



Sunnyvale Community Services

Preventing homelessness and hunger in our local community since 1970

### **About SCS**

Founded in 1970, Sunnyvale Community Services (SCS) is an independent County residents annually. Our comprehensive safety net programs management, and referrals to benefits.

#### **Mission Statement**

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

### **Vision Statement**

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

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408.738.4321 | www.svcommunityservices.org

#### MESSAGE FROM THE

### **Executive Director**

#### A challenging year for our neighbors

This past year saw the end of pandemic relief programs, but low-income families were still struggling to make ends meet. SCS's statistics show how the economic recovery has missed the most vulnerable in our local community. Last year, our number of unduplicated clients rose to a record-setting **11,300 low-income individuals**, 33% of whom are children.

#### Lack of affordable housing

Rents in Silicon Valley continued to be some of the highest in the nation. Renters need to earn 3.2 times the local minimum wage to afford the average asking rent in Santa Clara County.

One medical bill or missed paycheck is all it takes to become homeless.

#### A food crisis

Even more alarming, the average number of clients receiving food from SCS each week increased by 20% from the year before to more than 3,500. At the same time SCS had drastic cuts in donations for all protein foods (meats, milk, eggs) and staples including beans and rice.

More local families and seniors were facing both hunger and eviction.

#### Our response to the growing need

To keep people housed, SCS secured new funding for rental assistance and case management services. SCS distributed over \$3.8 million in financial assistance for rent, utilities, and other critical bills.

To fill the food gaps, SCS worked with local and national suppliers to source meat, eggs, and milk. We expanded our "grocery rescue" donations from local stores to fill the shelves. Our Community Leaders expanded outreach in local schools and neighborhoods, and we hosted more partner agencies in our safety net "hub" to connect people to services.

#### Our community came together

Our board and staff also made the difficult decision last year to use a portion of our financial reserves to bridge the food and financial aid gaps. We tightened our own belts and achieved costs savings wherever possible while serving more clients every day.

Thanks to local support, we ended last fiscal year with a strong 4th quarter. Our financial reserves remain solid due to careful fiscal management and community donations.... but times are uncertain, and needs are still growing.

Since 1970, SCS has been focused on our local community. Now more than ever, we need your support to continue to be a place of hope and help here in Silicon Valley. *Your commitment to helping your neighbors means everything.* 

Marie Bernard, Executive Director



Marie Bernard, Executive Director

This past fiscal year was unprecedented in the housing challenges and food insecurity facing our families and seniors. We are grateful for the thousands of volunteers and supporters from our local community. Together we can weather these uncertain times.

Thank you for making a difference by donating today!



How 11,300 clients used one or more safety net services in 2023-24

### SCS by the Numbers



9,657
individuals
Food & In-Kind
Assistance



2,234 students Ready to Learn Program



individuals Intensive Case Management



individuals
Work Readiness
Program



1,399 individuals
Rent/Utilities & Critical Bills



800 individuals Homeless Services

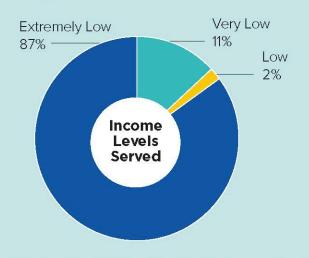


351
individuals
Homebound
Food Delivery



**7,754 individuals**Holiday
Programs

### **Impact** at a Glance

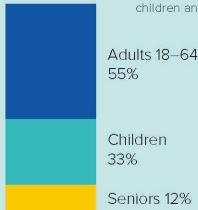


SCS serves the most financially vulnerable in our community, with more than 99% of our clients having low to extremely low incomes\*

\*These income levels are based on HUD's Area Median Income (AMI) guidelines

## Ages Served

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



#### **Awards**



Platinum Transparency 2023 Candid.

for 12 years

# **Programs & Services**

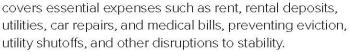
Sunnyvale Community Services (SCS) is committed to supporting low-income residents and unhoused individuals by providing essential resources, including direct financial assistance, food, and a range of critical services. As a central hub for safety-net programs in northern Santa Clara County, we operate under a "no wrong door" philosophy, ensuring that individuals and families can access the help they need, regardless of their situation.

