

Annual Report FY²⁰¹⁸ 2019



Sunnyvale
Community Services

Preventing homelessness
and hunger in our local
community since 1970



Executive Director's Corner

Dear Friends,

What an incredible year it was at Sunnyvale Community Services (SCS), filled with a record-breaking need for services, and overwhelming generosity from our local community.

In Fiscal Year 2018-19, SCS hit new milestones in the number of people we served and the amount of support given to our neighbors in need. As the income divide continues to widen in Silicon Valley, we have remained focused on our mission to prevent homelessness and hunger in our local community.

Last year, SCS assisted 9,249 children and adults with one or more services—6% more than in FY 2017-18. Sadly, the number of homeless persons we assisted increased by 22% (to 831) in a single year, demonstrating the deepening need for services for our most vulnerable neighbors.

We continue to be one of the largest food distribution partners of Second Harvest of Silicon Valley—something we couldn't do without our amazing volunteers. During the last fiscal year, volunteers donated approximately 39,643 hours of time, with an estimated value of \$1,008,121!

As one of the seven Emergency Assistance Network (EAN) agencies in Santa Clara County, SCS plays a major role in **Homelessness Prevention Services**

(HPS) in Silicon Valley. Our Family and Senior Intensive Case Management program offers wrap-around services for clients who are homeless or at risk of homelessness. Our Housing Case Management team is the bridge between landlords and tenants, helping families move into housing and renters stay housed.

As you can read in the following pages, the spirit that drives us comes from volunteers and supporters who share our mission. We are truly neighbors helping neighbors.

Looking to the future, we foresee a continued and widening need for our safety net services. As you may have read, the new fiscal year that began on July 1st is off to an exciting start. We have purchased a new building and hope to move into it in late 2020. The SCS Board of Directors and staff have begun crafting a new long-range strategic plan to increase our capacity for services, so that we can continue to address basic needs here in the "Heart" of Silicon Valley.

Thank you for your generosity and support. All of us at SCS look forward to continuing our work together.

In gratitude,

Marie Bernard,
Executive Director

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.



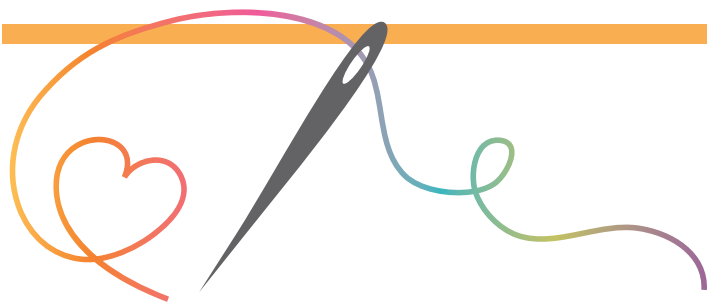
About SCS

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.



www.svcommunityservices.org

408.738.4321 725 Kifer Road, Sunnyvale, CA 94086



A Salute to the SCS Auxiliary

Decades of dedicated service

There is a wise saying: “Many hands make light work.” The Sunnyvale Community Services Auxiliary is an outstanding example of how volunteers can come together creatively to support those in need in our community.

Sunnyvale Community Services (SCS) was started as a nonprofit in 1970 by volunteers who wanted to help their neighbors in need. Two years later, in 1972, many talented supporters came together to form an all-volunteer Auxiliary to raise funds for SCS. The first official meeting of the Auxiliary was in April, 1973.

Back then, dues for the Auxiliary were \$1.00 per year. The Auxiliary began the tradition of hosting a Holiday Affaire to raise funds for the SCS Christmas Center. The Auxiliary members were indeed hard workers. They not only made hand-crafted items and raised money, they also collected gifts and food, solicited in-kind donations from local businesses, and served as the lead volunteers to run the annual Christmas Center. They registered clients and distributed food and gifts for low-income families, seniors, and home-bound persons.

