

Sunnyvale Community Services

- Working to Prevent Homelessness and Hunger -

We are All Part of the Safety Net

On Friday, April 15th of this year, we learned about the kind of community we have in Sunnyvale. That day, there was a three-alarm fire at the Twin Pines Manor Apartment complex. Our City's Public Safety Officers immediately worked to save everyone's life. The American Red Cross and City of Sunnyvale staff set up a temporary shelter at the Senior Center. But it soon became clear that the entire complex was declared unsafe, and 169 people became homeless.

Just three days after the fire, Sunnyvale Community Services took over case management for all of the families. We soon realized that 80% of the families earned low- to extremely low-incomes, and now they had lost their homes, and for many, all of their belongings.

Teamwork & Hard Work

Helping 70 families rebuild their lives was going to take tremendous resources. Funding from our City, our County, The Housing Trust, dozens of corporations, and hundreds of individuals flowed in to help the families. Local hotels gave discounted rates, nonprofits stepped up with transitional housing units, and dozens of



landlords eased their lease requirements for fire victims.

Every part of our agency was tapped to help the fire victims, but we also had to keep our doors open for others in need of assistance. Monday morning was also "business as usual," with our morning delivery of fresh produce from Second Harvest Food Bank, ready to be bagged and distributed to the 900 families who come every week for healthy food they otherwise cannot afford.

Dedicated SCS staff quickly outlined special procedures to help the Twin Pines Manor residents, and partner agencies including Downtown Streets Team, CSA Mountain View, and West Valley Community Services assigned staff to work alongside of SCS.

We are happy to report that all of the 70 families have moved into permanent housing. Thanks to helpful, compassionate landlords, half of the families have been able to stay in Sunnyvale.

The Twin Pines Manor fire was an unprecedented emergency for our community. But, in September we were faced with another emergency when an apartment fire on Gail Avenue left 46 people with no place to stay. Again, many of these families are low-income without the resources to easily start over. SCS is working closely with these fire victims, just as we did with the Twin Pines Manor fire victims. Outside of these "events," every day families and seniors come to our door. They face financial emergencies as well as year-round food insecurity. Living on the edge, low-income families and seniors are one bill away from homelessness.

Sunnyvale has been described as a "big little town" where everyone is connected. Public officials, City staff, nonprofit partners, service clubs, faith communities, and many individuals all work together, making Sunnyvale truly the "Heart" of Silicon Valley. ■

-Marie Bernard, Executive Director

Largest Challenge Grant in SCS History!

The Sobrato Family Foundation has awarded SCS a challenge grant of \$117,000!



We have until July 1st, 2017 to raise an additional \$117,000 and receive a second year of funding of \$125,000. The 5% increase in year two is to cover general operating inflation costs, another way that the Foundation supports nonprofits. That adds up to a total of \$242,000!

Here's how it works

- If you haven't donated to SCS in the past two years, 100% of your donation will be matched by the Sobrato Family Foundation.
- If you increase your donation from last year, the increase will be matched by the Foundation.

YEAR ONE	
Sobrato Challenge	\$117,000
Your Donations	\$117,000

YEAR TWO
Sobrato Match \$125,000

TOTAL \$359,000



Elks Lodge

375 N. Pastoria Avenue

Thursday, November 17

5:00 - 7:30 PM

The SCS Holiday Auction is coming up fast and you don't want to miss it! This year's event is the perfect place to shop for one-of-a-kind holiday gifts including theater tickets, restaurant outings, fine wine, extravagant vacations, and so much more.

We are so grateful to all who donate and to all who volunteer, helping to make this Auction such a wonderful event. We are especially thankful for the **Sunnyvale Elks Lodge** for donating their lovely venue and for **LinkedIn** for catering the evening with delicious food!

The Auction is a free event, but we ask guests to bring a bag of non-perishable food or an unwrapped new toy to help fill the shelves of the SCS Community Christmas Center. ■

MAJOR SPONSORS

















*as of press time

President's Corner

Execution Excellence... what does it truly mean when an organization executes with "excellence?"

Execution excellence is not an innate behavior and isn't something that just happens. It's a learned skill that develops through hours or even years of training.

