

Annual ReportFY 2021 2022



ADVOCACY • COMPASSION • INTEGRITY • EMPATHY • DIGNITY



**Sunnyvale
Community
Services**

Preventing homelessness and hunger
in our local community since 1970



A Challenging Year of Change

Our community came together last year to help a record number of 10,595 neighbors with food, financial aid, and safety net services.

Despite pandemic restrictions, SCS staff distributed food to **9,182** residents. Staff and volunteer drivers delivered food twice-monthly to **329** homebound residents. SCS processed rent relief and financial assistance for **7,800** individuals. Wrap-around case management services assisted **1,050** of the most vulnerable clients at risk of homelessness. Our holiday distributions supplied extra food and gift cards for **5,607** individuals.

We reached out to partners near and far so we could continue our services throughout the pandemic. Second Harvest of Silicon Valley donated over 1M pounds of food. Federal, state, and city government sources offered needed rent relief, and by April 30th, SCS had distributed over **\$3.6M** in COVID-relief funds. Rotarians across the nation facilitated the cross-country trek of school supplies for **1,600** Sunnyvale students. This report reflects the resiliency we see every day in our local community.

We are truly grateful for your support!
Marie Bernard, Executive Director

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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.

408.738.4321 1160 Kern Avenue, Sunnyvale, CA 94085

www.svcommunityservices.org



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

Transforming to a Safety Net Hub

Welcome to SCS's new home! This was the long-awaited message to our clients and volunteers last year. The facility at 1160 Kern Avenue is triple the size of our former site. With 36,000 SF of space and ten times the cooler/freezer capacity, our new home is designed to be a welcoming place for clients, volunteers, and the community. The building is filled with office furniture, equipment, and beautiful artwork, all donated from our local community.

Renovating a building during COVID-19 was a challenge. After 23 months of construction, we celebrated with a joy-filled outdoor ribbon cutting on our loading dock on October 28th and moved in on November 1, 2021.

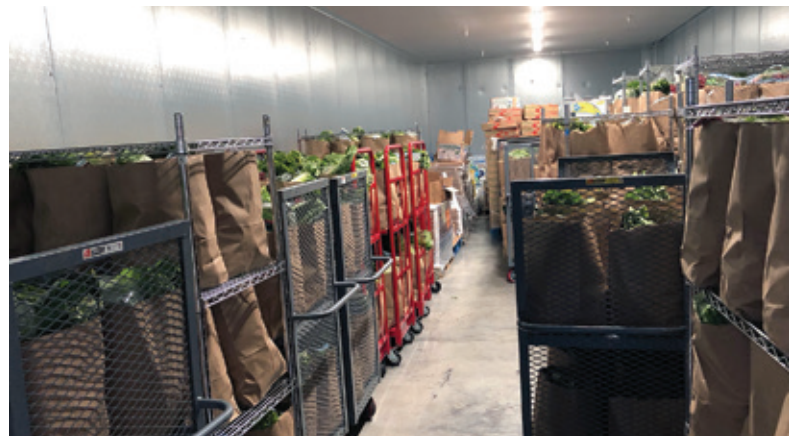
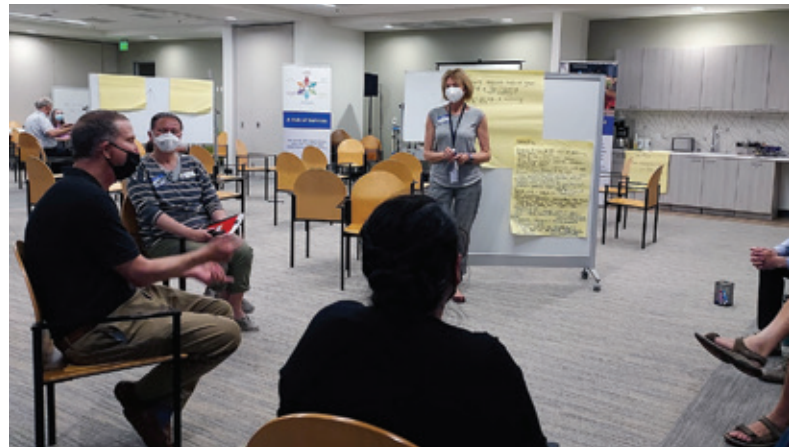
Services shifted seamlessly from our previous Kifer Road site when we moved. We had sold our former building to the City of Sunnyvale, who generously allowed us to continue operations until our new home was move-in ready, so we never missed a food distribution or day of service for our clients.

