

Annual Report FY²⁰¹⁷₂₀₁₈



Sunnyvale
Community Services

Preventing homelessness
and hunger in our local
community since 1970



Executive Director's Corner

Dear Friends,

There was once a time when our region was called “The Valley of Heart’s Delight” for the promise it held to those who called it home. With hard work and dedication, the American dream seemed attainable. Parents had hopes that their children would have a better life, and grandparents planned for a secure retirement.

The individuals and families we serve today face a different reality: hard work is not enough. In our high-priced region, parents holding multiple jobs at minimum wage still face financial insecurity. More than a quarter of our neighbors struggle to remain fed—and for many residents, the threat of homelessness is a constant in their lives.

Yet among the rising challenges we see so much hope. At Sunnyvale Community Services, we are ready to tackle even the most daunting of problems with skill and efficiency, fortified by your decision to stand with us in serving our clients. Your support demonstrates that we share a common vision: a community where everyone has a safe bed to sleep in with healthy food on their table.

In the pages that follow, you will see examples of how your support has given us the means to meet the changing needs of our community. In addition to providing food and one-time emergency assistance,

Sunnyvale Community Services now offers more in-depth services, including intensive case management and financial counseling. We partner with more than 30 community agencies, so our clients can benefit from a wealth of specialized expertise and resources. And when we meet a family that has slipped into homelessness, we can react nimbly to restore home and stability as quickly as possible.

We are expanding our reach into the community, too, delivering services at the Sunnyvale Public Library, Columbia Neighborhood Center, and in homebound clients’ homes. Meeting our diverse client base where they are, physically and emotionally, allows us to fulfill the spirit and intention of our organization: to preserve homes and hope for those we serve.

All this is made possible by you—our friends who have come together to help our neighbors in need. Because of you, Sunnyvale is still the “heart” of our valley, where people generously lend a hand to those in need.

Thank you for your compassion and your trust. I look forward to continuing our work together.

In gratitude,

Marie Bernard,
Executive Director



We Love Kids



At SCS, most of our daily interactions are with adults: providing emergency financial assistance for rent payments, handing bags of fresh fruits and vegetables to people who drive through on Produce Mondays, delivering groceries to homebound seniors. But we never forget about the children who are experiencing food insecurity and other frightening effects of being in low-income families. So we have special programs throughout the year just for kids.

- During the school year, we visit Title I schools in Sunnyvale to distribute kid-friendly food through our School Weekend Food Program. We don’t want any child to show up on Monday morning unable to focus

on lessons because they didn’t eat enough while school was out.

- At our Holiday Center, parents can choose up to three gifts for each child—a priceless opportunity for families who are watching every penny.

- We celebrate back-to-school time every year with the Kids’ Head to Toe program. Every participating child receives a new backpack filled with school supplies, plus a voucher for new shoes. All summer long, when schools are closed, families with school-aged children receive extra food.

Thank you for your generous toy and financial donations that enable us to brighten the lives of kids who go without so much. ■

Reasons Clients Come to Us

An unexpected rent increase, illness, or car repair can send a low-income family into a tailspin and put their housing at risk. Fortunately, we are here to help. Providing support early, before a family loses their home, has been shown to be the most effective way to ensure long-term stability.

We identify a “Reason for Need” from all clients who request financial assistance. Listed here are the most frequently cited hardships that put people at risk of homelessness. Clients frequently cite multiple hardships, though any one could trigger a crisis. Every day we meet families who are choosing between feeding their children or paying the rent, and seniors who forgo necessary medicine in order to have enough money to pay their rent.



Mission

Preventing homelessness and hunger in our local community.

Vision

A community where everyone has a home with food on the table.

Goal

To end homelessness and hunger in our local community.

