



# Annual Report FY<sup>2016</sup><sub>2017</sub>

Working to Prevent Homelessness and Hunger since 1970



With the ever-rising cost of living in Silicon Valley, Sunnyvale Community Services is a critical safety net for low-income families, seniors, and veterans.

## About SCS

Founded in 1970, Sunnyvale Community Services (SCS) is an independent, nonprofit emergency assistance agency. Our mission is to prevent homelessness and hunger for low-income families and seniors facing temporary crises. We provide financial aid, food, case management, referrals, and other support, helping to stabilize families and support their goals of self-sufficiency. Our assistance prevents homelessness, hunger, malnutrition, and untreated medical conditions.

408.738.4321

725 Kifer Road  
Sunnyvale, CA 94086



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



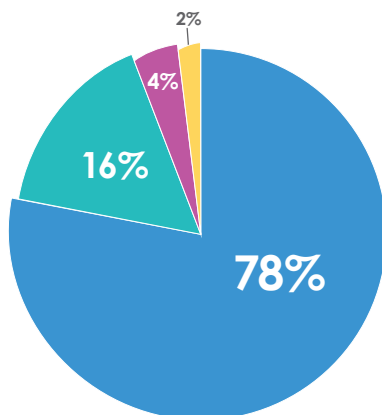
# How 8,300 Clients Use Our Services

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

# CLIENTS	SERVICES	# CLIENTS	SERVICES
<b>7,627</b> 	<b>Food and In-Kind Assistance</b> Produce Mondays, Pantry Days, Monthly Food for families and seniors, food deliveries to homebound clients, the School Weekend Food Program, and more. A family of 4 can receive healthy food and extras valued at \$462 each month.	<b>1,029</b> 	<b>School Weekend Food Program</b> Thursday and Friday distributions of kid-friendly food onsite at 4 Title I elementary schools in Sunnyvale, to help low-income children return to school ready to learn on Mondays.
<b>3,810</b> 	<b>Financial Assistance</b> \$1,108,843 total financial aid providing help with rent and utilities, gas vouchers, medical and other critical bills. Eligible families receive a 3-month budget and financial counseling.	<b>577</b> <b>114</b> 	<b>Homeless and Veteran Services</b> Homeless services and Supportive Services for Veteran Families (SSVF) program serving veterans and veteran households who are homeless or at imminent risk of becoming homeless
<b>3,690</b> 	<b>Community Holiday Center</b> Each family can select 3 gifts per child, a new household gift, and a two-week supply of nutritious food.	<b>286</b> 	<b>Family &amp; Seniors Intensive Case Management</b> Up to 12 months of wrap-around case management support for clients who are homeless or at risk of homelessness.
<b>1,752</b> 	<b>Kids' "Head to Toe" Program</b> School-aged children receive extra food during the summer months plus filled backpacks and shoes.	<b>50</b> 	<b>Work First Sunnyvale &amp; Downtown Streets Team</b> A work experience program funded by the City of Sunnyvale, connecting homeless individuals to employment, housing and a better life.
<b>257</b> 	<b>Challenge Diabetes</b> In partnership with El Camino Healthcare District and Second Harvest Food Bank, eligible clients receive healthy food and health education.		



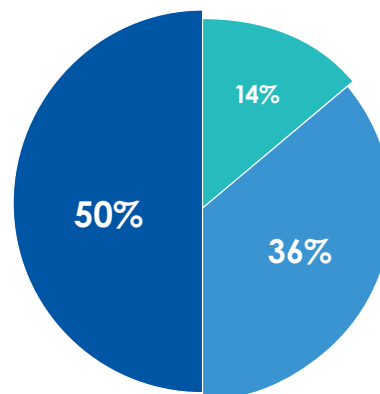
## DEMOGRAPHICS



### Income Levels Served

Extremely Low	78%
Very Low	16%
Low	4%
Moderate	2%

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



### Ages Served

Children	36%
Adults	50%
Seniors	14%
<b>Total number of clients served</b>	<b>8,300</b>

Children under 18 and seniors 65+ together equal 50% of our clients.

# We Collect a “Reason for Need” from All Clients Who Request Financial Assistance

Often, our clients face multiple hardships. These are the most frequently cited hardships that put people at risk of homelessness.