As COVID- relief programs were rolled out, SCS set up intercom and phone communications for our clients to talk in real time to staff, and caseworkers processed and submitted hundreds of rent relief applications for local residents. We distributed thousands of gift cards for food and other basic necessities.

In early 2022, we were able to welcome back individual and group volunteers. Supporters equipped our client conference rooms with Zoom technology for remote meetings, and donations of personal protection equipment allowed us to safely open our lobby and conference rooms to clients and begin hosting community meetings in June.

Most importantly, our new home is truly a Safety Net Hub for our neighbors seeking financial aid, food, and connections to services.

Our new facility is made possible by over 330 supporters who share our vision of a place of hope in our community. As of June 30, 2022, SCS had raised \$16.2M towards our \$20M capital campaign. We extend our thanks to our community for your continued support. ■



Programs & Services Highlights

COVID-19 Relief Program

During 2021-2022, SCS experienced a significant increase in housing-related financial assistance requests by families negatively impacted by the COVID-19 pandemic. Our team processed a record number of rental assistance applications due to the unprecedented demand for financial assistance. Additionally, in efforts to prevent displacements, our team assisted families in navigating federal as well as local assistance relief programs. During this fiscal year, the demand for COVID-19 relief remained at peak levels. ■

Benefits Services

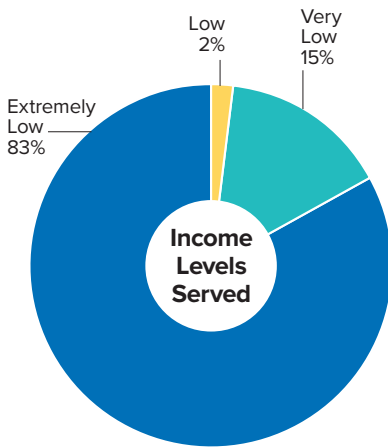
Many clients need assistance beginning or resolving claims for benefits from various agencies. Most referrals are made due to the challenging nature of navigating state or county programs. A native English speaker who is familiar with online transactions may apply for benefits more easily, but failure to correctly complete the application will cause delays in claim completion. For non-native speakers, not only is there a language barrier, but they may also be lacking computer or literacy skills to navigate these programs, especially during the pandemic when most agencies were no contact. Our benefits expert works with local and state agencies to ensure clients get their EDD, CalFresh, Social Security, Worker's Comp, and many other benefits for which they qualify pre and post pandemic. We have been able to assist clients receive benefits they had previously been denied. ■

School Snack Program

The SCS School snack program provides seven Sunnyvale schools, including the four Title 1 elementary schools, two middle schools and Fremont High School, a healthy snack pantry for students to access. These snacks are distributed by counselors and school social workers at the school. At some schools, this pantry is accessed up to 120 times per month. The pantries are restocked every week, after the snacks are delivered by SCS staff. This program is fully funded by SCS and does not receive any additional grant funding. The goal is to provide a snack to students who may not be able to otherwise have a snack for school. We know that some behavior problems might be caused by hunger and this program addresses that. ■