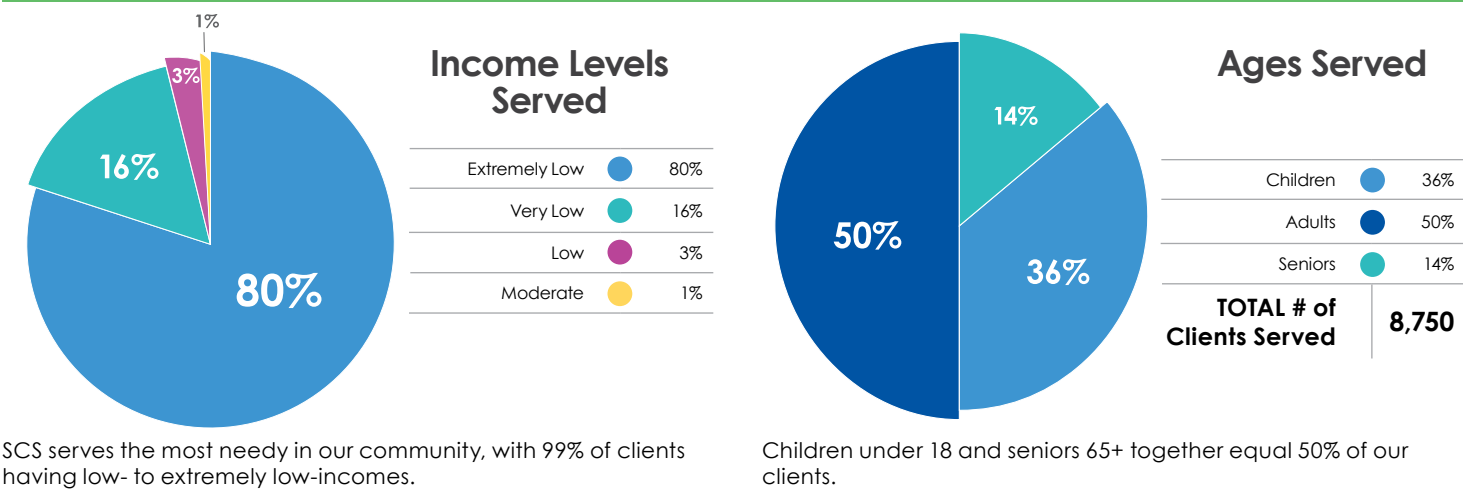


How 8,750 Clients Use Our Services

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

# CLIENTS	SERVICES	# CLIENTS	SERVICES
8,049 	Food and In-Kind Assistance Produce Mondays, the Pantry Plus program, food deliveries to homebound clients, the School Weekend Food program, and more. A family of four can receive healthy food and extras valued at \$462 each month.	1,103 	School Weekend Food Program Thursday and Friday distributions of kid-friendly food onsite at four Title I elementary schools in Sunnyvale, to help low-income children return to school ready to learn on Mondays.
5,024 	Financial Assistance \$1,108,843 total financial aid providing help with rent and utilities, gas vouchers, medical expenses and other critical bills. Eligible families create a three-month budget and receive financial counseling.	605 	Homeless Services Housing assistance and supportive services for adults and families who are homeless, including referrals and outreach at the North County Shelter.
4,027 	Community Holiday Center Each family can select three gifts per child, a new household gift, and a two-week supply of nutritious food.	331 	Family & Senior Intensive Case Management Up to 12 months of wrap-around case management support for clients who are homeless or at risk of homelessness.
1,604 	Kids' Head to Toe Program School-aged children receive extra food during the summer months plus filled backpacks and shoes.	55 	WorkFirst Sunnyvale & Downtown Streets Team A work experience program funded by the City of Sunnyvale, connecting homeless individuals to employment, housing and a better life.
224 	Challenge Diabetes In partnership with El Camino Healthcare District and Second Harvest Food Bank, eligible clients receive healthy food and health education.		

DEMOGRAPHICS



From Homelessness to Leadership

When Mila pulls into the driveway every day, her kids can't wait to get out of the car and into their own home. Mila turns on gospel music and cooks dinner while she and 18-month-old Faith dance around the kitchen. Once Nicholas, 9, cleans up, he joins in the fun. Then it's time for dinner, Faith's bath, homework, and sweet dreams.

Continuity for her kids
 It took a long time to secure this level of stability. When Mila made the decision to move her family out of an unhealthy living situation, no one would rent to her due to her less-than-perfect credit. So they ended up at the cold weather shelter in Sunnyvale. Throughout their nearly year-long bout with homelessness, Mila maintained her job as a patient advocate at a local hospital, kept working on her degree in sociology, and drove her kids to Hayward every morning so they could continue with their established school and daycare provider. "To know they were with their friends, where they were doing well, that was important to me," Mila says.