Take marathon running. We're all familiar with ads pushing high performance runthat a good pair of running shoes can enhance performance, but alone, they don't make an endurance runner.

" $W_{\rm e}$ are what we repeatedly do. ning shoes. It's true Excellence, therefore, is not an act, but a habit.

—Aristotle

Lacing up the shoes is the first step and going the distance requires a lot of hard work, dedication, agility, and a love of running. Over time running just becomes habit. In marathon running the goal is usually to set a personal record or PR. A runner feels when they are going to PR because each step and breath is in perfect harmony.

Now, apply this to an organization. One that is executing flawlessly is an agile system of finely trained individuals focused on reaching a PR. Execution excellence is their constant state—a habit. In April, SCS ran a marathon. The Twin Pines Manor Apartment fire left 169 low-income residents homeless. SCS was quickly on the scene and took responsibility for case managing all of the fire victims, while at the same time continuing its daily operations without skipping a beat. In other words, the entire SCS team laced up their running shoes, ran the distance as a team, and set a new PR for the agency and the community.

Execution excellence at SCS would not be possible without the support of its donors and volunteers. Every day SCS ensures that the agency can go the distance by carefully allocating volunteer time and financial donations to those projects that further strengthen Sunnyvale—enabling the community to go the distance and reach a new PR. ■

Julia Nelson, Board President Sr. Director, Worldwide Order Management, Synopsys, Inc. | Marathon Runner

···· Parties Make Great Drives

everal neighborhood associations as well as other house par-**D**ties host donation drives for Sunnyvale Community Services throughout the year. Two neighborhoods took the drive challenge to a new level this year as part of their Neighborhood Night Out Parties and competed to bring in the most units of Toilet Paper and Diapers. Sunnyarts is a fairly small neigh-

borhood association, but won the competition and holds the title of "Largest neighborhood drive in 2016" bringing in over 5,900 units. Stevens Creek Neighborhood brought in over 3,000 units, which was also an amazing donation in its own right. That is a lot of diapers and toilet paper and will keep SCS stocked up for many months.

For more information on doing a drive at your holiday party contact Carolyn Alexander, Director of Operations, at 408-738-4298.

Donate a Car

Wondering how to get rid of your old "junker" car and give



back to the community? It's easy. Contact Donate for Charity at (866) 392-4483 and they will pick up and handle all the paperwork. Be sure to specify SCS when you call. SCS will get the proceeds and you will get your tax deduction!

Non profit tax ID #94-1713897

Thank You!

Thank you for all your effort in helping people every day. Sunnyvale Community Services did so much for us, the fire victims. You certainly make a difference! I very much appreciate all you did for me.

—Twin Pines fire victim

Quilting for Good



▲ L to R: Michelle Boyd, Peggy Ludwico, Michelle Sullivan, Julianne Simone

The women of the Santa Clara County Quilt Association and Bay Area Modern Quilt Guild felt compelled to do what they could. They spent hundreds of hours stitching and sewing beautiful home-made quilts for fire victims. These quilts were one of the first things families brought into their new homes and they could not have been more grateful.

Weekend School Food Program

A ccording to a study done by the Lucile Packard Foundation for Children's Health, 17.2% of children in Santa Clara County live in food insecure households; 37.8% of children in the county qualify for free or reduced price lunch. In partnership with Second Harvest Food Bank, Sunnyvale Community Services is now providing weekend food for over 400 families at four Title I elementary schools in Sunnyvale: Bishop, Lakewood, San Miguel, and Vargas Elementary Schools. Every other Thursday and Friday, each family takes home 25-30 pounds of nutritious, kid-friendly food for the weekend, including eggs, cheese, fruits, and vegetables. We are proud to partner with these schools to help families close the hunger gap.

Kaiser Permanente Making a Difference



Over the past year our food distribution programs have dramatically expanded, serving clients at our agency, at local schools, and delivering monthly food to house-bound seniors. With the deepening need for food comes the responsibility to be mindful about "what's in the bag." Through generous funding from Kaiser Permanente, we have the resources to address the nutritional aspects of the food we provide, ensuring our clients have access to healthy, fresh food along with essential staples, all of which helps stretch budgets of families and seniors so that they can pay their rent each month.