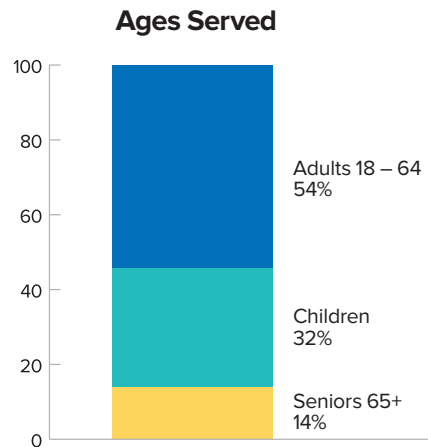


IMPACT at a GLANCE

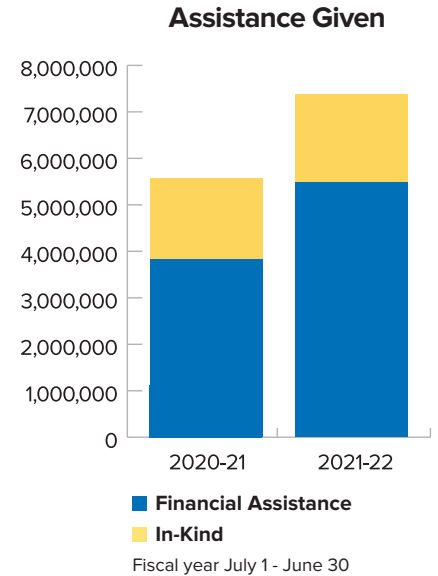


SCS serves the most financially vulnerable in our community, with more than 99% of our clients having low to extremely low incomes.*

*These income levels are based on HUD's Area Median Income guidelines.

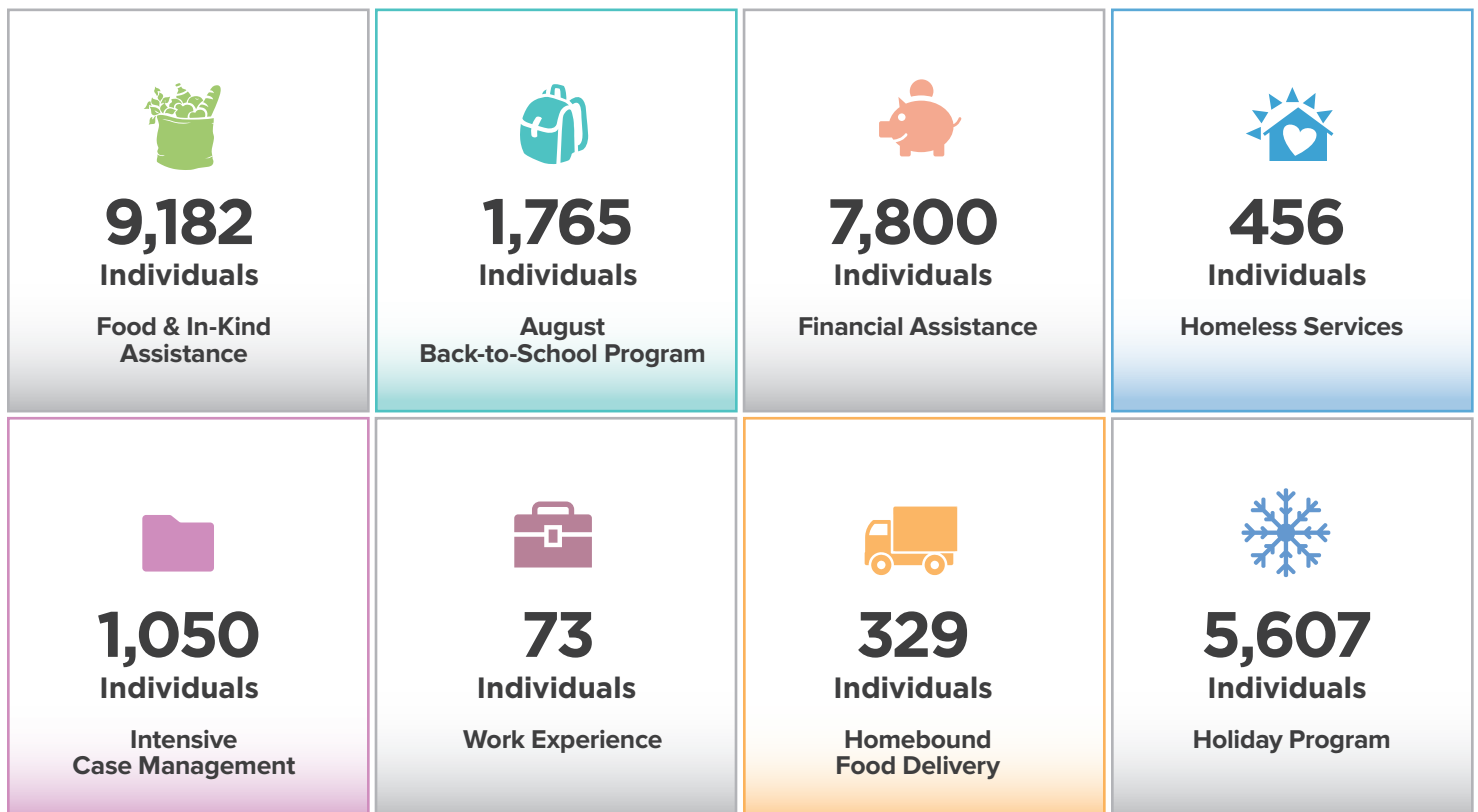


Nearly half our clients are the most vulnerable: children and seniors.



