Preventing homelessness and hunger in our local community since 1970
The past year was a time of great challenges and great change for all of us. Operating under pandemic conditions, our staff helped a record number of our neighbors—and our generous community raised millions of dollars in new emergency funds to do so. Every day, the Sunnyvale Community Services (SCS) team worked miracles, keeping our programs and services operating out of our cramped Kifer Road site and helping local residents remain housed with food on their tables.

While our staff worked overtime to provide emergency rental assistance, food, and case management, we were also renovating a new larger facility so that we would have the space to meet the ever-growing need for our services. In our role as a hub for safety-net services, we have worked hand in hand with partner agencies throughout the region to assist thousands of residents.

The steadfast support of our community made it possible for us to serve a record number of 10,492 low-income individuals in fiscal year 2020-21. It also enabled us to raise $15 million by June 30th toward the $20 million needed for the purchase and renovation of our new building.

COVID-19 caused thousands of local residents to lose their jobs, with many asking for help for the first time in their lives. In one year, SCS helped a record 6,843 individuals pay their rent or other urgent financial needs, providing a total of $3,682,110 in financial assistance. We distributed more than one million pounds of food, equaling nearly 900,000 meals.

Every day, we treat every person who comes to SCS with dignity and respect. We have met the past year’s extraordinary need with your generous support. We wish you good health in the coming year!

In gratitude,
Marie Bernard
Executive Director

Our vision is a community where 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. Our comprehensive safety-net programs include year-round food assistance, financial aid, wraparound case management, and referrals to benefits.

www.svcommunityservices.org
1160 Kern Avenue, Sunnyvale, CA 94085
408.738.4321

HIGHLIGHTS | Fiscal Year 2020-21

We continued our vital safety programs and services during the pandemic, constantly innovating as COVID-19 protocols shifted. During these challenging times, our supporters enabled us to keep serving our neighbors in need with compassion, effectiveness, and efficiency.

Former mayor Melinda Hamilton bags groceries for our low-income neighbors.

SCS staffers Jesse Apodaca and Manny Natareno sort food to distribute to Sunnyvale residents.

Volunteers gave out backpacks and school supplies during the 2020 Back-to-School Day at SCS.

Hiroko Odaka, SCS Director of Operations, and Leslie Bacho, CEO of Second Harvest of Silicon Valley (SHSV), proudly show off the new refrigerated van donated by SHSV. This much-needed vehicle allows us to deliver fresh food to clients who cannot come onsite.
While fiscal year 2020-21 had us racing to meet the immediate needs of our community, it was also a time of planning, positioning and strategizing for the future. We launched our strategic planning process, which immediately confirmed our commitment to keeping our capital campaign fundraising efforts, but our new design and remodel. The pandemic put a temporary halt to our fundraising, while raising funds to support the purchase of building permits, and we started renovations. By April we had finished preparing the warehouse to allow us to store and distribute ample amounts of safety-net services in our community for decades to come.

In March 2021 the City of Sunnyvale approved our building permits, and we started meeting rooms.

By April we had finished preparing the warehouse floor for a 2,000 square foot cooler/freezer that would allow us to store and distribute ample amounts of fresh food for local families.

By May we were well on the way toward preparing the parking and food delivery areas.

By the end of the fiscal year, in June 2021, we had installed all interior walls and doors of our new facility, including the doorways to our new private client meeting rooms.

The new facility has three times more space than our Kern Avenue facility, enabling us to meet the growing needs for safer-net services in our community for decades to come.

To get the latest information on our new home, visit tinyurl.com/Philips6
How 10,492 People Used Our Services