Holiday Shopping at the Auxiliary Boutique

The SCS Auxiliary kicked off the holiday shopping season in style, with a boutique brimming with handmade crafts made with love, and home-baked goods that made your mouth water. This year's quilt raffle featured a stunning colorful king-size quilt hand-stitched by Julianne Simone, Carol Howell, Helen Christenson, and The Granary. We continue to be grateful to the Auxiliary for donating all proceeds to Sunnyvale Community Services.



Back-to-School and Ready to Go!

Backpack Day was a big success this year with over 1,500 low-income children from K-12 receiving brand new backpacks, school supplies, and a \$30 Payless Shoe gift card to help get them ready from head-to-toe. Sharkie from the San Jose Sharks was up to his old tricks making children laugh while they came through our busy warehouse to choose just the right backpack.

Major donors included Alpha Delta Kappa, Comerica, Congregation Beth Am, El Camino Healthcare District, The Family Giving Tree, Homestead High Class of 2016, Intuitive Surgical, LinkedIn, Microsoft, SanDisk, Sharks Foundation, Sunnyvale Martial Arts Academy, Sunnyvale Rotary, Sunnyvale Elks Lodge, Sunnyvale Host Lions Club, Silicon Valley Association of Realtors, and Texas Instruments. We are also grateful to the hundreds of individual donors and community groups who helped make this event such a success. ■

Let's be social!



Be sure to like us on Facebook and follow us on Instagram! Just launch the apps and search for Sunnyvale Community Services



SCS Wish List

We need donations of the following supplies for our Pantry:

- Peanut butter and jelly
- Coffees and teas
- Condiments and spices
- Spaghetti sauce and pasta
- Tung and canned chicken

Please check our website for the most needed items.

www.svcommunityservices.org/ donate-wish-list.html



Last April, the Sunnyvale City Council adopted an ordinance to increase the City's minimum wage to reach \$15.00 per hour by 2018.

Implementation Schedule

July 1, 2016
January 1, 2017 \$13.00
January 1, 2018 \$15.00

How this helps

75% of SCS clients are the working poor, living paycheck to paycheck. The increase to \$13/hour in January can mean the difference between being housed or homeless for families and their children. Most of our clients work multiple part-time jobs without benefits. When we calculate a family's budget for financial aid, we often include wages from working teens making minimum wage—families need every dollar to pay rent and make it through the month. The increase in the minimum wage will help more families to be self-sufficient.

Please support our local businesses and restaurants who are paying their workers the new minimum wage.

Cold Weather Shelter has **Permanent Sunnyvale Home**

The Cold Weather Shelter will operate at a new facility owned by the County at 999 Hamlin Court in north Sunnyvale, near the intersection of Mathilda and Ross Avenues. The Shelter will be open from Monday, November 28th through Friday, March 31st and can accommodate up to 125 individuals. All beds will be reserved, and SCS is one of the primary referral agencies. Last year, we referred and case managed over 50 individuals staying at the Shelter, helping many of them progress to stable housing and self-sufficiency.



Saturday Pantry

Many of our chems work to work two jobs and have a hard time any of our clients work full-time or making it to SCS during the week to pick up their food. Starting in June 2016, we opened our pantry program every 1st and 3rd Saturday morning for those clients who cannot make it during the week, often due to lack of transportation and/ or childcare obstacles. During June, July, and August we served 855 clients who told us how helpful it is to have a weekend pantry day. The Saturday program was so popular over the summer that we are continuing it throughout the year so that our clients have more options to get the support they need. ■



Welcome to the Neighborhood. Thanks for being a great partner!

White Sierra



▲ White Sierra volunteers

Tinter is coming and we are happy to have such a wonderful, warm partner in White Sierra! This past year, family-owned White Sierra donated over \$25,000 worth of warm clothing for our clients, and bulk cloth for our Auxiliary to turn into wonderful blankets and pillows for children and pets. White Sierra staff have also been energetic volunteers, helping us pack food for monthly food distributions. With the holidays upon us, we encourage you to visit their new outlet store at 305 Soquel Way in Sunnyvale and show your support for the good they do in the community. Their outlet offers quality outdoor garments at 50 - 70% off retail prices—a great deal all around! ■

Rides for Toys

n Saturday, November 26th the Sunnyvale Department of Public Safety will host its annual "Rides for Toys" event at the



Toys 'R Us parking lot at 130 East El Camino Real from 10 AM - 3 PM. This is a wonderful family event, where children can learn the importance of giving while getting a chance to ride on a real fire engine. All donations will benefit the Community Christmas Center at SCS.