Donated goods, including food, grew by 9% as we were able to meet an increased need for fresh produce. Financial Assistance increased by 43% as clients received gift cards for back-to-school and holiday expenses which gave them control to purchase what they needed most.

How 10,595 clients used one or more safety net services in 2021-22*



*Fiscal year July 1 - June 30

Holding it Together

Lucia was managing as a single mother of two, holding down a minimum wage job and keeping a roof over her family's heads, when the unthinkable happened. Her 18-year old daughter was diagnosed with a cancerous brain tumor and she needed immediate surgery if she was to have a chance of survival. Lucia admitted her to the hospital right away and prayed that everything would be okay. Fortunately, her daughter got through the surgery, but recovery was difficult and she required around-the-clock care. Lucia was forced to leave her job to take care of her daughter, which meant falling behind in rent payments and finally facing eviction. That's when she came to Sunnyvale Community Services for help.

Super Mom

Raising four children is a challenge for any family, but for a single mother with a low-wage job, living in Silicon Valley, it's nearly impossible. Martina was holding it together, juggling a minimum wage job, daycare for one, and elementary school for three, while keeping food on the table and a very modest roof over her family's heads. It was tough, but she was managing. Then, her landlord raised the rent and Martina didn't have enough money. This one obstacle was all it took to move a stably housed family into a homelessness. Living in a shelter was not a long-term solution for Martina and she quickly came to Sunnyvale Community Services to see if we could help. We enrolled her in the Tenant-Based Rental Assistance (TBRA) program, which helps formerly unhoused residents transition into permanent housing. Through this program, Martina was able to receive short-term rent subsidies while she searched for more affordable housing.

While applying for housing, Martina also actively searched for a job that would increase her income and provide benefits. After an intensive search, she secured a great job with

Our Benefits Specialist, Maria, helped Lucia apply for unemployment benefits so that she could pay her rent, and connected her to employment resources so that when she was ready, she would know where to look for a new job. In addition, the whole family was connected to mental health services to help support them during this difficult time.

Today, Lucia's daughter is on the road to recovery and Lucia has found a job with better pay and benefits than her previous job. She is planning to move out of her current apartment and has applied for more affordable housing in Sunnyvale, all with help and support from Sunnyvale Community Services. ■



the county government, which pays more than enough to cover her current bills, while leaving some money left over so that Martina can address previous debts.

Martina is loving her new job and she and her family are now safely housed in an affordable apartment in Sunnyvale. She is getting glowing reports from her landlord, who considers her to be an exemplary tenant. After a very challenging several months, Martina and her family are thriving. ■

SCS Awards



SCS has earned the top 4-Star rating from Charity Navigator for 11 years in a row, as well as a Platinum Seal from GuideStar for our organizational transparency.

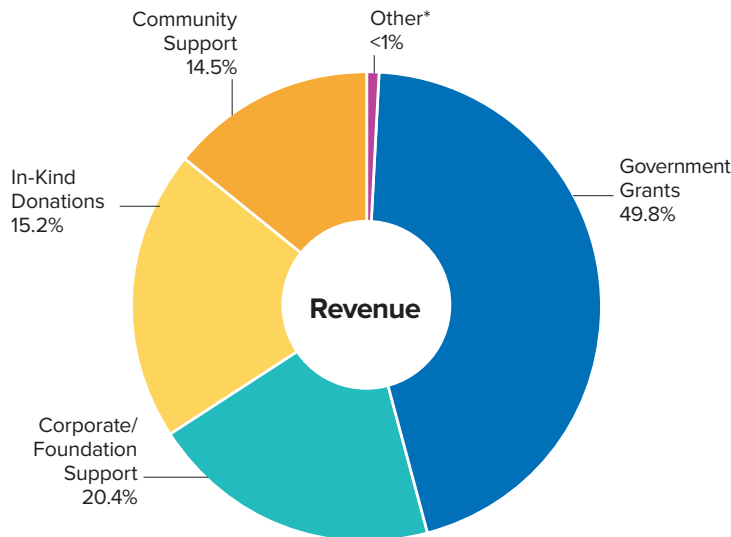


SCS has been widely recognized for its outstanding response to the increased need for food and financial assistance during the