<table>
<thead>
<tr>
<th># CLIENTS</th>
<th>SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>7,129</td>
<td>Food and In-Kind Assistance</td>
</tr>
<tr>
<td></td>
<td>SCS operated multiple food programs to help local low-income families and individuals stay properly fed. Programs include produce days; monthly groceries; prepacked emergency food bags; and home food delivery for older adults, those in quarantine, or those with disabilities. Families with children also received extra food during the summer months.</td>
</tr>
<tr>
<td>6,843</td>
<td>Financial Assistance</td>
</tr>
<tr>
<td></td>
<td>SCS provided emergency aid for rent, utilities, car repairs, medications, and other urgent needs. Last year’s financial assistance totaled $3,682,110.</td>
</tr>
<tr>
<td>5,361</td>
<td>COVID-19 Holiday Programs</td>
</tr>
<tr>
<td></td>
<td>SCS provided more than 2,000 households with special holiday foods, plus grocery store and department store gift cards.</td>
</tr>
<tr>
<td>76</td>
<td>WorkFirst Sunnyvale and Downtown Streets Team</td>
</tr>
<tr>
<td></td>
<td>SCS partnered with Downtown Streets Team to help unhoused individuals with job training, work experience, and housing opportunities.</td>
</tr>
<tr>
<td>42</td>
<td>Community Navigator Program</td>
</tr>
<tr>
<td></td>
<td>SCS trains local residents to be leaders in outreach, community services, and advocacy for housing, voter rights, and immigrant rights.</td>
</tr>
<tr>
<td>82%</td>
<td>Income Levels Served</td>
</tr>
</tbody>
</table>
|           | Extremely Low: 2%
|           | Very Low: 15%
|           | Low: 82%
| 2%        | Ages Served |
|           | Children: 32%
|           | Adults: 54%
| 14%       | Seniors (65+): 14%
| 10,492    | Total Clients Served: |
|           | Nearly half our clients are the most vulnerable: children and seniors. |

Demographics

Income Levels Served

- Extremely Low: 2%
- Very Low: 15%
- Low: 82%

Ages Served

- Children: 32%
- Adults: 54%
- Seniors (65+): 14%

Operating Revenue

Operating revenue and support received

- In-Kind Donations (14.2%): $1,700,832
- Corporate/Foundation Support (23%): 2,757,858
- Community Support (22.5%): 2,692,914
- Government Grants (37.7%): 4,504,866
- Other (2.6%): 508,559

Total: $11,964,929

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

Operating Expenses

- Program/Client Services (88.6%): $9,394,589
- Fundraising (5.3%): 647,717
- Management (5.3%): 599,701

Total: $10,602,007

Valued & Valuable VOLUNTEERS

We missed many of our volunteers during COVID-19 and hope to welcome them back next year!

FINANCIAL NOTES

1. Our agency’s annual audits and tax returns are posted on our website: www.svcommunityservices.org
2. Our auditor, Roman Accounting Group, Inc., issued a "clean" Unmodified Opinion with no findings on our FY 2020-21 financial audit.
3. We launched a $20M capital campaign in Fall 2019 for a building purchase and renovations. A total of $3M of restricted funds have been raised. 1.8M in this FY. The building was purchased in December 2019, and as of the end of this FY we have invested $3.8M in the building improvements.
4. During the pandemic, we enhanced our focus on helping thousands of residents with emergency rental assistance, food, and case management. We received US Dept. of the Treasury Coronavirus Relief funds totaling over $1.3M, to bring our total federal expenditures over $3.8M in this FY. Federal programs have strict compliance requirements, including a compliance audit. Our auditor has issued a clean Government Auditing Standards compliance report.
5. Total change in net assets for FY 2020-21 was $5,267,950 after depreciation and amortization expenses of $4,708. This includes our building renovations.
6. Our Board of Directors has designated emergency reserves of $1,028,330 (shown on our Statement of Financial Position/Balance Sheet) so that our agency can meet future needs.
7. Our auditor calculates our total administrative and overhead (management, general, and fundraising) at 11.4%, very low for nonprofits. The accepted nonprofit standard for total overhead is 25% or lower. Our auditor separately calculates our capital campaign expenses at 2.86%, also very low.
8. In-kind donations include food and other basic necessities. Our largest in-kind donor is Second Harvest of Silicon Valley (SHSV). In-kind donations were lower this year due to the COVID-19 pandemic.
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 2020-21. 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

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We are grateful to all of our donors, volunteers, partners, and friends who are part of our compassionate community.

Every supporter plays a critical role in helping us keep families housed with food on the table.
As the pandemic wore on throughout the year, SCS continued to be a lifeline for thousands of families and individuals. Many had lost jobs or wages due to COVID-19 infection or exposure, lack of childcare, and/or business closures. Low-wage employees were among the hardest hit, since many are working in front-line jobs, living in crowded conditions or multi-generational homes, and do not have paid sick leave.

To meet our neighbors’ needs, we conducted an emergency appeal to raise funds for COVID-19 relief. With help from our donors and partners, we were able to distribute a record amount in financial assistance, helping to prevent homelessness for 6,843 people during the year. We also worked extensively with the Santa Clara County Homeless Prevention System COVID-19 Response Program, participated in state initiatives to prevent homelessness, and actively advocated for eviction moratoria and other rental assistance programs to protect families.

Names have been changed to protect privacy.