Sign up for our monthly eNewsletter

Visit www.svcommunityservices.org to join our email list.

Bringing Help to Our Neighbors in Alviso

CS is coming to Alviso! Sunnyvale Community Services is One of seven agencies that are part of the Emergency Assistance Network (EAN) covering all of Santa Clara County. After a close look at underserved areas in Santa Clara County, SCS has extended our services starting in September to our neighbors next door in the Alviso zip code 95002, population of 2,000. Because of the neighborhood's location, it has been difficult for lowincome residents to access safety net services in the past. SCS has been fortunate to already have tremendous support from the Alviso community. We have partnered with Alviso service providers who have distributed SCS information to residents. Free office space is provided twice a week at Gardner Family Health Center to serve as an SCS satellite office for easy access to services. Eligible Alviso residents will have access to SCS financial assistance thanks to County-wide funding to assist families and individuals facing a temporary crisis. We hope in the near future to extend the full range of our services to the Alviso neighborhood.

#GI**INGTUESDAY**™

Black Friday. Cyber Monday. **Giving Tuesday!** On November 29th, 2016, please help SCS by donating to our Giving Tuesday campaign. Stop by our **Open House** from 1 - 4 PM and tour our Community Christmas Center. Last year we raised \$36,000, all of which went towards helping families, seniors, and homeless during the holidays. Let's work together to make this year extra special for all of our families in need. Thank you for your support! ■

Time to S-T-R-E-T-C-H Your Donation



Check with your company to see if they offer a matching program for charitable donations. Many companies do this, and it can mean as much as doubling your donation to SCS. Some companies also match an employee's volunteer hours with a cash amount. Learn your company's policies about charitable donations, and be sure to take advantage of their generosity.

If your company doesn't have a policy in place, maybe you can help them set one up!

Neighbors in Need

A Veteran Suddenly Homeless

For 20 years, our client, who is a veteran, was an on-site property manager at a Sunnyvale apartment complex, until one day, unexpectedly, he was let go. With no place to go, his car became his shelter. Since he was older, the experience of being homeless led to health problems, further exacerbating a very difficult situation. It was hard for him to ask for help, but fortunately SCS was able to help him complete affordable housing applications, resulting in finding a low-income unit in a senior living community near a hospital. This very grateful client was able to move in with a new bed and dresser, provided by SCS, and get access to the healthcare he urgently needed.

When Life Changes in an Instant

On an otherwise nondescript day last April, a Twin Pines Manor fire victim lost her home and all of her belongings in an instant. The tragedy escalated from there when she began to miss a lot of work while searching for a new place to live. The loss of income, combined with a very competitive and expensive housing market, put her at risk of homelessness when the temporary motel assistance expired, something she deeply feared. Sunnyvale Community Services was able to step in quickly and assist her not only with extended temporary housing, but also with finding a permanent new home. When the client moved into her new Sunnyvale apartment, she literally had nothing. Fortunately SCS was also able to provide basic furnishings and household items to help her get a fresh start.

A Mother's Love

The Twin Pines Manor apartment fire wreaked havoc on so many Sunnyvale families, but one fire victim wasn't going to let that get in the way of her youngest son's education. He had been accepted into Fremont High's distinguished Avid Program and his mother didn't want their sudden displacement to get in the way of her son's opportunity. The Housing Case Manager at SCS made it her mission to find affordable housing within the Fremont High School district and was lucky enough to meet a landlord who had been wanting to assist the fire victims. He waived the application fee and lowered the rent, and SCS assisted with the security deposit, so that this family could afford to live in this freshly remodeled apartment unit. The son is now off to school and the client is overwhelmed with gratitude for this second chance.



Honoring SCS Donors and Volunteers

Thank you, donors and volunteers!



▲ L to R: Terry Chavez, Texas Instruments volunteers

Last spring, we honored exceptional donors and volunteers at our annual celebration, graciously hosted by LinkedIn.