In their first year, the Auxiliary raised \$492. Over the years, the Auxiliary has raised more than \$325,000 for SCS—and solicited many times that amount of in-kind donations. Every dollar and every jar of peanut butter raised has gone directly to help feed those in need and keep families and seniors housed. More importantly, the work of the Auxiliary has raised awareness about the needs of the community, prompting hundreds of people to become SCS donors.



Current SCS Auxiliary President Carol Howell and SCS Executive Director Marie Bernard displaying one of Carol's beautiful handmade quilts sold at the annual Fall Craft Fair.

“

Many hands make light work.

”

Today's SCS Auxiliary continues tradition with an annual event now called the Fall Craft Fair, held in late October. This event has offered three generations of volunteers a meaningful way to use their handiwork to help our neighbors. Master quilters, knitters, artists, and crafters of all ages work all year long to create lovely items. The Fall Craft Fair attracts a huge following of holiday shoppers who are looking for beautiful gifts—and many of those shoppers become long-time supporters of the agency's mission.

In many ways, the Auxiliary represents the heart and hands of Sunnyvale Community Services. Without their early support, SCS would not have had the funds and in-kind resources to distribute food, holiday gifts, and financial assistance for rent and utilities. Nearly five decades later, the Auxiliary is part of the SCS culture, combining fundraising, creativity, and volunteerism to ensure that there is always a safety net for our low-income neighbors. ■

35%

Increase in the number of clients served over the last five years.



How 9,249 Clients Used Our Services

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

CLIENTS

SERVICES

CLIENTS

SERVICES

8,475 Food and In-Kind Assistance

Produce Mondays, our onsite food 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.

1,157 School Weekend Food Program

Thursday and Friday distributions of healthy, 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.

5,965 Financial Assistance

\$1,119,261 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.

831 Homeless Services

Housing assistance and supportive services for adults and families who are homeless, including referrals and outreach at the North County Shelter.

3,874 Holiday Center

Each family can select three gifts per child, a household gift, and a two-week supply of nutritious food.

397 Family & Senior Intensive Case Management

Up to 12 months of wrap-around case management for clients who are homeless or at risk of homelessness.

1,614 Kids' Head-to-Toe Program

School-aged children receive extra food during the summer months plus backpacks filled with school supplies and shoe gift cards.

70 WorkFirst Sunnyvale and Downtown Streets Team

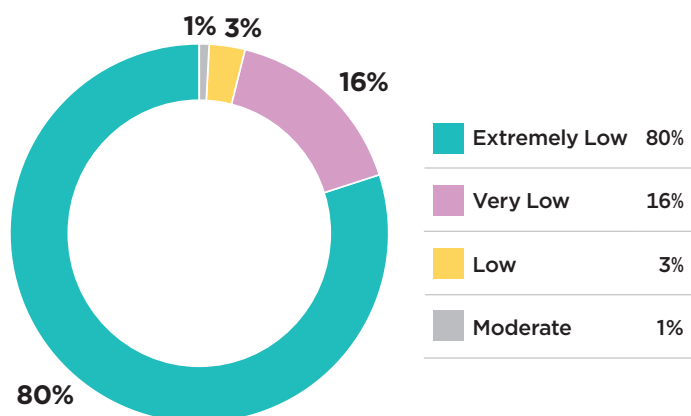
A work experience program funded by the City of Sunnyvale, connecting homeless individuals to employment, housing, and a better life.

155 Challenge Diabetes

In partnership with El Camino Healthcare District and Second Harvest of Silicon Valley, SCS provides eligible clients with healthy food and health education.

