIVOL HONORED FOR HELPING THE HUNGRY

### Ever Attend a Hunger Banquet?

The old saying goes, "You are what you eat," but perhaps it should be, "You are what you can afford to eat." Every year, the **Human Agenda**, a San Jose nonprofit organization, hosts a Hunger Banquet to focus attention on those throughout the world who, on a daily basis, don't have enough to eat. Guests draw names as they enter. Four sat at a beautifully set table, enjoyed a four course meal on fine china, and drank wine from crystal glasses. Four waiters attended to their every wish. 15 others sat at the "middle class table" and served themselves at a buffet. The remaining 50 guests (including Nancy and SCS board member **Dee Simms**) sat on the floor, and after everyone else ate, lined up for plates of rice and beans. At the dinner, Nancy was honored as a Community Champion for her work in feeding the hungry in Sunnyvale and for advocating on their behalf.

### Cindy McCown Hunger Advocacy Award

To honor Cindy McCown's 25-year exceptional record of achievement, **Second Harvest Food Bank of Santa Clara and San Mateo Counties** established the Cindy McCown Hunger Advocacy Award. The first recipient was Nancy Tivol, who was recognized for her leadership in anti-hunger advocacy efforts to promote long-term change and to advance the anti-hunger agenda. "It is indeed an honor to receive this award and to be associated with Cindy McCown."

## DINNER AT THE DUMP...A TRASHY AFFAIR

**Jerry and Julie Nabhan and Rebecca Buldo**, owners of **Specialty Solid Waste and Recycling**, invite you to the highlight of the Sunnyvale Social Season, Dinner at the Dump, a Trashy Affair, Saturday, June 27. The event, held at corporate headquarters not at the aromatic dump, features the best barbecued steak, chicken, and fish ever, using Specialty's secret marinades and grilled to perfection by **Sunnyvale Public Safety Officers**. **Sunnyvale Toyota** sponsors Seafood Cove. Music will be provided by the California Beach Boys.

The event, which includes a silent auction, raffle, kids' play area, and classic car show, benefits SCS, Leadership Sunnyvale, Sunnyvale Rotary Club, and Project HELP. Details are on the back of the insert.



## HOW CAN YOU SUPPORT SCS...LET US COUNT THE WAYS

- Contribute in honor or in memory of family or friends
- Take advantage of sales throughout the year of toys and gifts for the Community Christmas Center
- Donate stock (form on our website)
- Donate your car through Donate for Charity (866-392-4483)
- Conduct a food drive in your neighborhood, school, office, church, or civic organization (we'll give you a "how to" kit)
- Volunteer at SCS—call Marie Barlahan at 738-4298
- Tell your colleagues, friends, and neighbors about SCS

## MAJOR PROGRAM CONTRIBUTORS

<p>Anonymous (3) AMD Adobe Foundation Fund Alpha Graphics 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 El Camino Hospital Emergency Food &amp; Shelter Program</p>	<p>Family Giving Tree First Place Awards The Historic Del Monte Building Homestead High School Housing Industry Foundation Housing Trust of Santa Clara County Hurlbut Johnson Charitable Fund Hybrid Commercial Printing Il Postale Restaurant Bruce and Jing La Fountain Lockheed Martin Employees' Foundation MAZON: A Jewish Response to Hunger Barbara McClellan Foundation Menlo Equities</p>	<p>Gaylord and Carmita Mossing Network Appliance Orchard House Foundation Ray and Natha Ostby Palo Alto Medical Foundation, Camino Medical Group Gregg and Belle Pullano St. Mark Lutheran Church SanDisk Corporation Fund San Francisco Chronicle Season of Sharing San Jose Grocery Outlet Second Harvest Food Bank of Santa Clara/ San Mateo Counties Lois Sibbach Silicon Valley Community Foundation</p>	<p>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 Alan Templeton Thai Basil Restaurant Toyota Sunnyvale Union Bank United Way Silicon Valley Kevin &amp; Grace Witt/Jewelry Advantage Yahoo! Employee Foundation</p>
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### ADOPT-A-DAY HONOR ROLL (underwriting SCS' \$1,000 a day operating costs not covered by grants or contracts)

