



Preventing homelessness and hunger in our local community since 1970



About **SCS**

Founded in 1970, Sunnyvale Community Services (SCS) is an independent nonprofit agency serving more than 10,600 low-income Santa Clara County residents annually. Our comprehensive safety-net programs include year-round food assistance, financial aid, wraparound case management, and referrals to benefits.

Mission Statement

The mission of SCS is to prevent homelessness and hunger in our local community.

Vision Statement

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

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1160 Kern Avenue, Sunnyvale, CA 94085

Message from the

Executive Director

Becoming our Community's Safety-Net Hub

During Fiscal Year (FY) 2022-23, SCS embraced our new identity as a Hub for Safety-Net Services. Being a Hub means connecting people to services and programs they are entitled to receive. We helped 10,614 individuals during the year — slightly more than the year before — but what's changed is the dramatic increase in the depth and breadth of need. As the pandemic lockdown ended and the community emerged into a new "normal," we were already preparing for new challenges. Many emergency government programs responding to COVID-19 ended and our local support system was fatigued. The pre-COVID gaps in the safety-net widened. We opened our doors and resources to dozens of partner agencies and community groups to operate at our site, offering "one-stop" access to programs and benefits year-round, including free AARP tax services, legal assistance for seniors. immigration clinics, mental health services navigation, tenant rights and work readiness programs. We expanded outreach at local schools and community centers. Our Community Leader program trained over 50 local residents who now share vital information with their neighbors and advocate for local needs.

Preventing Hunger

With the sunsetting of COVID-19 funds for federal Food Stamps (CalFresh) in Spring 2023, the average eligible household was left with \$200 less a month to spend on food. Rising food prices after COVID-19 hit low-income families the hardest. The number of families lining up each week for SCS grocery distributions increased by 31% in 2023. At the same time, food donations from government and local sources were reduced by 25% and impacting the most needed proteins including milk, eggs, tofu, and chicken. In the face of these hard realities, our community rallied. SCS raised new funds to keep the food bags filled. We negotiated prices on purchased proteins to make sure every individual and family coming to our doors received healthy food. But the need keeps growing, and with continued cuts, we especially need support to feed children and seniors.

Preventing Homelessness

On April 1st, 2023, the California COVID-19 Eviction Moratorium ended. Families and seniors filled our lobby, needing help with rent and overdue utility bills. SCS worked tirelessly to secure new funding for financial assistance. During FY 2022-23, SCS assisted 1,189 individuals in 467 households with \$5,150,062 in emergency financial aid, keeping residents housed and preventing utility disconnections. In July of 2022, SCS became the administrator for the City of Sunnyvale's multi-year Tenant Based Rental Assistance (TBRA) program.

We've now become a Hub for Safety-Net Services. We envision a community where everyone has a home with food on the table.

Thanks to you, SCS is making progress towards that vision.

We are truly grateful for your support!

Marie Bernard, Executive Director



Marie Bernard, Executive Director

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.

You can help make a difference by donating today!



SCS by the Numbers



9,589 individuals Food & In-Kind Assistance



2,160 students
Back-to-school Program



8,530 individualsFinancial
Assistance



770
individuals
Homeless
Services



72
individuals
Work Readiness

Program

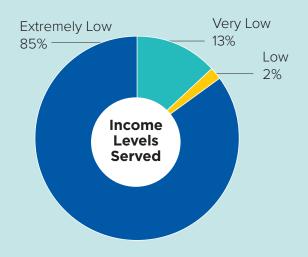


351 individuals Homebound Food Delivery



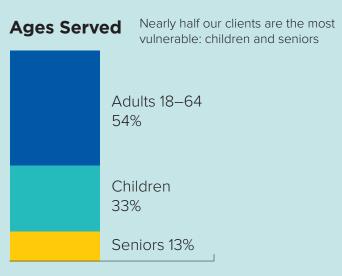
5,900individuals
Holiday
Programs

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





Platinum Transparency 2023 Candid.

Client Stories



Amelia's Story

Amelia, a single mother of two, was living with her partner when arguments about financial resources escalated to mental and physical abuse. Unfortunately, she had no financial resources to allow her to leave the home and escape the continuing abuse.

