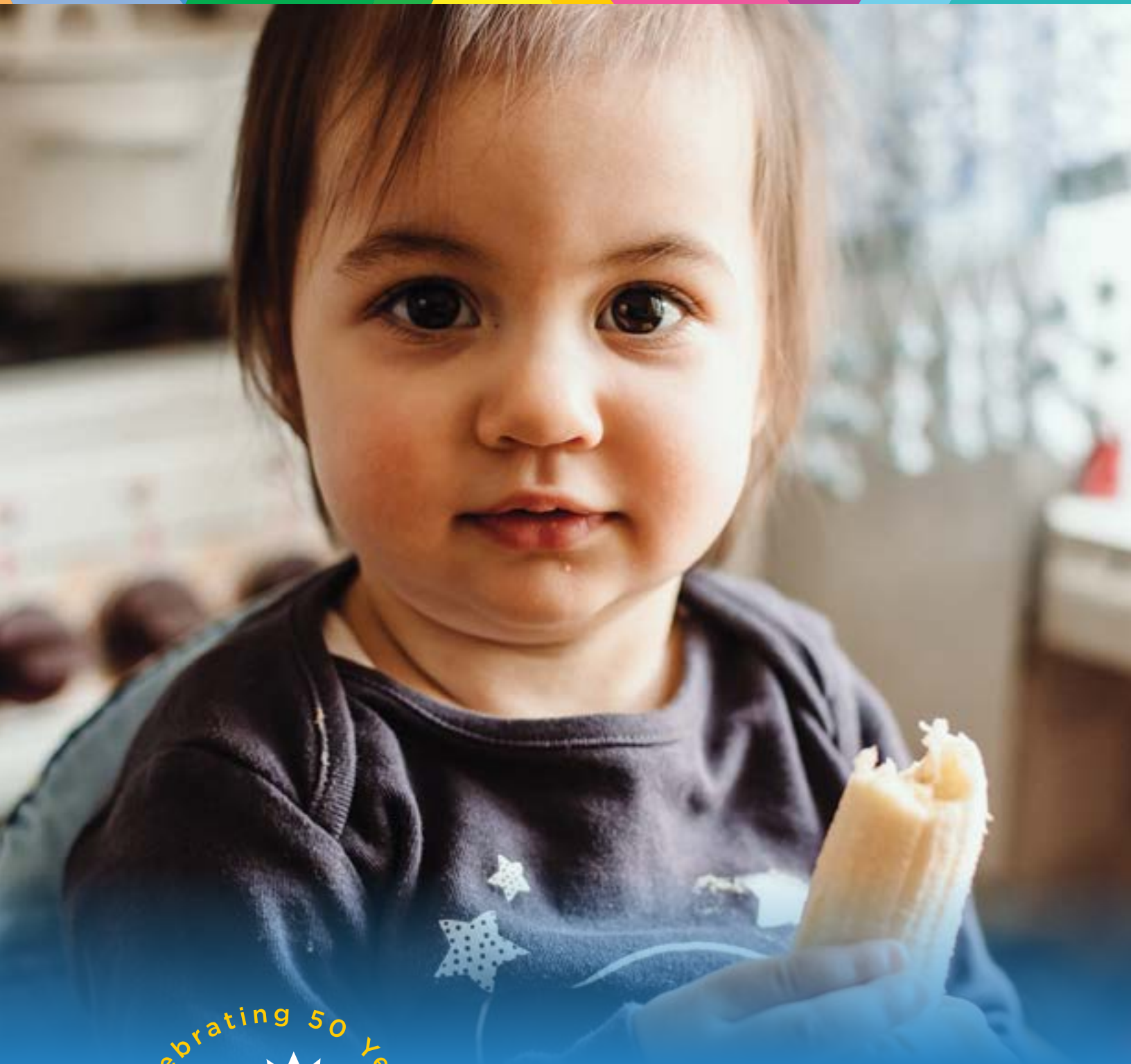


Annual Report FY²⁰¹⁹₂₀₂₀



Sunnyvale
Community Services

Preventing homelessness
and hunger in our local
community since 1970



Executive Director's Corner

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

Our vision is a
community in
which everyone
has a home with
food on the table.



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 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.



Early intervention is the most cost-effective way to prevent homelessness and hunger.

Surging Community Need

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.

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



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



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



50%

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



Our Future Home

In late 2019, we identified and secured the facility that will become our new home. Once renovated, the property at 1160 Kern Avenue will enable us to operate at maximum efficiency and serve our clients with compassion and dignity for decades to come.



