Preventing homelessness and hunger in our local community since 1970

Annual Report FY 2019-2020

Celebrating 50 Years

Sunnyvale Community Services

Preventing homelessness and hunger in our local community since 1970
Dear Friends,

The 2019-20 fiscal year was a roller coaster ride for low-income families and seniors in Sunnyvale. In the beginning months, we saw an income divide that continued to grow, and local housing costs soar out of reach for the most vulnerable in the “heart” of Silicon Valley. The number of people coming to Sunnyvale Community Services (SCS) was growing, and we began in earnest to search for a larger facility with ample space and adequate parking.

We were overjoyed to find a 36,000 sq. ft. building at 1160 Kern Avenue in Sunnyvale. With three times the space, the renovated facility will allow SCS to meet the needs of our community for decades to come. SCS purchased the property in December 2019 and began a capital campaign for the new building. The City of Sunnyvale purchased our current site at 725 Kifer Road and is leasing it to SCS for $1.00 during the building renovation process.

The year 2020 marked SCS’s 50th anniversary, and we planned to celebrate with our community. Then came the pandemic. Celebrations were postponed while we focused 100 percent of our efforts toward keeping a growing number of people housed with food on their tables. We put our capital campaign on hold as the staff redesigned our food and financial assistance programs to be safe but still accessible. SCS had already been doing “drive-through” food distribution, so our thousands of clients never missed a monthly distribution. In March, we had a six-fold increase in financial aid requests. Our front office was outfitted with intercom systems so that clients could safely talk with staff from outside the building.

Fortunately, our supporters have shown us how powerful compassion can be, helping us serve a record number of 10,318 clients in the 2019-20 fiscal year. We face the future with confidence, in large part because our supporters have always shown a willingness to give to those in need. With the continuing pandemic and a new building in our future, we are forever grateful for your support.

In gratitude,

Marie Bernard
Executive Director

Highlights | Fiscal Year 2019-20

A Year of Hardships and Hope

In a year that challenged us with a pandemic, economic crises, and racial injustice, SCS supporters demonstrated that good can happen when we all come together.

- We marked 50 years of delivering safety-net services to our community in 2020.
- We hosted Rapid Response Network training so community volunteers could legally and effectively help neighbors during ICE raids.
- We provided timely emergency aid and case management services to fire victims—53 residents, including 20 children—whose homes had been lost to an apartment fire.
- We quickly pivoted operations with the advent of the global pandemic to safely meet the soaring need for food and emergency assistance.
- We supported children’s academic potential, distributing brand-new backpacks, school supplies, and gift cards for new school shoes.
- We raised awareness of the challenges of living in poverty by hosting a poverty simulation—an immersive interactive experience for concerned residents and local leaders.
- We helped homebound neighbors stay nourished, delivering food directly to their doorsteps.

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

Early intervention is the most cost-effective way to prevent homelessness and hunger.
In recent years, SCS has seen a surge in community need, fueled by our region’s widening wage gap and tight rental market. Lower-income residents are increasingly at risk of homelessness and hunger, and in desperate need for the early intervention that we know helps to stabilize lives.

Inadequate space at our Kifer facility restricts our ability to meet the growing need for services.

Clients line up to receive groceries and fresh produce from SCS.

Pandemic-related job losses mean more of our neighbors need help with expenses and food.

Our new facility will make it possible for us to:

- Serve our growing client base
- Expand our case management and homeless services
- Engage more than 3,000 community volunteers
- Store and distribute over 3 million pounds of healthful and perishable foods annually
- Double our food pick-ups and deliveries
- Host critically needed client trainings on topics such as financial literacy
- Provide visitor space for 10+ partner agencies to deliver services to our clients
- Host community events that help us fulfill our mission to serve

We project that within five years’ time, we will begin serving 13,000 clients annually.