After years of abuse, Amelia sought assistance and was referred to a local shelter. She and her children moved around constantly to prevent detection from her abuser. Without a fixed address, however, Amelia was unable to secure and maintain employment, driving her family further into chronic homelessness.

Amelia was enrolled in the Sunnyvale Tenant Based Rental Assistance (TBRA) program. Their TBRA Case Manager helped them secure an apartment and Amelia found full-time employment. Additionally, the household was connected to public benefits, that they were approved for, and began receiving, child support payments, increasing their income and reducing the need for a housing subsidy.

Amelia's family is nearing their program exit and planning to maintain their housing stability. She and her family will be moving to another city for a new job opportunity and are fully confident that they will remain financially stable after this move.



Jessica's Story

Jessica, an 84-year-old woman, was referred to SCS for support in managing her medical debt after she had undergone surgery requiring a month-long hospital stay. Unfortunately, her medical bill of several thousand dollars couldn't be covered by her retirement benefits. As Jessica recovered at home, she continued to accumulate expenses, adding to her financial debt. Family members connected Jessica with SCS.

Jessica's case was referred to SCS' Homebound Case Management. Her Case Manager worked with Jessica, her family, and vendors to reduce her initial medical debt and to set up manageable payment plans, allowing her to remain housed and covering necessities. SCS provided emergency financial assistance for partial payments of the medical bills, setting Jessica up for success with the payment plan agreement.

With SCS' supportive service and care coordination, Jessica is now prepared to handle her medical debt, and she can retain her access to housing, food, and medical services.

Jessica's Case Manager worked with Jessica, her family, and vendors to reduce her initial medical debt and to set up manageable payment plans, allowing her to remain housed and covering necessities.



Programs and **Services**

North Santa Clara County Safety-Net Service Hub

SCS supports low-income residents and unhoused individuals with direct financial aid, food, and other essential services. We are a hub for safety-net services in north Santa Clara County, practicing "no wrong door" and creating a network of agencies that cover a broad geographic area to implement equitable and scalable interventions to address social needs. We take a comprehensive approach to stabilizing households by providing core programs supplemented with connections to other parts of the safety-net.

Our programs and services include:

Emergency Financial Assistance

SCS provides direct emergency financial assistance to residents of Sunnyvale, as well as the Alviso community of San Jose. This financial assistance helps families and individuals stabilize after experiencing an unexpected emergency by helping with rent and rental deposits, utilities, car repairs, medical bills, and other urgent needs.

Intensive Case Management

Our social service professionals work collaboratively with clients to create self-sufficiency plans. These plans may include financial coaching, housing search assistance, landlord negotiations, or referrals to other supportive services for those needing longer-term help to achieve self-sufficiency.

Food Programs

SCS Food Programs are designed to provide nutritious food to families and individuals through the method best suited to each person's needs.

- Weekly Food. SCS hosts weekly drive-through food distributions in which enrolled households receive fresh fruits and vegetables, and grocery staples including fresh milk, eggs and proteins.
- Home Food Delivery. SCS Home Food Delivery provides supplemental groceries and easy-toprepare meals twice a month to individuals who are unable to access on-site services due to physical, mental or cognitive impairment and have no alternative support to continue accessing food support services.
- Unhoused Self-Select Pantry. The self-select pantry provides our unhoused neighbors the opportunity to shop for specific food choices to suit their individual needs. In addition to the weekly distribution, enrolled clients can visit the self-select pantry twice a week. The pantry includes clothing, toiletries, ready-to-eat items, pop-top canned food items, snacks, cereal, shelf milk, and peanut butter.
- School Snack Pantry. In partnership with seven Sunnyvale schools (available to over 5,500 students), SCS provides a variety of healthy shelfstable snacks to ensure that students can focus on learning rather than worrying about hunger. The goal of this partnership is to ensure that student challenges are immediately addressed if attributed to food insecurity.

Ready to Learn

Every summer, SCS helps local, low-income children and their families prepare for the new school year. In August of 2022, we distributed boxes of grade-appropriate school supplies, plus gift cards for essentials like backpacks and school shoes, to 2,160 students. Supplies such as pencils, notebooks, and rulers ensure that students have the tools they need to do their schoolwork. The Ready to Learn program guarantees all school-aged children enrolled at Sunnyvale Community Services receive the essentials for academic success.