Advocating for others
 Several months after moving to the shelter, Mila and three others started the Sunnyvale Client Collaborative to advocate for shelter residents. "I spoke to the Board of Supervisors about why people become homeless. I told them this is what people are going through, this is what they need," Mila recounts. The Collaborative successfully advocated for the pilot program to keep the shelter open year-round. Helping others is Mila's passion—so much so that when shelter staff referred her to Sunnyvale Community Services (SCS), she first declined help, saying there were others who needed it more. But then she learned how much support we could offer. Less than a month later, we helped Mila get an apartment in Santa Clara. We also paid the family's initial rent and gave them some household items for their new home.



“If I’m there, I’m going to help.”

Housed and still helping
 Mila still goes back to the shelter every week to see what needs to be done to improve the situation for residents. And she keeps meeting with people who can do something about it. "There are awesome people in the county. They care. And I get to sit with them and tell them what's helping and what's hurting people," Mila says. Mila also joined SCS' Community Leader program to learn more about our resources. "No one knows what's available to them," she says. "When I was in the shelter I thought no one was going to walk through those doors and help me. But I was wrong. They were there all the time." ■

 Last year, SCS helped rehouse 149 people. 

Community Engagement



Jim & Janet Reynolds Donors, Volunteers

When Jim and Janet Reynolds find a good thing, they stick with it. They’ve been married for 55 years and involved with SCS since the 1980s. In addition to giving generous financial support, they’re both SCS volunteers. They’ve helped clients pick out groceries and gifts at our Holiday Center, and packed bags for our School Weekend Food Program. They support SCS because they believe in the agency—so much so that they recently put SCS in their will. As Jim explains, “The people at SCS, they want to be there, they want to help people. You can feel that the minute you walk in the door. You feel good.” ■



Dr. Benjamin Picard, Sunnyvale School District Partner

Together with the school district, SCS has established four school-based food distribution sites, so more than 400 low-income families can have nutritious foods for their children over weekends when school nutrition programs are unavailable. Superintendent Benjamin Picard says, “If a child is hungry or stressed, we need to address those underlying needs first, to remove as many barriers to learning as we can. That’s where our partnership with SCS comes in. We work together to help keep children healthy and thriving.” ■



Linda Cain Volunteer

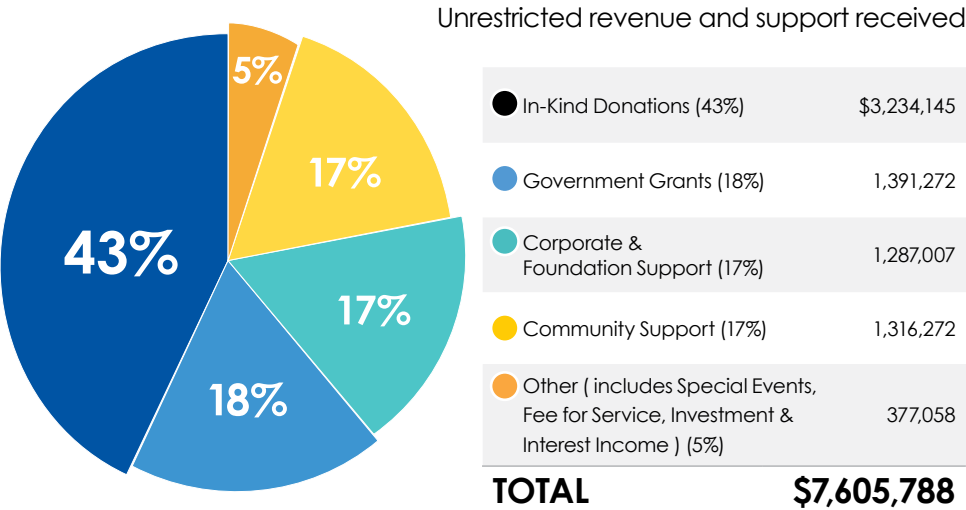
When you enter a building, the first person you see makes a big difference in how you feel. When you’re going somewhere for help, it’s even more important that you are greeted with kindness and professionalism. Luckily for SCS and its clients, longtime SCS volunteer Linda Cain shines at both. Linda loves volunteering because it allows her the opportunity to make a difference. “People don’t come in to SCS just to say ‘hi.’ They need something: shelter, food, financial assistance. That’s what I always treasured about working here—no matter what job you’re doing, you’re helping people,” she said. ■