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



For a virtual tour of our new building,
please visit

tinyurl.com/SCSNewHome



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

How 10,318 Clients Used Our Services

CLIENTS

SERVICES

CLIENTS

SERVICES

9,131



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.

6,123



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.

3,908



Holiday Center

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

1,609



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.

38



Community Navigator Program

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

1,143



School Weekend Food Program

Thursday and Friday distributions of healthy, kid-friendly food at four Title I elementary schools in Sunnyvale, to help low-income children return to school ready to learn on Mondays.

802



Homeless Services

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

684



Family & Senior Intensive Case Management

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

72



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.

111

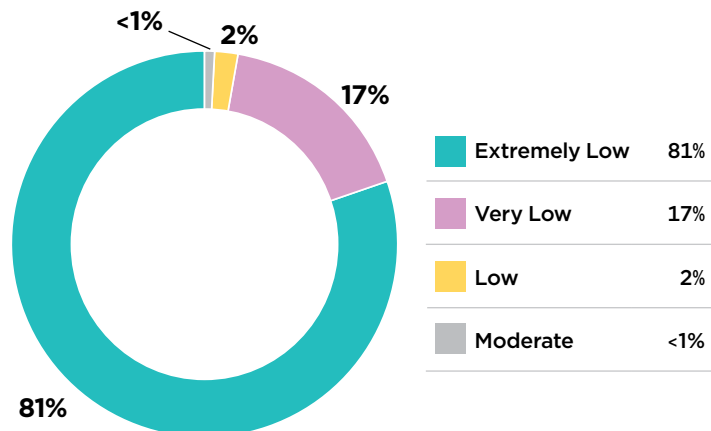


Challenge Diabetes

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

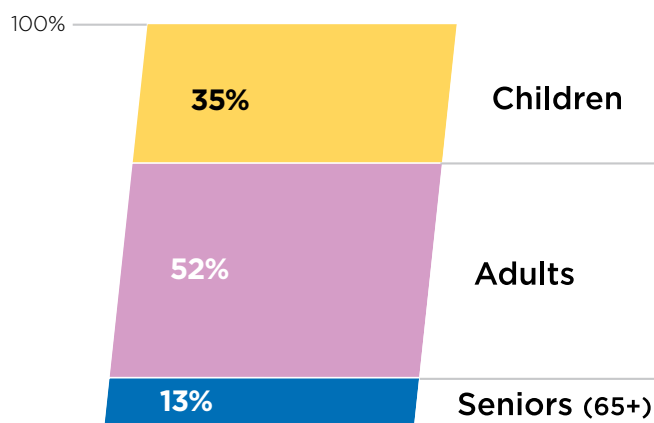
Demographics

Income Levels Served



SCS serves the most needy in our community, with 99.7% of clients having low to extremely low incomes. These income levels are based on HUD's Area Median Income guidelines.