Holiday

Our Holiday Program has been a core service since our founding in 1970. To ensure that our clients have a bright holiday season, SCS offers food and retail merchandise store gift cards to low-income families who are experiencing financial hardships that are impacting their ability to provide for their families.

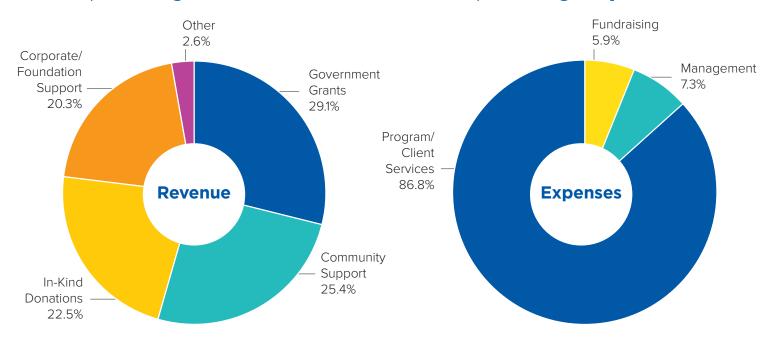


The Ready to Learn program guarantees all school-aged children enrolled at Sunnyvale Community Services receive the essentials for academic success.



Operating Revenue

Operating **Expenses**



Operating revenue and support received*

In-Kind Donations	2,666,271	22.5%
Corporate/Foundation Support	2,407,669	20.3%
Community Support	3,014,896	25.4%
Government Grants	3,452,607	29.1%
Other*	312,601	2.6%
Total Revenue	11,854,044	100%

^{*}Includes investments/interest, fees, special events

Operating expenses**

Program/Client Services	10,575,335	86.8%
Fundraising	719,219	5.9%
Management	883,939	7.3%

Total Expenses 12,178,493 100%

^{**}Operating revenue and expenses exclude capital campaign

Financial Notes

- 1. Our auditor, Moss Adams LLP, issued a "clean" Unmodified Opinion on our FY 2022-23 financial audit.
- 2. We received grants funded through Federal Funds, to bring our Federal expenditures over \$2.6M this year. Our auditor has issued a clean Government Auditing Standards compliance report.
- 3. Total change in net assets for FY 2022-23 was an increase of \$.1M after depreciation and amortization expenses of \$487,184.
- 4. 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.
- 5. Our total administrative and overhead (management, general, and fundraising) at 13.2% of operating expenses (excluding capital campaign), is very low for nonprofits. The accepted nonprofit standard for total overhead is 25% or lower. Our capital campaign expenses, calculated separately, are 5% of total expenses, which is also very low.
- 6. 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).
- 7. Fee-for-Service includes our contract as the fiscal agent in Santa Clara County for the San Francisco Chronicle's Season of Sharing Fund.
- 8. Nonprofit organizations are required to report revenue when awarded and not when received, which can cause accounting timing issues. We spent grant funds that were awarded in prior years but allocated for expenses in FY 2022-2023. We also received new funds to be spent the following year.















Thank You to Our Volunteers

2,651
Number of
Volunteers

14,106 Hours Donated

\$448,571
Service Value

The Volunteer Program at SCS is thriving and we were thrilled to welcome back all our volunteers in February 2022! This past year, 2,671 individual volunteers worked over 11,784 hours. Volunteers helped to sort and pack groceries, load clients' cars, staff our Operations Desk, deliver food to the homebound, help in our warehouse, pack protein, assemble double bags for distribution, sort donations and more. Our volunteers are at the heart of the success of our operation.

We want to thank all the volunteers who make it possible for us to be here to support our community, including our regular weekly volunteers, corporate, community and faith-based groups, students, Community Leaders, Auxiliary Club, Hope Services, Downtown Streets Team and many more. Our volunteers have made an immeasurable positive difference for those individuals experiencing food and financial insecurities. We thank everyone who has given back to the community through volunteering.