▲ L to R: Marie Bernard, Steve Lippert, Terry Chavez



- and Appraisers
- Lynn and Bill Crane



▲ L to R: Marie Bernard, Rebecca Buldo



 \blacktriangle L to R: Mike Shum, Liz Lopez-Aguado



▲ L to R: Marie Bernard, Eric Wilford, Terry Fowler, Chuck Quanz, Terry Chavez





Honors for SCS

Sunnyvale Community Services received major honors this year

for our ongoing work as the emergency assistance agency (EAN) in Sunnyvale as well as our efforts to help the Twin Pines Manor Apartments fire victims. In June we were named "Nonprofit of the Year" for California Assembly District 24 by Representative Rich Gordon. In July we received the Mayor's Award of Excellence and the Key to the City of Sunnyvale for the work we do every day to help families, seniors, and veterans struggling to keep a roof over their head and food on the table.



▲ L-R: Carolyn Alexander, Assembly Member Rich Gordon, Marie Bernard

Major Program Contributors

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Crosswalk Community Church

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Adopt-a-Day Honor Roll

Anonymous (6)

Edwin W. Aiken

Sandy and Holly Agbayani

Kranti Atluri - to my Family

Ralph & Laura Babcock

Underwriting SCS' \$1,000 a day operating costs not covered by grants or contracts

4 Days = 2000 meals-in-a-can

Anonymous Olaf Hirsch and Melinda Hamilton Riley Howard Philip Kurjan Anita & Martin Lee Keith McLaurin & Mary Boyle Mark, Sara, Eric and Amelie Meltzer Jeff & Cindy Pelger Curtis McKinney & Julia Rogers Safeway Foundation Dorothy Shannahan Sociedad Cervantes Española Maria Vigil

3 Days = 3,000 quarts of milk

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2 Days = 1260 cans of tuna

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1 Day = 300 jars of peanut butter

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Donation x 2

Check with your company to see if they will match your contribution to SCS. If your company participates, just ask them for a matching gift form and send it to us with your contribution.



















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Save the Date

All events are free unless otherwise noted.

Annual SCS Holiday Auction Elks Lodge, 375 N. Pastoria Ave.

Thursday, November 17th 5:00 - 7:30 PM

Rides for Toys

Toys 'R Us, 130 E. El Camino Real

Saturday, November 26th 10:00 AM - 3:00 PM

Giving Tuesday & Christmas Center Open House

Sunnyvale Community Services

Tuesday, November 29th Give online 24 hours 1:00 - 4:00 PM

Sunnyvale Singers Holiday Benefit Concert

St. John Lutheran & Trinity Methodist Church 581 - 583 E. Fremont Avenue, Sunnyvale, CA Sunday, December 4th 4:00 PM

Programs and Services

- Financial assistance for rent, utilities, medical care, prescriptions, other critical bills, and rental deposits for homeless families moving into housing
- Case management for families, seniors, and homeless individuals
- Daily emergency food, weekly "Produce Mondays," Pantry Days, Weekend School Food Program, monthly food for families / seniors, Kids' Summer Food distributions
- Support Services for Veteran Families (SSVF) program to help veterans and their families who are homeless or at risk of homelessness
- Community Christmas Center, affording clients the dignity of selecting a two-week supply of food, new gifts for infants through teens, and a practical household gift
- Budgeting assistance, support counseling, and advocacy
- Workshops and referrals to medical, mental health, employment, shelter, education, and legal programs
- Clothes, backpacks/school supplies, household items, bus passes and gas vouchers

SCS Leadership Team

Regina Abajados

SSVF Program Lead

Carolyn Alexander

Director of Operations

Marie Barlahan

Director of Emergency Services

Marie Bernard

Executive Director

Tory Bers

Director of Marketing*

Terry Chavez

Volunteer Manager

Susan Chin

Encore Fellow - Finance*

Carmen Davis

Director of Finance

Catherine Farry

Senior Research Analyst

David Hernandez

Lead Case Manager

Theo Olson

Director of Development

*Part-time

SCS Wish List











Visit our website for the most needed items

www.svcommunityservices.org/ donate-wish-list.html

Many thanks to Alpha Graphics and California Mailing for their discounts.





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