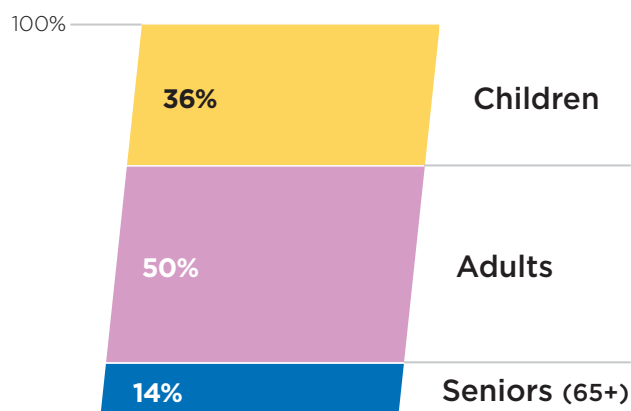
Demographics

Income Levels Served



SCS serves the most needy in our community, with 99% of clients having low to extremely low incomes. These income levels are based on HUD's Area Median Income guidelines.

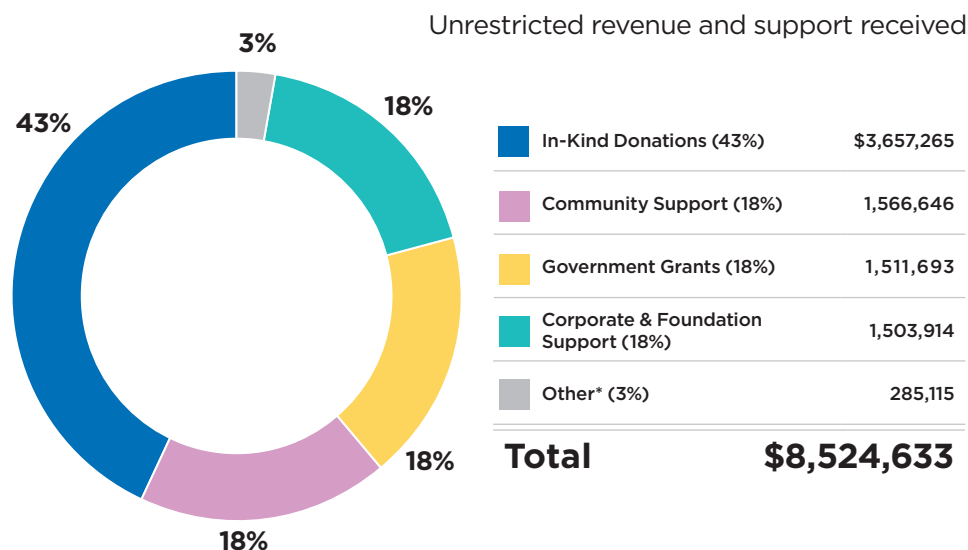
Ages Served



Total Clients Served: 9,249

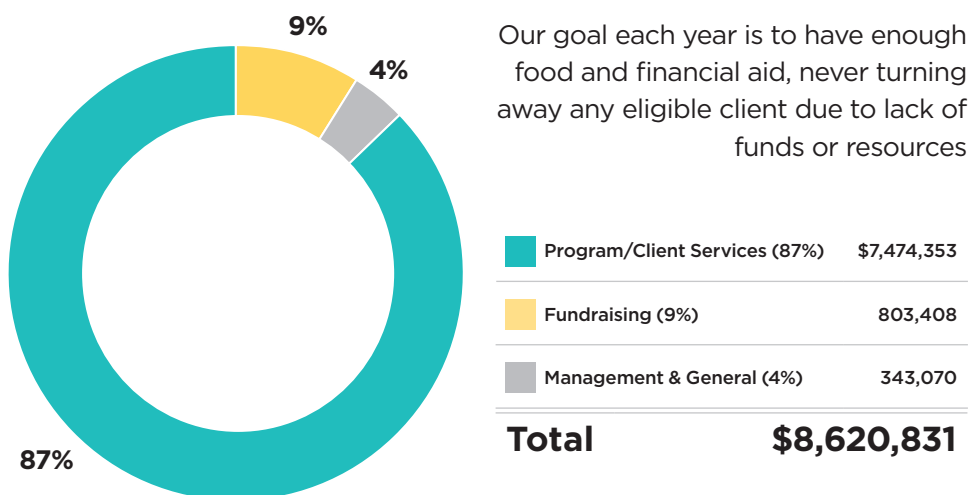
Half our clients are the most vulnerable: children and seniors.