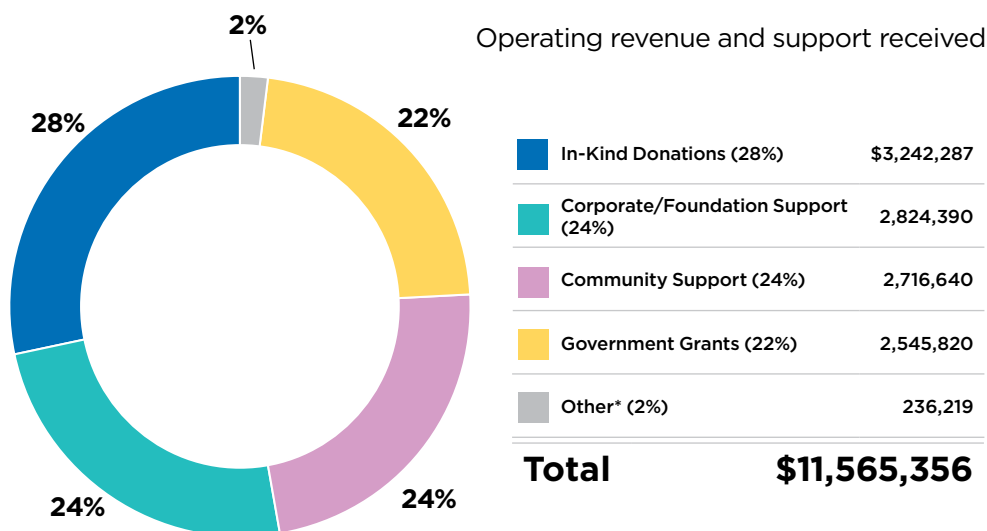
Ages Served



Total Clients Served: 10,318

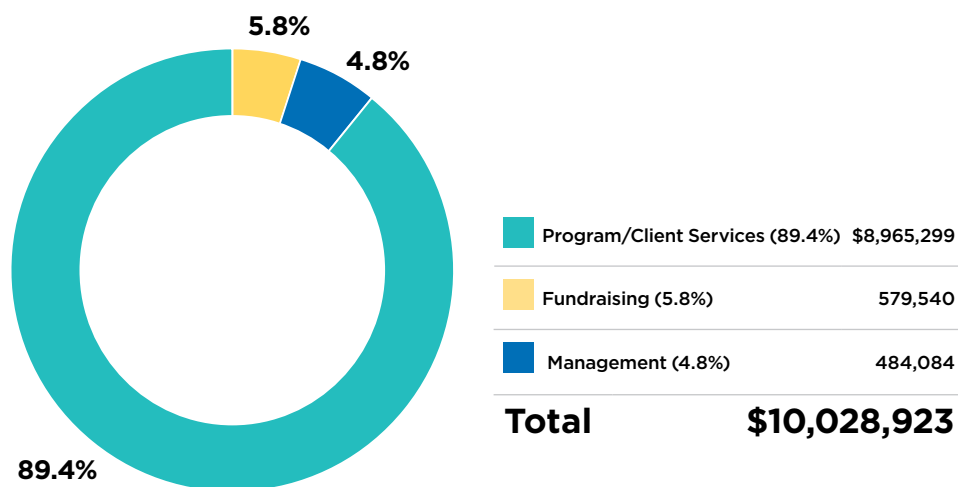
Nearly half our clients are the most vulnerable: children and seniors.

Operating Revenue



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

Operating Expenses



Valued & Valuable 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

FINANCIAL NOTES

1. Our agency's 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 2019-20 financial audit.

3. We launched a \$20M capital campaign in Fall 2019 for a building purchase and renovations. In December 2019, we purchased a 36,000 sq. ft. property in Sunnyvale. As of June 30, 2020, we had raised \$6,210,398 in restricted funds and invested \$165,927 in the improvement of the property. These capital funds equaled 35% of our \$17,775,753 total income during the fiscal year. The Operating Income without the capital campaign contributions equaled \$11,565,356.

4. In March 2020, we put our capital campaign on hold during the pandemic and focused on helping thousands of residents with emergency rental assistance, food, and case management.

5. Total change in net assets for FY 2019-20 was \$10,058,879 after depreciation and amortization expenses of \$74,182. This includes a gain on sale of the 725 Kifer Rd. property of \$2,586,654 and an increase in restricted funds for COVID-19 and our capital campaign.

6. 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 can meet future needs.

7. Our administrative (management and general) costs are calculated at 4.8% and fundraising costs at 5.8%, very low for nonprofits. The accepted nonprofit standard for total overhead is 25% or lower. Our auditor separately calculates our capital campaign expenses at 2.67%, also very low.

8. 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 (SHSV).

9. Fee-for-Service includes our contract as the fiscal agent in Santa Clara County for the San Francisco Chronicle's Season of Sharing Fund.

10. Nonprofit organizations are required to report revenue when awarded and not when received, which can cause accounting timing issues. We spent grant funds that had been awarded in prior years but that were allocated for expenses in FY 2019-20. We also received new funds to be spent the following year.

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

Board of Directors

2020 - 2021

Camille Barnes-Mosley

PRESIDENT
Senior Program Manager
Northrop Grumman Corporation
Mission Systems

Grace Benlice

Director, Care Coordination &
Palliative Care
El Camino Hospital

Mary Bradley

TREASURER
Finance Director (Retired)
City of Sunnyvale

Jim Choi

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

Travis Duncan

Assistant Vice President
Sares Regis Group

Michael Gallagher

PAST PRESIDENT
Superintendent
Sunnyvale School District

Jaqui Guzmán

Deputy City Manager
City of Sunnyvale

Roberta Kiphuth

Co-owner & President
Detati Digital Marketing

Duane Loos

Retired

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

VICE PRESIDENT
Assistant Superintendent of
Human Resources and
Information Systems
Sunnyvale School District

Christian Pellecchia

Vice President of Operations
Slatter Construction

Courtney Shenberg

Director, World Wide Operations
Finance
Apple, Inc.

Murali Srinivasan

Entrepreneur/Cloud Architect

Amanda Weitzel

Senior Manager, Digital Marketing
ServiceNow, Inc.

Don Wilson

Senior Director, Advanced
Instrument Development
Intuitive Surgical

Partnerships

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

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.



SCS Recognition

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.