For more information, please contact volunteers@svcommunityservices.org

Community Engagement

SCS creates inclusive programming to meet the diverse needs of our local community. We host community fairs, attend local events to engage in community outreach, and train residents to make a positive difference through civic engagement.



SCS Auxiliary Craft Fairs

The SCS Auxiliary embodies the community spirit at SCS. Last year, they raised over \$20,000 through two craft fairs to support our services. SCS would like to extend a special thank you to Sandra Delateur who celebrated her final year as president by raising a record amount in the history of the Auxiliary! SCS appreciates the dedication of all the Auxiliary members and is thankful for their countless hours of work to help our community.

Community Resource Fairs

SCS hosts community fairs for all north Santa Clara County residents. These fairs bring people, partners, and agencies together around specific interest areas including senior health, youth and family wellness and resources for the unhoused. Each fair maximizes the impact and fosters positive



relationships between participants and the agency. We provide eye exams, dental screenings, food and clothing distribution, housing resources, activities for kids, job support and resources all in one location. On average we serve 200-500 clients and partner with 20-40 organizations per fair.



Community Leader Program

SCS' Community Leader program engages and trains local leaders. These individuals serve as liaisons between their community and SCS, bringing awareness to the unmet needs of Sunnyvale residents. Through the program, SCS creates and offers leadership development training and experience to current and former clients interested in further engaging with their community. They also act as voices for the community and learn to advocate for, and bring awareness of, issues to local governmental entities. Community Leaders work every day to create a better, more inclusive, and more equitable community.



Safety-Net Hub Services and Programs

Tenant Based Rental Assistance (TBRA)

In July of 2022, SCS became the administrator for the City of Sunnyvale's multi-year Tenant Based Rental Assistance (TBRA) program. TBRA offers wrap-around case



management to unsheltered families and up to two years of rent subsidies so they can achieve housing stability and self-sufficiency. By the end of the fiscal year, 30 families were enrolled in this life-changing program.

Free Tax Services

For over 20 years, AARP Foundation Tax-Aide has provided inperson tax assistance to our clients, free of charge. They assist in preparing taxes, answering questions, and can meet one-



on-one to help finalize documents. The sessions are by appointment only and are held Monday and Thursday from 9am - 1pm at SCS' Community Room. Last year 544 households were helped to receive \$359,437 in refunds.

Poverty Simulation

Thank you to Downtown Streets Team for your invaluable contribution in organizing a Poverty Simulation right here at SCS on Friday February 10th, 2023. This immersive experience was an eye-opener for participants, shedding light on the challenges that our unhoused clients face on a daily basis. From the struggle with limited access to transportation to grappling with the harsh realities of life on the streets, this simulation has provided a powerful glimpse into the complexities of homelessness.

Landlord Appreciation

In March, we hosted a landlord appreciation dinner and awards night to honor 54 Sunnyvale landlords. They



partner with SCS and go above and beyond to help their tenants who are facing evictions stay in their residence. After dinner, Mayor Larry Klein expressed his appreciation for all participating landlords, and they were recognized with a certificate of appreciation from SCS.



Thank You to Our Major Contributors

Cumulative donations from January - December 2023.

\$100,000+

City of Sunnyvale County of Santa Clara Lynn & Bill Crane Destination: Home El Camino Healthcare District Google.org Google LLC Estate of Dixie Lee Harner Intuitive Foundation SF Chronicle Season of Sharing Fund Second Harvest of Silicon Valley Sobrato Philanthropies Synopsys, Inc

\$50,000+

Anonymous (2) The Applied Materials Foundation Emergency Food & Shelter Program LinkedIn Corporation Sunlight Giving Zanotto's Family Market

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\$10.000+

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\$2.000+

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Join our SCS Sustainers Club!

Help us continue to keep our neighbors housed and fed by joining our SCS Sustainers Club! A monthly donation of \$40 or more will enroll you into the program today!

Herbert & Elizabeth Lopez-Aguado

Benefits include an invitation to annual thank you luncheon, club pin, private tour of SCS with our leadership, name recognition on lobby poster, and personal email quarterly updates from staff.





Join us in making a lasting difference—sign up to be a Monthly Hero today!