COVID-19 pandemic. In 2020, we were honored to be

named Business of the Year by the City of Sunnyvale and Nonprofit of the Year by the Mission City Community Fund for our work during the COVID-19 pandemic. We also received Santa Clara County's COVID-19 Outstanding Service Award for our exceptional contribution to the residents of Sunnyvale. In early 2022, we were selected as Nonprofit of the Year by the Sunnyvale Chamber of Commerce. ■

OPERATING REVENUE

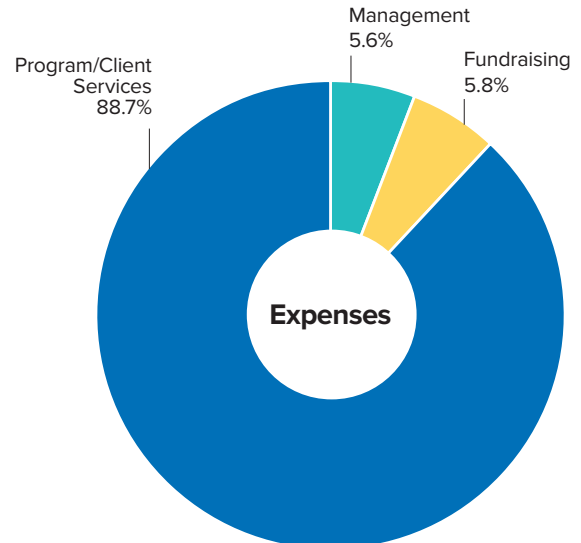


Operating revenue and support received*

In-Kind Donations	\$2,005,377	15.2%
Corporate/Foundation Support	\$2,693,210	20.4%
Community Support	\$1,906,189	14.5%
Government Grants	\$6,557,813	49.8%
Other*	\$13,964	<1%
Total Revenue	\$13,176,553	100%

*includes Investments/Interest, fees, special events

OPERATING EXPENSES



Operating expenses**

Program/Client Services	\$11,906,126	88.7%
Fundraising	\$776,412	5.8%
Management	\$747,922	5.6%

Total Expenses **\$13,430,460** **100%**

**Operating revenue and expenses exclude capital campaign.

Financial Notes

Our agency's annual audits and tax returns are posted on our website: www.svcommunityservices.org.

Our auditor, Boman Accounting Group, Inc., issued a **"clean" Unmodified Opinion** with no findings on our FY 2021-22 financial audit.

We began our Capital Campaign in 2019 with a goal of \$20M for a building purchase and renovations, and are on schedule to meet that goal. The land and building was purchased in December 2019 for \$14.1M, and as of the end of this FY we have invested \$7.9M in the building improvements.

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 Treasury Coronavirus Relief funds totaling over \$3.6M, to bring our total Federal expenditures over \$5.2M this FY. Federal programs have strict compliance requirements, including a compliance audit. Our auditor has issued a clean Government Auditing Standards compliance report.

Total change in net assets for FY 2020-21 was -\$4M after depreciation and amortization expenses of \$335,637. This includes our building renovations.

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.

In-kind donations include food and other basic necessities. Our largest in-kind donor is Second Harvest of Silicon Valley (SHSV). In this FY, over 1.2M lbs of food was donated.

Fee-for-Service includes our contract as the fiscal agent in Santa Clara County for

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 3.25%, also very low.

the San Francisco Chronicle's Season of Sharing Fund.

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 2021-22. We also received new funds to be spent the following year. ■

Volunteers

We
welcomed
volunteers
in February
2022!



A Note from Our Community Engagement Department

Our Volunteers are a crucial part of the work we do at Sunnyvale Community Services and we were thrilled to welcome everyone back in February 2022!

We thank all of our volunteers, our community and corporate partners, service clubs, and faith-based organizations, and Community Leaders for their dedication to uplifting our community. Thank you for

showing up and working hard to make our community a better place and helping us enrich the lives of our clients.