		1 week	
		San Jose Mercury News Wishbook	Robert N. & Florence Slinger Foundation
		Timothy Schaaff and Susan Tenney	Spansion
<p><b>Handel Sunrise Foundation</b> <b>Vivian and Gregory Krodel</b></p>	<p><b>4 Days</b> <b>Don Kumamoto and Peggy Wood</b> <b>Ken and Susie Lamarche</b> <b>NVIDIA Foundation</b> <b>Robert and Anne Pochowski</b></p>	<p><b>3 Days</b> <b>Jim and Lynn Briody</b> <b>Eugene Coogan in memory of Germaine Coogan</b> <b>Bruce and Vivian Euzent</b></p>	<p><b>Bret and Janaan Fuller</b> <b>William and Carolyn Gross</b> <b>Diane Hagglund</b> <b>Olaf Hirsch and Melinda Hamilton</b> <b>Tim and Yolanda Risch</b></p>
<p><b>Jeffrey Andrews</b> <b>Valerie Armento</b> <b>Nancy Barry-Jansson in honor of Single Mothers of the Bay Area</b> <b>Mary E. Boyle and Keith McLaurin</b> <b>Chase</b> <b>Terry Chavez</b> <b>Tim and Jill Dunkin</b> <b>Enterprise Rent-A-Car Foundation</b> <b>Kent and Barbara Fielden</b> <b>Janis Freestone and David Charlton</b> <b>Robert Fruehsamer</b></p>	<p><b>2 Days</b> <b>Donna Fuzeré</b> <b>Thomas and Mary Granvold</b> <b>James Griffith</b> <b>Dan and Donna Hafeman</b> <b>Glenn and Cynthia Hendricks</b> <b>Helen Holder</b> <b>Richard and Diane Horn</b> <b>Russell and Susan Hull</b> <b>Gary Kanda</b> <b>Carla Klein</b> <b>Philip Kurjan</b> <b>Kuykendall's Auto Body and Frame</b></p>	<p><b>Michael and Candi Strong-Lapidis</b> <b>Matthew and Donna Leacock</b> <b>Guy Malcolm</b> <b>Marilyn Mantle</b> <b>Jerry and Linda Mar</b> <b>Joseph and Dorian Martinka</b> <b>Kevin McGreevey</b> <b>David and Holly Mendel Fund</b> <b>Robert and Kathleen Menifee</b> <b>David and Kathy Moore</b> <b>Douglas Mow</b> <b>Paul Murray</b></p>	<p><b>Sunnyvale Elks Lodge/B.P.O.E. #2128</b> <b>Tena Taormina</b> <b>Raymond Tikvica</b> <b>Nancy Tivol</b></p>
<p><b>Anonymous (6)</b> <b>Holly and Sandy Agbayani</b> <b>Patricia Aguayo</b> <b>Harry Amos</b> <b>Argon ST, Inc.</b> <b>William and Aline Baeck</b> <b>Howard Baldwin</b> <b>Stephen and Mary Ellen Barasch</b> <b>Ron Beebe</b> <b>Donna Beres</b> <b>Dr. and Mrs. I. B. Bernhardt</b> <b>The Boeing Company</b> <b>Dr. and Mrs. Richard Borrison</b> <b>Mary Bradley</b> <b>Nicholas and Anna Brosnahan</b> <b>Harold and Gerry Brown</b> <b>Jerry Burger</b> <b>Laura Caccia</b> <b>Christopher and Lucy Cesar</b> <b>Dean and Wilma Chu</b> <b>Church of Jesus Christ of Latter-day Saints, Los Altos CA Stake</b> <b>Clay Foundation-West</b> <b>Anita Clemetson</b> <b>John and Maya Clifton</b> <b>Ellyn Corey</b> <b>Michael Cudzinovic</b> <b>Steve Curry</b> <b>James and Susan Leith Davis</b></p>	<p><b>James Dudley</b> <b>Jim and Judy Dupont</b> <b>John and Susan Edwards</b> <b>Chester E. Elliott</b> <b>Facciola Food Services</b> <b>Richard and Christine Ferry</b> <b>Robin Fisher, Take Flight Graphics</b> <b>Tod and Leslie Fitch</b> <b>Steven and Tanis Glass</b> <b>John and Mary Harrison</b> <b>John Harrison Photography</b> <b>Cathy Haynes</b> <b>Helen Holder</b> <b>Jeffrey Hook</b> <b>George and Karen Hopkins</b> <b>John and Maria Hopkins</b> <b>Jerry and Ann Infeld</b> <b>Arlyn Jahde</b> <b>Sally James</b> <b>In memory of Phyllis Jeckell and Barbara S. Mordy</b> <b>Patricia Keenan</b> <b>Terence Kenney</b> <b>Keith and Ellen Kitchen</b> <b>Janet Klein</b> <b>Michael and Debbie Klein</b> <b>Jim &amp; Anita Kuehne,</b> <b>Kuehne Construction</b> <b>Martin and Linda Lee</b></p>	<p><b>1 Day</b> <b>Bobbie Lemberg in memory of Herb Basescu</b> <b>Bettina Le Veille</b> <b>Lewis and Cheryl Levey</b> <b>Sandra MacDonald</b> <b>Allen and Amy Maddox</b> <b>Pete and Debra Mangan</b> <b>Ganapati and Smita Mauze</b> <b>John and Dianne McGowan</b> <b>Don and Irene McMullen</b> <b>Janice Miller</b> <b>Keith Moore</b> <b>Dennis and Linda Moreno</b> <b>Carol Morrow</b> <b>Chris and Julie Moylan</b> <b>Arthur and Claudia Muller</b> <b>Glenda and Tom Murray</b> <b>Russell and Mira Nakano</b> <b>Wolf and Vera Neumann</b> <b>Bruce and Michael Paynter</b> <b>Ruth Perkins</b> <b>Terasa Perkins</b> <b>Mark and Kathleen Peters</b> <b>Mr. and Mrs. Wolfgang Polak</b> <b>Mr. and Mrs. James Reynolds III</b> <b>Joseph Ribera &amp; Mary-Ann Wallace</b> <b>Norman and Joanna Roush</b> <b>Jeff and Sandra Ruggles</b> <b>St. Luke Lutheran Church</b></p>	<p><b>Benjamin Newsom</b> <b>Thomas Pyle in memory of Susan Pyle</b> <b>Dorothy Shannahan</b> <b>Chad and Elizabeth Steward</b> <b>Michael and Mary Ellen Sweeny</b> <b>Karen Taylor</b> <b>Bill and Jo Vanderbeek</b> <b>Paul Walkowiak</b> <b>Brad and Debbie Wetmore</b> <b>Jack and Nancy Wu</b> <b>Bret and Suzanne Young</b></p>
			<p><b>St. Timothy Episcopal Church</b> <b>Arthur Saville III</b> <b>Scitor Corporation</b> <b>Mr. and Mrs. John E. Sheehan, Jr.</b> <b>Single Squares of Sunnyvale</b> <b>Raymond and Yvonne Skitt</b> <b>Larry and Gail Smith</b> <b>Trina Solesbee</b> <b>Narasimhan Srivathsan</b> <b>Dennis and Jean Stein</b> <b>Sunnyvale Service Athletic Club</b> <b>Unitarian Universalist Fellowship of Sunnyvale</b> <b>Tim and Linda Vachon</b> <b>Joe and Connie Verceles</b> <b>Gary and Sharon Vergho</b> <b>Dave Vossbrink and Audrey Wong</b> <b>Richard Wales</b> <b>Mr. and Mrs. Peter Wallack</b> <b>William Wathen and Gail Hoben</b> <b>John and Asunción Martínez-Wehner</b> <b>David and Christine Weisner</b> <b>Nora Weissman</b> <b>Kyle Welch</b> <b>David Whittum</b> <b>Frederick Wiesinger</b> <b>Esther Wong and Shayne Stubbs</b> <b>Debbie Wu</b> <b>Yahoo!</b></p>