✓	Auto repairs
✓	Eviction notice
✓	Funeral expenses
✓	Job lay-off
✓	Medical emergency
✓	Need rental deposit to move into affordable housing
✓	Reduced work hours
✓	Rent increased
✓	Roommate left
✓	Social Security / benefits pending
✓	Theft
✓	Utilities / other large bill
✓	Victim of domestic violence

## Volunteer Power!

Over 2,500 dedicated volunteers help us deliver our services with efficiency and compassion year-round.



## From the Executive Director

At Sunnyvale Community Services, we believe that treating everyone who comes to our doors with dignity and compassion is just as important as the food and financial assistance we can offer.



When a mother sits in our lobby with fear in her eyes, the SCS staff members know to gently ask if she has reason to fear for her safety or her children's well-being. When a veteran tells us he's surviving on the street and just needs a warm jacket, we ask him to share his story and gain his trust. When a workman has walked a ½ mile from the nearest bus stop in worn-out shoes, we can offer a gift card for shoes so he can keep walking and working at his job. And, when a volunteer brings in a bag of food saying that they are giving back because once they needed help, we are looking in the mirror of our generous community.

Since 1970, Sunnyvale Community Services has been the place to come to when our neighbors are in need. Thanks to support from our local community, Sunnyvale Community Services has never turned away an eligible person for lack of funds or food. Our roots go deep, and with continued community support, we've been able to serve those less fortunate amidst the successes and challenges of living in the Bay Area.

We are grateful for the thousands of volunteers and donors who made it possible to serve 8,300 of our neighbors last year. Sunnyvale truly is the “heart” of Silicon Valley. ■

## Did You Know?

SCS is now the Emergency Assistance Network agency for low-income residents in the Alviso neighborhood in San Jose.

Funding from Santa Clara County enabled SCS in 2016 to extend its reach to Alviso, an underserved community of 2,000 residents. Financial assistance for 16 families in FY '16-17 included help with rent, rental deposits, and utilities.

# SCS now distributes food 22 days per month

2.1 million pounds of food distributed per year

M	T	W	Th	F	S
Produce Monday	Food Pantry	Food Pantry	Weekend School Food Program	Weekend School Food Program	Food Pantry
Produce Monday	Senior Food Distribution Monthly	Food Pantry	Weekend School Food Program	Weekend School Food Program	
Produce Monday	Food Pantry	Food Pantry	Weekend School Food Program	Weekend School Food Program	Food Pantry
Produce Monday	Food Pantry	Family Food Distribution Monthly	Weekend School Food Program	Weekend School Food Program	

## Feeding the Hungry



Total Pounds of Food  
**2,050,714**



Total Meal Equivalents\*  
**1,560,584**



\*Feeding America estimates that 1.2 lbs. of food is equivalent to 1 meal.

"Thank you all so much for helping find me a place to live. I am thankful that I will not be in my car this winter because it was really cold. I thought I would die last winter. Now I have a home."

—SCS Client



# PARTNERSHIPS

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

## Second Harvest Food Bank

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



## City of Sunnyvale

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

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

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



## Supportive Services for Veteran Families (SSVF)

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



## County of Santa Clara

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



## El Camino Healthcare District

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



## United Way Bay Area

SCS is designated as the Emergency Assistance Network Agency (EAN) for all Sunnyvale zipcodes and the Alviso neighborhood in North San Jose.



## Kaiser Permanente

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



## Palo Alto Medical Foundation

Year-round comprehensive emergency assistance.



## Housing Trust Silicon Valley

Rapid rehousing for low-income families and seniors.



# ... Honors for SCS ...

## Congressional Citation



House of Representatives  
Washington, D.C.

Presented by  
Congressman Ro Khanna

This citation was in recognition of our work on reducing hunger, securing housing for those in need, and providing backpacks and meals to students. It is a wonderful tribute to all who help us make a difference for those less fortunate.

## CARF 3-year Accreditation

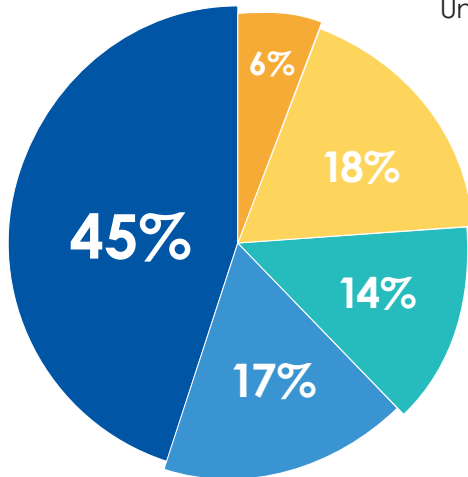


The Commission on Accreditation  
of Rehabilitation Facilities

"CARF accreditation signals a service provider's commitment to continually improving services, encouraging feedback, and serving the community... Providers that meet our standards have demonstrated their commitment to being among the best available."