With gratitude and appreciation,

Gabe Jaurequi, *Community Engagement Manager*
Paulina Zapata, *Community Engagement Specialist*

Capital Campaign Donors to Date

\$1,000,000+

The Applied Materials Foundation
City of Sunnyvale
Lynn & Bill Crane
Google.org
LinkedIn Corporation
Jay Paul

\$500,000+

Terrence Dahl & Donna L.
Beres, in memory of Gene &
Lee Beres
Robert Alan Rethemeyer
Family Trust

\$250,000+

Estate of Leslie Lawton
Regis & Dianne McKenna
John Vidovich

\$100,000+

Anonymous (2)
Acton Family Giving
John Arrillaga
Mary J. Bradley
Richard T. Peery
Steven & Rose Schoch
Sunlight Giving

\$50,000+

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Robert & Christine Cloke
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Synopsis, Inc.

\$25,000+

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Lee
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Bess Roberts
Hannah Sarver
Severns Family Foundation
Stuart Ferguson & Sandi Spires

\$10,000+

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Vivian Krodell & Mason Krodell
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Allen & Cecilia Watson
Karen L. & Donald F. Wilson

\$5,000+

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Grant Bomze
Nicholas & Anna Brosnahan
Dean & Wilma Chu
Mr. & Mrs. Daniel Halden
Annette & Tom Hamilton
Lane Partners
Duane Loos & Lisa Maxe
Jens & Amanda Weitzel

\$1,000+

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Elizabeth & Paul Archambeault
Camille Barnes-Mosley
Jim & Lynn Briody
Roy & Janet Clifton
Debbie Colden & Gary Marker
Comerica Bank
Theresa Cooper
Douglas & Gisela Daetz
Harvey L. Dixon
Travis Duncan
Javad M. Esmaeili
Philip & Junko Freidin
Michael A. Gallagher
Virginia Gelczis
Soumava Ghosh
Audrey & Erik Hellwig
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Charles Huse & Olive Y. Huang
Robert Kiphuth
Wingyu Koh
Keith & Karen Lee
Gerard Luk-Pat & Peggy Su
Julia Miller
Tracie E. Murray
Jeremy Nishihara
Sang Jeong Oh
Scott Panzer & Dianne Olivera
Mary & Robert Schlosser
Courtney Shenberg
Jerry Burger & Marlene Somsak
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Church
Michael & Mary Ellen Sweeny
Roshan Baliga & Nenuca
Concepcion Syquia
Rose-Marie Twu
Sudhir & Kathleen Virmani
Jordan & Joanne Walters
Louise Warburton, in memory
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Joy Ganschow & Eric Wilcox
Patricia F. Winter

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Charline & Normand Barbano
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Dr. Kuo-Wei Lee
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Sharon McGill
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Sandra Moss
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Natsuhara
Mai-Anh & Lau Thien Nguyen
Patricia Norton
George & Maureen Oleyar
Janet & Ruel Parent
Christian Pellecchia
Michael Peskin
Berni Phillips
Mark & Barbara Pruitt
Mark Reedy
Lori Reeser
Joann Rieke & Cynthia
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Rosa Rodriguez
Dobbie Roisen

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Susanne Rondeau
Dorothy Roos
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David Tseitlin
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Betsy J. Wood
David Ybarra

Corporate Matching

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Applied Materials
Cisco
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Netflix
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Red Hat
Texas Instruments Corp.

In Kind

Lions Clubs International
Foundation
McLarney Construction
NetApp
Phil Warnes, Sigmagtech
SAP Corporation
Second Harvest of Silicon Valley
Sovereign Order of St. John
Specialty Solid Waste &
Recycling

A warm thank you to supporters who have given to SCS during the 2021-2022 fiscal year. We have made every effort to ensure that donor information is correct. If you don't see your name, or see your name listed incorrectly, please contact Catherine Farry, cfarry@svcommunityservices.org.