Operating Revenue



*includes Special Events, Fee for Service, Investment, and Interest Income

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 2018-19 financial audit, meaning that the financial statements fairly present the financial position of Sunnyvale Community Services, in conformity with generally accepted accounting principles.

3. Nonprofit organizations are required to report revenue when awarded and not when received, which can cause accounting timing issues. SCS spent grant funds that had been awarded in prior years but that were allocated for expenses in FY 18-19.

4. Our total change in net assets for FY 2018-19 was -\$96,198 after depreciation and amortization expenses of \$148,593.

5. 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.

6. 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.

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

8. 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 \$1,008,121 worth of time* to SCS last year!



*approximately 39,643 hours at the Independent Sector rate of \$25.43 per hour

The SCS Theory of Change

Increasingly, funders have been asking SCS about our “Theory of Change” and for evidence that it is working. A Theory of Change is a statement about the problems we are trying to address and the specific interventions we use to address those problems.

SCS’s theory of change is simple: We believe that early intervention is the most cost-effective way to prevent hunger and homelessness in our local community and is the most compassionate and effective way to treat our neighbors with dignity.

Because of the high cost of living in Silicon Valley,

many families are living paycheck to paycheck. For hard-working families and seniors on fixed incomes, any additional expense can force a tradeoff between paying rent or putting food on the table. An unexpected medical bill, reduced work hours, or emergency car repair can quickly spiral down into a financial crisis, resulting in eviction and homelessness.

Your support helps us work quickly and effectively when our neighbors come to SCS for assistance, putting our Theory of Change into action, and helping everyone in our local community thrive. ■

SCS implements four main strategies for early intervention.

1 Stabilizing

We stabilize families with financial aid, food assistance, and other basic needs. For instance, our monthly food program provides healthy produce and other food worth \$462 for a household of four; that savings can be used to pay for other critical expenses.

2 Connecting

We connect people to benefits and services they are eligible to receive. We host many government and nonprofit services at our offices and have office hours in several Sunnyvale locations to make it easy for residents to apply for services.

3 Building Skills

We build skills to increase resiliency. Our nutrition programs, financial education, and wrap-around case management programs help clients work towards financial self-sufficiency.

4 Advocating

Our Community Navigator program trains aspiring community leaders. Together we advocate for policies and resources to improve lives and support the most vulnerable, such as fair wages, affordable housing, food stamps, and access to benefits.



Remember SCS for Legacy Donations

As we prepare for our 50th anniversary, we are reminded of the generations of donors who have made bequests and gifts of their estates for the benefit of SCS, helping us tremendously in funding ongoing operations and client support. We ask that you consider a bequest to SCS in your will or trust or as a beneficiary designation in your retirement plan or life insurance policy. To the right is sample language you might use in your estate planning.

“I give to Sunnyvale Community Services (SCS), a California not-for-profit 501(c)(3) corporation, Tax ID 94-1713897, the following described property to be used to support SCS for its general purposes: i) the sum of \$_____; ii) _____% of my estate; iii) the following securities, real estate or tangible property _____; or iv) _____% of the remainder of my estate after specific amounts are bequeathed to other beneficiaries and estate-related expenses are paid.”

Thank you for considering SCS in your estate planning. Your generous contribution will help generations to follow. ■

We believe that early intervention is the most cost-effective way to prevent homelessness and hunger.

Highlights | Fiscal Year 2018 - 2019

2018

AUGUST



Over 1,580 children receive backpacks, supplies, and \$40 shoe gift cards during our annual Backpack Day.

OCTOBER

The SCS Auxiliary hosts another successful Fall Craft Fair weekend, raising over \$4,000 to support SCS programs and services.

NOVEMBER



Hundreds of SCS supporters attend the annual Holiday Auction at the Elks Lodge and contribute over \$150,000 to support our Holiday Center.