Thank You to Our Major Contributors

Cumulative donations from January - December 2023.

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Jennifer Shannon & Nan Zender Sandra Todd & Ron Zielinski

Donor Spotlight

Barbara McClellan

Why do you donate to Sunnyvale Community Services (SCS)?

"It pains me to hear about unhoused children and to know that they are hungry. Supporting SCS is one way where you can do something to alleviate these problems."

Barbara McClellan has been supporting SCS for more than 20 years as a regular volunteer, a major donor, and on the SCS Board of Directors, including serving as Board Chair. Each time she could make a direct



impact by donating to help a local family pay their rent, make a car payment, find housing resources, or get food, she felt deeply moved. Barbara was born and raised in West Virginia and moved to California to work at Stanford Medical Center. Before her retirement, she was a clinical researcher at Genentech, specializing in growth hormone deficiencies in children. Barbara lives in Sunnyvale and has one son, a daughter-in-law, and two grandsons of whom she is very proud. She is also an elder in her local church. In her free time, she considers herself a Sudoku addict and enjoys volunteering at the Sports Car Club of America (SCCA) races, something she has done for the past 50 years. A true champion of SCS, Barbara has agreed to join our Leslie Lawton Legacy Society. SCS is fortunate to have dedicated donors such as Barbara!

Jerry & Julie Nabhan

Julie and Jerry Nabhan are part owners of Specialty Solid Waste and Recycling, which is now managed by their son, Nick Nabhan. Their other son Jeff Nabhan is the Facility Manager for the SMaRT in Sunnyvale. The Nabhans came to SCS as major donors when SCS was able to help one of their employees — a single mom who had a brain aneurysm. SCS ensured the mother was able to stay in her home and access all the benefits and resources she was eligible for so that she could continue to support her family. When asked why it's important to support Sunnyvale Community Services (SCS), Jerry said: "You never know when you



are going to need the services SCS provides — from rental and utility assistance to food and follow-up case management. It could happen to any one of our families who are living on the edge. Our employee would have been out on the streets if SCS was not there to help her in her time of need."

Jerry and Julie were both so grateful to SCS that Julie joined the Board, where she was a member for more than five years. The Nabhans also launched an annual fundraiser called "Dinner at the Dump", AKA "A Trashy Affair", with most of the proceeds going to SCS. The Nabhans have now organized more than 12 of these events. The top three charitable causes that the Nabhans support are The Leukemia and Lymphoma Society, Sunnyvale Community Services, and CHOC Walk. They have two sons and currently have four grandchildren. Julie still volunteers at her grandchildren's school. For fun, Jerry and Julie both like to dance, do paddleboarding, water skiing (when they were younger), and attend all types of sporting events. All the kids and grandkids are involved in sports. As Jerry tells it, he met Julie at a dentist's office where she was the assistant, and it was love at first sight. Three months later he asked her to marry him. "You just know when you know," said Julie. The Nabhans are both a part of Sunnyvale Rotary and volunteer at Senior homes. SCS is truly fortunate to have donors and supporters like Julie and Jerry Nabhan!

Planned Giving

Our generous supporters make a big impact by planning gifts that help our community. Planned giving means donors commit to supporting us either now or later as a part of their financial planning. This includes various options like leaving gifts in a trust or will, donating assets, or naming us in insurance policies. These commitments are crucial for us to carry out our mission at Sunnyvale Community Services.



The Leslie Lawton Legacy Society includes those who have pledged to support us through planned gifts. If you've told us you plan to donate through a will, trust, insurance policy, retirement fund, or property, you are part of the society. We recognize your dedication with special honors at our annual luncheon.

For more information about planned giving please contact Nivisha Mehta at nmehta@ svcommunityservices.org

Coming Up at SCS



Our Kids Our Community Fundraiser

May 16th, 2024 from 6pm - 8pm at Sunnyvale Community Services

Preventing Homelessness and Hunger in Our Local Community

To register please email: development@svcommunityservices.org

www.svcommunityservices.org



We are going green

Please send us your email. If you are not receiving our email updates, please email us at development@svcommunityservices.org



We need to collect 2,500 backpacks by July 17th!

Scan here to learn more on how you can help





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