Major Program Donors

Contributors giving \$5K or more to support and sustain services

\$5,000 & up

Amazon
Jeffrey A. Andrews
Anonymous (17)
Anonymous, in memory of Anita Mulcahy & Mary Jo Lewis
The Applied Materials Foundation
Carol Arnett
Tab & Rachel Atkins
Lien & David Babulak
Steve & Julie Banks
Mary Ellen & Stephen Barasch, in memory of Martin Sherman
Charles L. Barndt, Jr.
Bimbo Bakery
Monty & Corinne Blankenship
Mary J. Bradley
Nicholas & Anna Brosnahan
Christopher & Lucy Cesar
Chronicle Season of Sharing Fund
Roger Bonilla & Gigi Chu
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Citrix Santa Clara
City National Bank
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County of Santa Clara
Lynn & Bill Crane
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Scott & Linda Davidson
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El Camino Healthcare District
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Glenn & Cynthia Hendricks
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Derek & Tracia Iwamoto
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Quinn & Lindsay Jacobson
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Michael & Debbie Klein, State Farm Insurance
Sridharan Gopal & Roopa Krishnan
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David Sacarelos & Yvette Lanza
Estate of Leslie Lawton
Matthew & Donna Leacock
Dr. Benjamin Picard & Susanna Lee
The Mary W. Lernihan Charitable Fund
Peter & Lois Lindquist
LinkedIn Corporation
Loaves & Fishes
Rick Logsdon
Lawrence & Nancy Lunetta,

in memory of Carmella Lukomski
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Daneen Matts
Barbara McClellan Charitable Foundation
Robert McGowan
Regis & Dianne McKenna
Irene McMullen
David & Holly Mendel
Carra O'Neal & Matthew Messana
MUFG Union Bank Foundation
Tabish Mustufa
Jerry & Julie Nabhan
Dennis LaRue & Bonnie Natsuhara, in memory of Anne Mariko LaRue
NetApp
Olander Foundation
Omar Family Charitable Fund
Our Daily Bread
Shane & Alyssa Owara
Sutter Health/PAMF
Marie Bernard & Bruce Paton
Eileen Paulsen
Jeff & Cindy Pelger
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Tim Ranisavljevic
Jim & Janet Reynolds
Bob Roberts, in memory of Bess Roberts
Jason Roberts
Kenneth Ryan
Santa Clara Valley Transportation Authority
Sares Regis Education and

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Mary & Robert Schlosser
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ServiceNow
Severns Family Foundation
Estate of Lois Sibbach
Richard & Julianne Simone
May & Gary Slater
Sobrato Philanthropies
Dan & Rose Soliman
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St. Luke Lutheran Church
Douglas & Alexandra Standing
Star One Credit Union's Community Involvement Committee
Strongpoint Foundation
Denali Summit School, Sunnyvale
Sunlight Giving
City of Sunnyvale
City of Sunnyvale Employees
Sunnyvale Community Services Auxiliary
Sunnyvale Grocery Outlet
Sunnyvale Presbyterian Church
Sunnyvale Rotary Club
Michael & Mary Ellen Sweeny
Synopsis, Inc.
Robert A. Stubbe & Karen L. Taylor
Michael Trent & Angela Telerski
Touchpoint Foundation
United Way Bay Area
Allen & Cecilia Watson
Whole Foods Market, Santa Clara
Whole Foods Market, Sunnyvale
Eric & Mary Wilford, in memory of Scott Wilford
Dudley Wong
Tad & Florence Yoshikawa



Find Yourself in Good Company Become an SCS Donor

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.

Adopt-a-Day Honor Roll

Adopt-a-Day program helps underwrite costs not covered by grants or contracts.

4 Days (\$4,000)

Richard & Diana Aldrich
Anonymous (1)
Theresa & Michael Benkert
Thomas & Judith Cerny
Eva & Carl Ching
Ronald B. David
Ian Farmer
John V. George
Audrey & Erik Hellwig
Martin & Anita Lee
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Family Fund
Rimas Svarcas
Karen L. & Donald F. Wilson

3 Days (\$3,000)

Edwin & Jean Aiken
Lane & Barbara Albanese
Michael A. Aman
Anonymous (7)
Valerie Armento
Florence L. Bass
James Batson
Chip & Diane Benson
Michael Bobick
Boston Private/SVB
Stacy Brown
David Burley
Lewis & Dianna Chew
Lisa-Anne Chung
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Northrop Grumman Corp.
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of Public Safety
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Gary & Sharon Vergho
Robert Groppo & Terry Wight
Thomas Yu
Sandra Todd & Ron Zielinski