## Your Donations Change Lives

We paid two months rent for a senior couple who had been in a very serious car accident, leaving both in comas, one for one month, the other for one week. The driver at fault had no insurance. Their share of hospital bills (20%) exceeded \$200,000. They paid what they could and were working with the hospital on a repayment plan, but were facing eviction.

A Post Office employee suffered kidney failure and required multiple dialysis treatments each week. His wife had been laid off as had their two sons who moved back home with their parents. The wife and one son found new jobs, and the family needed help with their mortgage until they received wages from the new jobs and disability benefits. As with many of our clients with serious illnesses, the husband was denied disability benefits. Though he will eventually receive them, appeals may take up to four months.

A father of two lost his administrative job when Mervyn's closed. His wife lost her managerial position when Circuit City closed. Unemployment benefits were far short of the couple's monthly bills. SCS paid their mortgage. Their families had been helping with bills for several months. Both found new jobs which paid less than their previous positions, but just enough for them "to squeak by."

After many years of physical abuse, a wife decided to leave her husband when he threatened their children. She came to SCS for help, and we convinced her to go to the Support Network for Battered Women where she received shelter, legal assistance, and counseling. When it was time for her to leave the shelter, she came back to SCS. As with many of our clients, she could afford the rent for a small apartment and other monthly bills, but she didn't have enough for the deposit. SCS paid it.