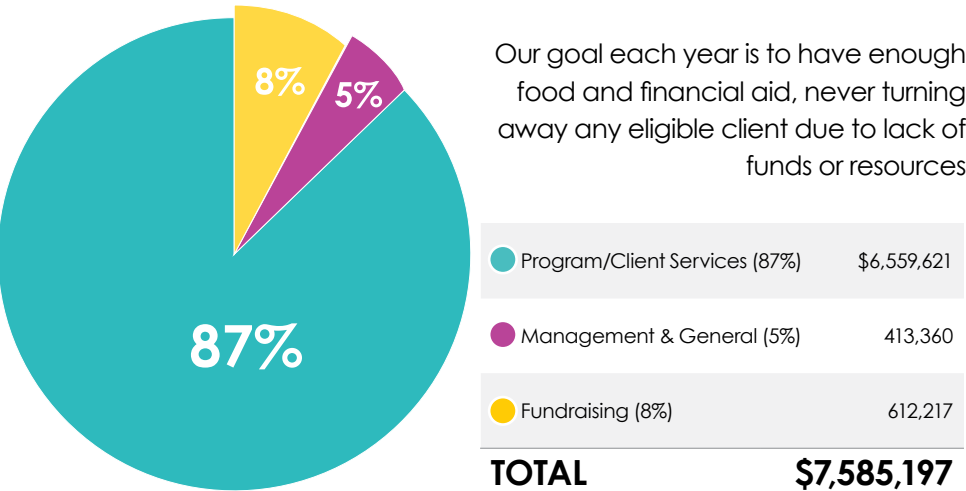
With the help of partners, volunteers, and donors, we distribute food 22 days per month.



Operating Revenue



Expenses



FINANCIAL NOTES

1. Our annual audits and tax returns are posted on our website: www.svcommunityservices.org.
 2. Our auditor, Boman Accounting Group, Inc., issued a “clean” Unmodified Opinion with no findings on our FY 2017-18 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 FY 2017-18 = \$20,590 after depreciation and amortization expenses of \$146,002.
 4. Our Board of Directors has designated emergency reserves of \$1,028,530 (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 13%, 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

Volunteer Power!

Over 2,500 volunteers donated nearly \$1 million worth of time* to SCS last year!



*approximately 37,259 hours, with an estimated value of \$919,925.

Board of Directors

2018 - 2019

Camille Barnes-Mosley

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

Katie Ferrick

Director of Community Relations
LinkedIn Corporation

John Harrison

Chaplain, Spiritual Care Services
El Camino Hospital

Shane Jacksteit

PAST PRESIDENT
Financial Advisor
Edward Jones

Roberta Kipthuth

Co-owner, President
Detati Digital Marketing

Duane Loos

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Facilities Administrator
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Human Resources
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Carl Rushmeyer

Deputy Chief, Bureau of Police Services
Sunnyvale Department of Public Safety

Courtney Shenberg

Director, World Wide Operations
Finance
Apple Inc.

Amanda Weitzel

Senior Manager, Digital Marketing
ServiceNow

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 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.

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



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

UWBA supports SCS in our role as the Emergency Assistance Network (EAN) agency for all of Sunnyvale plus the Alviso neighborhood in North San Jose.



Kaiser Permanente

Funding for year-round access to nutritious food, screenings for CalFresh and Medi-Cal and referrals for health and medical resources for 4,500 individuals.



Palo Alto Medical Foundation

Funding for year-round comprehensive safety-net services.



Sunlight Giving

Funding for year-round comprehensive safety-net services.



About SCS

Founded in 1970, Sunnyvale Community Services (SCS) is an independent, nonprofit agency serving low-income residents of Sunnyvale and the Alviso neighborhood of San Jose. We are one of seven Emergency Assistance Network (EAN) agencies who together cover all of Santa Clara County. Our comprehensive safety-net programs include year-round food assistance, financial aid, wrap-around case management, and referrals to benefits.

408.738.4321

www.svcommunityservices.org



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