2 Days (\$2,000)

John & Linda Adams
John & Stephanie Allen

Anonymous (13)
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Camille Barnes-Mosley
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Jenelle Bray
Bright Bird Creative
Jim & Lynn Briody
Eric Brower
Kerry Buchholz
California Water Service
Company
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Anita Clemetson
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Cumberland Elementary
School
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Fairbrae Swim & Racquet Club
Janet Fire
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Jeffrey William Grafton
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Anita & Alan Herrmann
Wendy Hogsett
Peter Chow & Carla Holmes
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Charles Huse & Olive Y. Huang
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India Cash & Carry, Inc.
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Patricia Innes
Clay Joncas-Carrell
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Michael Ogawa
Ronald Olander
Madeleine Ong
Judy E. Poutre
Thomas Pyle, in memory of
Susan L. Pyle
Quota International of
Mountain View/Los Altos
Redwood Gospel Assembly
Lori & Chris Rella
Dennis Rossman
San Jose Distributors
San Jose Water
Nancy Santilli
Arthur Saville III
John Schuett
Clifton & Karen Shak
Patricia A. Sharp
Benjamin Shieh
Lois & Stephen Smallwood
St. Mark Lutheran Church
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Chad & Elizabeth Steward
Charles & Pat Stowell
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John & Michelle Sullivan
Sabrina & Chi Sung
Stanley & Teresa Terada
Elene Terry
Bindu Therthala
Sara Thomas
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Neerja Bhatt & Aniruddha
Vaidya
Richard & Jeanette Vargus
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Wallace
Wallace Giving Fund
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John & Elizabeth Ward
John Wehner & Asunción
Martinez-Wehner
Owen & Elizabeth Whetzel
Robin & Larry Willhelm
John & Martha Zielinski
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Ace Hardware
Mary Ruth Green & Darryl
Alford
Alpha Delta Kappa, Alpha
Lambda Chapter
Anonymous (30)
Naïema Ansermet
Ajit Balakrishna
Greg & Giselle Ballou
Bank of America - Silicon
Valley Metro Financial Centers
Paul & Amy Bankhead
Christine Barmeier
Richard Barnette
Alison Barnstable
David & Joan Barram
Cheryl Bartholomew, in honor
of Employees & Management
at Cedar Crest Nursing &
Rehab Center
Justin Becker
D. N. Benovitz
Dr. & Mrs. I. B. Bernhardt
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of Sidney B. Bernstein
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Dave Holt
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Dee Imazeki
Mikio & Vickie Ishimaru
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Jessi Johnson
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Perry Lee
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Sunnyvale Community Services

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www.svcommunityservices.org • F 408.738.1125

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Partnerships

SCS's partnerships with a wide range of other community organizations enable us to maximize our resources to benefit clients throughout the year. A partial list of our partners includes:

City of Sunnyvale

With a substantial gift to our capital campaign, the City of Sunnyvale is helping to ensure all residents have access to the emergency services they need. The City also provides funding for homelessness prevention and rapid rehousing, food, and Work-First Sunnyvale — a joint program with Downtown Streets Team that serves unhoused individuals.



Sunnyvale

County of Santa Clara

County funding supports homelessness prevention and rapid rehousing, reduced-cost VTA passes, and our Community Navigator Program.



Homelessness Prevention System (HPS)

As part of this collaborative project, SCS receives funding for temporary financial assistance for low-income residents who are at risk of homelessness.



El Camino Healthcare District

El Camino provides funding for case management and medically related bills.



Kaiser Permanente

Kaiser provides us with funding for year-round access to nutritious food for families and individuals, including seniors.



KAISER PERMANENTE®

Palo Alto Medical Foundation

The Foundation supports comprehensive safety-net services for our clients, food purchases for our homebound clients as well as financial assistance for at-risk households.



Sutter Health
Palo Alto Medical Foundation

Second Harvest of Silicon Valley

SHSV provides us with more than 1 million pounds of food per year, including fresh produce.



SECOND HARVEST
of SILICON VALLEY

United Way Bay Area

United Way Bay Area supports us in our role as part of the Santa Clara County Emergency Assistance Network (EAN), helping us provide safety-net services for Sunnyvale and the Alviso neighborhood of San Jose.



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