## Operating Revenue

Unrestricted revenue and support received

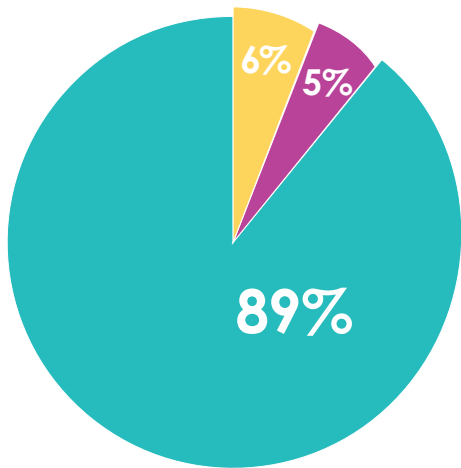


In-Kind Donations ( 45% )	\$3,417,987
Government Grants ( 17% )	1,260,562
Corporate & Foundation Support ( 14% )	1,129,864
Community Support ( 18% )	1,366,592
Other ( includes Special Events, Fee for Service, Investment & Interest Income ) ( 6% )	423,340

**TOTAL \$7,598,345**

## Expenses

Our goal each year is to have enough food and financial aid, never turning away any eligible client due to lack of funds or resources



Program/Client Services ( 89% )	\$6,629,698
Management & General ( 5% )	348,664
Fundraising ( 6% )	458,314

**TOTAL \$7,436,676**

## FINANCIAL NOTES

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

2. Our auditor, Boman Accounting Group, Inc., issued a "clean" Unmodified Opinion with no findings on our FY 2016-17 financial audit, meaning that the financial statements fairly present the financial position of Sunnyvale Community Services, in conformity with generally accepted accounting principles.

3. Our total change in net assets for the FY 2016-17 = <\$174,513> after depreciation and amortization expenses of \$170,862.

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

5. Our auditor calculates our total administration and overhead (management, general, and fundraising costs) at 10.85%, very low for nonprofits, especially local organizations with fewer cost centers. The accepted nonprofit standard for total overhead is 25% or lower.

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

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

SCS is a 501(c)3 nonprofit corporation.  
U.S. Tax ID: 94-1713897



## Board of Directors 2017 - 2018

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Program Manager  
Northrop Grumman Systems  
Corporation - Marine Systems

**Cynthia Bojorquez**  
Director of Library and Community  
Services  
City of Sunnyvale

**Mary Bradley**  
TREASURER  
Finance Director (Retired)  
City of Sunnyvale

**Celeste Drake**  
Vice President / Branch Sales Mgr  
Heritage Bank of Commerce  
Sunnyvale Branch

**Katie Ferrick**  
Director of Community Relations  
LinkedIn Corporation

**Michael Gallagher**  
Assistant Superintendent of Human  
Resources  
Sunnyvale School District

**John Harrison**  
Chaplain, Spiritual Care Services  
El Camino Hospital

**Shane Jacksteit**  
PRESIDENT  
Financial Advisor  
Edward Jones

**Roberta Kiphuth**  
President  
Detati Digital Marketing

**Duane Loos**  
Group V.P., Global Operations &  
Planning, Display & Solar  
Applied Materials, Inc.

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Community Volunteer

**Jorge Marsal**  
VICE PRESIDENT  
Senior Pastor  
Sunnyvale International Church

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Community Volunteer

**Dianne McKenna**  
Community Volunteer

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SECRETARY  
Facilities Administrator  
Cedar Crest Nursing & Rehabilitation  
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Senior Director, Worldwide Order Mgmt.  
Synopsis, Inc.

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Deputy Chief, Bureau of Police  
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Sunnyvale Department of Public  
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Director, World Wide Operations  
Finance  
Apple Inc.

**Amanda Weitzel**  
Senior Manager, Digital Marketing  
ServiceNow