DECEMBER

Our warehouse is converted into a virtual department store as the annual Holiday Center treats over 3,874 individuals to new toys and gifts for their children, a family present, a Safeway gift card for a holiday meal, and two weeks of groceries.

2019

JANUARY

In conjunction with Downtown Streets Team, SCS hosts the annual Poverty Simulation event, which helps attendees understand the challenges of living in poverty.

APRIL



SCS and over 400 of its volunteers and donors gather at LinkedIn's conference center for a celebration and thank you to all who give to SCS so generously of their time, talent, and treasure.

MAY



SCS hosts our third annual Landlord Appreciation Event, recognizing a dozen landlords and property managers from Sunnyvale and elsewhere in Santa Clara County for their help in housing clients who are experiencing homelessness.

Board of Directors | 2019 - 2020

Camille Barnes-Mosley

VICE PRESIDENT
Program Manager
Northrop Grumman Corp.,
Marine Systems

Grace Benlice

Director, Care Coordination &
Palliative Care
El Camino Hospital

Jim Choi

Deputy Chief, Bureau of
Special Operations
Sunnyvale Dept. of Public Safety

Travis Duncan

Development Project Manager
Sares Regis Group

Katie Ferrick

Senior Director of Workplace,
Community & Environment
LinkedIn Corporation

Michael Gallagher

PRESIDENT
Deputy Superintendent
Sunnyvale School District

Roberta Kiphuth

President
Detati Digital Marketing

Duane Loos

Retired Group V.P., Global
Operations & Planning,
Display & Solar
Applied Materials, Inc.

Margaret Mannion

Sr. Program Manager, Enterprise
Transformation and Operations
NetApp, Inc.

Barbara McClellan

Community Volunteer

Tracie Murray

SECRETARY
Facilities Administrator
Cedar Crest Nursing & Rehabilitation Center

Jeremy Nishihara

TREASURER
Manager of Information Systems
and Human Resources
Sunnyvale School District

Christian Pellecchia

Vice President of Operations
Slatter Construction

Courtney Shenberg

Director, World Wide Operations
Finance
Apple Inc.

Amanda Weitzel

Senior Manager, Digital Marketing
ServiceNow

Don Wilson

Senior Director, Advanced
Instrument Development
Intuitive Surgical

Corporate Sponsors

The following companies and organizations provide significant financial assistance to help SCS fund its operations, programs, and special events, including the Kids' Head-to-Toe Summer Program, Holiday Auction, Holiday Center, and Giving Tuesday. ■



Sunnyvale
Rotary

SCS Recognition

In the latest fiscal year, SCS has retained industry recognition for its operational and management practices. Of note, *SCS earned its eighth consecutive 4-star award from Charity Navigator*, the nation's largest and most utilized evaluator of charities, acknowledging SCS's sound fiscal management and commitment to accountability and transparency. Only 4% of organizations evaluated by Charity Navigator have earned eight consecutive years of 4-star ranking, placing SCS among the top agencies in the country. ■



Partnerships

Special programs, partnerships, and funding from the organizations below help SCS support our clients throughout the year.

City of Sunnyvale

Homelessness Prevention & Rapid Rehousing, helping individuals, 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 70 homeless individuals each year to gain job skills, employment, and housing.



Sunnyvale



County of Santa Clara

Homelessness prevention, rapid rehousing, reduced-cost 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.



Kaiser Permanente

Funding for year-round access to nutritious food.



KAISER
PERMANENTE

Palo Alto Medical Foundation



Palo Alto Medical Foundation
Sutter Health

Funding for year-round comprehensive safety net services.

Second Harvest of Silicon Valley

In-kind contribution of over 900 tons of nutritious food annually, including fresh vegetables and fruits, plus onsite CalFresh outreach weekly.



SECOND HARVEST
of SILICON VALLEY

Sunlight Giving

Funding for year-round comprehensive safety net services.



United Way Bay Area

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