For a virtual tour of our new building, please visit tinyurl.com/SCSNewHome
How 10,318 Clients Used Our Services

<table>
<thead>
<tr>
<th># CLIENTS</th>
<th>SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>6,123</td>
<td>Financial Assistance</td>
</tr>
<tr>
<td>802</td>
<td>Homeless Services</td>
</tr>
<tr>
<td>684</td>
<td>Family &amp; Senior Intensive Case Management</td>
</tr>
<tr>
<td>72</td>
<td>WorkFirst Sunnyvale and Downtown Streets Team</td>
</tr>
<tr>
<td>38</td>
<td>Community Navigator Program</td>
</tr>
<tr>
<td>111</td>
<td>Challenge Diabetes</td>
</tr>
</tbody>
</table>

**Food and In-Kind Assistance**
- Produce Mondays, our onsite food program, food deliveries to homebound clients, and more. A family of four can receive 150 pounds of nutritious groceries each month.

**Financial Assistance**
- $2,704,013 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.

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

**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.

**Community Navigator Program**
- SCS trains local residents to be leaders in outreach, community service, and advocacy for housing, voter rights, and immigrant rights.

**Demographics**
- **Income Levels Served**
  - Extremely Low: 81%
  - Very Low: 17%
  - Low: 2%
  - Moderate: 1%
  - 81% of clients having low to extremely low incomes. These income levels are based on HUD’s Area Median Income guidelines.

- **Ages Served**
  - Children: 35%
  - Adults: 52%
  - Seniors (65+): 13%

- **Total Clients Served**: 10,318
  - Nearly half our clients are the most vulnerable: children and seniors.

**How 10,318 Clients Used Our Services**

<table>
<thead>
<tr>
<th># CLIENTS</th>
<th>SERVICES</th>
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</thead>
<tbody>
<tr>
<td>1,609</td>
<td>Food and In-Kind Assistance</td>
</tr>
<tr>
<td>1,143</td>
<td>School Weekend Food Program</td>
</tr>
<tr>
<td>9,131</td>
<td>Financial Assistance</td>
</tr>
<tr>
<td>28%</td>
<td>In-Kind Donations</td>
</tr>
<tr>
<td>22%</td>
<td>Corporate/Foundation Support</td>
</tr>
<tr>
<td>21%</td>
<td>Community Support</td>
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<tr>
<td>17%</td>
<td>Government Grants</td>
</tr>
<tr>
<td>13%</td>
<td>Other</td>
</tr>
<tr>
<td>23%</td>
<td>Total</td>
</tr>
</tbody>
</table>

**Total**: $11,565,356

*Includes Investments/Interest, Fee-For-Service, Special Events

**Operating Revenue**
- **Operating revenue and support received**
  - Financial Assistance: $3,242,287
  - Corporate/Foundation Support: $2,824,390
  - Community Support: 2,716,640
  - Government Grants: $2,545,620
  - Other: $236,219

**Operating Expenses**
- **Total**: $10,028,923
  - Program/Client Services: $8,965,299
  - Fundraising (5.8%): $579,540
  - Management (4.8%): $484,084

**Volunteers**
- Over 2,222 volunteers donated $700,998 worth of time* to SCS last year!

*approximately 25,772 hours at the Independent Sector rate of $27.20 per hour
SCS has earned its ninth 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. SCS has also again received the highest Platinum award from GuideStar for transparency.

SCS partners with more than 50 community organizations, sharing expertise and resources to benefit clients all year. Here is a partial list.

**State of California**

**City of Sunnyvale**
Funding for homelessness prevention and rapid rehousing, nutritious foods, and WorkFirst Sunnyvale, which is a joint program with Downtown Streets Team, assisting 70 homeless individuals each year.

**County of Santa Clara**
Funding for homelessness prevention and rapid rehousing, reduced-cost VTA passes, and a weekly onsite benefits specialist.

**Homelessness Prevention System (HPS)**
Funding for temporary financial assistance for low-income residents who are struggling to maintain their housing.

**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 foods for families and individuals, including seniors.

**Palo Alto Medical Foundation**
Funding for year-round comprehensive safety-net services.

**Second Harvest of Silicon Valley**
In-kind contribution of over 2 million pounds of nutritious food annually, including fresh vegetables and fruits, plus onsite CalFresh outreach weekly.

**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.