### 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**

**Michele Anderson**

**Operations & Development Mgr.**

Sunnyvale Chamber of Commerce

**Jeffrey Artz**

**Owner, Transition Authority**

**Teresa Barnea**

**Associate Director Preschool Ed.**

Silicon Valley Leadership Group

**Dyan Chan**

**Partner, Lighthouse Blue**

Communication and

Community Relations

**Ron D'Alba**

**Deputy Chief**

Sunnyvale Public Safety Dept.

**Sharon Davis**

**Medical Center Representative**

Schering Plough

**Annette Grasty**

**Principal, Lakewood School**

**Stephen Harms**

**Customer Service Officer**

Union Bank

### Board of Directors

**Brenda Hendricksen**

**Consultant, Community**

Relations Solutions

AMD

**Gal Josefsberg**

**Director, Product Management**

Model N

**Javed Khan**

**President**

Safeeon

**Marie Kuykendall**

**Owner**

Kuykendall's Auto Body

and Frame

**Leslie Lawton**

**Owner, We Produce**

**Barbara McClellan**

**Community Volunteer**

Genentech (retired)

**Julie Nabhan**

**Owner, Specialty**

Solid Waste and Recycling

**IrisAnn Nelson**

**Day care provider**

Sunnyvale Family Day Care

Provider Network

**Debbie Lyn Owens**

**Owner**

Debbie Lyn's Costumes

**Clare Phillips**

**Manager, Gastroenterology**

Palo Alto Medical Foundation

**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

In honor and memory of **Ralph Robinson**, former Board member and very active volunteer, and of long-time dedicated volunteers **Walter Fisher**, **Connie Lillie**, and **Peggy Stickley**

Page 8

## 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.



# Sunnyvale Community Services

725 Kifer Road, Sunnyvale, CA 94086 (408) 738-4321

Working to Prevent Homelessness and Hunger

## AT A LOSS FOR WORDS

Last month, a good friend called me to comment on the front page article in the April 14th San Jose Mercury News about the level of need we are seeing at Sunnyvale Community Services and our search for the words to describe it. The first sentence read, "Nancy Tivol has run out of words." Knowing me very well, she said, "Things must really be bad if you are at a loss for words." They are.

Families that came three or four months a year for food now come every month. Everyday, many new clients come for financial assistance. We continue to see an alarming increase in the number of seniors seeking our help, many of whom came only because a friend or neighbor convinced them that there is nothing wrong in asking for the help they so desperately need. Before the end of the third quarter of this fiscal year, we spent more on financial aid, distributed more food, and helped more people than we did during the entire year before. And at that time, we had helped only a handful of middle class families who, after losing their jobs, had gone through their savings and help from family and friends.

How have we been able to keep up?

- Focusing on the basics. As client numbers started to skyrocket, the Board of Directors, through its strategic planning process, focused all resources, human and financial, on the two most critically needed services—financial aid and food.
- Keeping overhead low (10% last year). Over 250 volunteers a year staff our front office and run our food programs. Over 600 run the Community Christmas Center. Annual volunteer hours equal those of 11 full-time staff; we employ 7 full-time staff.
- Retaining key support. We have been able to retain support from major corporate, foundation, and government funders over the years because of highest possible performance ratings and sound fiscal management.
- Keeping a great "veteran" staff. Virtually no staff turnover eliminates the time and expense of hiring and training employees and results in a knowledgeable staff that provides quality service. Our 7 full-time staff members have a combined 92 years at SCS (and the newest member hired two years ago replaced a 17-year employee).

But most important, the majority of our funding comes from our local community. Your support simply means more help available for low-income families and seniors in Sunnyvale. And without layers of bureaucracy, we can provide that help as soon as we can verify the required information, usually on the spot or within several hours.

We ask that you consider a tax-deductible donation to SCS, and if you usually donate in the fall, that you consider another donation now. Our clients have never needed your support more.

  
 Nancy S. Tivol  
 Executive Director

P. S. On our website ([www.svcommunityservices.org](http://www.svcommunityservices.org)) you can see our agency video, the new Christmas Center videos, more about all the programs and services we offer, and various ways you can help us help those in need in Sunnyvale.

Enclosed is my tax-deductible donation: \_\_\_ \$25 \_\_\_ \$50 \_\_\_ \$100 \_\_\_ \$500 (Adopt-A-Day) \_\_\_ \$1,000 \_\_\_ other  
 \_\_\_ Visa \_\_\_ Mastercard **Expiration date:** \_\_\_\_\_

Name \_\_\_\_\_

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

Address \_\_\_\_\_

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

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

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