Through a collaborative network of community partners, we deliver equitable and scalable interventions designed to meet the diverse social needs of our residents across a broad geographic area. We aim to create a comprehensive, seamless support system that helps individuals and families achieve long-term stability and self-sufficiency.

Our approach to service delivery is rooted in a holistic view of family well-being, and we focus on stabilizing households by not only offering core programs but also connecting people to other vital resources within the broader safety-net ecosystem.

#### Rent/Utilities Critical Bills

SCS provides emergency financial assistance to residents of Sunnyvale and the Alviso community in San Jose, helping families and individuals recover from unexpected crises. This support covers essential expenses such as rent, r



By addressing immediate financial needs, we help individuals and families stay housed, maintain transportation, and access necessary healthcare, giving them the time and space to regain self-sufficiency. Our goal is to offer a safety net that allows people to navigate crises



without falling deeper into poverty or instability.



#### **Intensive Case Management**

Our dedicated social service professionals work closely with clients to develop personalized self-sufficiency plans tailored to their unique needs and circumstances.



These comprehensive plans are designed to empower individuals and families to overcome barriers to stability and independence.

Our case management services include financial coaching to improve budgeting and savings, assistance with housing searches, support for negotiating with landlords, and referrals to additional community resources and long-term support services. For those facing complex, ongoing challenges, our team helps clients navigate a path toward lasting self-sufficiency by connecting them with the right tools, guidance, and services.

#### Ready to Learn Program

Every summer, SCS supports local, low-income families by ensuring their children are ready for the school year



ahead. In July and August of 2023, we distributed school supplies and gift cards to more than 2,200 students.

The Ready to Learn program is more than just back-to-school supplies—it's a commitment to academic success. By guaranteeing that every child enrolled at SCS receives the essentials, we help level the playing field, giving students the confidence and resources they need to thrive in school and beyond.

### **Programs & Services**



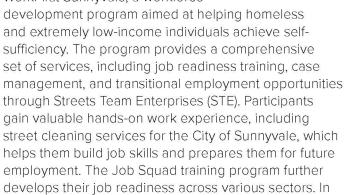
#### **Holiday Programs**

Since 1970, our Holiday Program has been a cornerstone of Sunnyvale Community Services' mission to support local families in need during the holiday season. Each year, we provide low-income families with toys for children and gift cards to retail stores. These gifts ensure families can celebrate the season with joy while giving parents the flexibility to meet their families' unique needs.

By offering both toys and gift cards, the Holiday Program allows families to experience the magic of the holidays with dignity, choice, and hope.

#### **Work Readiness Program**

Sunnyvale Community Services and Downtown Streets Team have partnered to create WorkFirst Sunnyvale, a workforce



addition to employment opportunities, the program offers outreach and supportive services to engage individuals in need, connecting them with resources and helping them overcome barriers to stable employment. Through these combined efforts, WorkFirst Sunnyvale



empowers participants to gain sustainable employment, improve their quality of life, and work toward long-term independence.

#### **Homeless Services**

The Homeless Supportive Services program helps individuals and families experiencing homelessness regain stability by providing



essential support. Services include Housing Search Support to help find affordable housing and navigate applications, Transportation Assistance for accessing medical, employment, and housing services, and Food Access to provide nutritious meals. Additionally, Benefits Referrals assist clients in applying for public assistance programs to meet immediate needs. These services aim to remove barriers to stability, empower clients, and guide them toward permanent housing and long-term self-sufficiency.



# Food Program and Adjustment Cutbacks

Sunnyvale Community Services (SCS) is one of the largest nonprofit food distribution agencies in Santa Clara County. We work in close collaboration with Second Harvest of Silicon Valley and a network of



local suppliers to deliver essential food and in-kind assistance to individuals and families facing hardship. These strategic partnerships enable SCS to provide not only food but also critical resources that address the broader needs of vulnerable community members.

We are a steadfast safety net, welcoming families and individuals and offering immediate relief to those experiencing food insecurity. SCS's food programs give people in our local community consistent access to nutritious food and support services - significantly enhancing food security and reducing hunger in North Santa Clara County.

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

#### Weekly Food

SCS hosts weekly drive-through food distributions where 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-to prepare 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 toiletries, ready-to-eat items, pop-top canned food items, and other essentials.



#### School Snack Pantry

In partnership with nine Sunnyvale schools with over 5,500 students, SCS provides a variety of healthy shelf stable 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 caused by food insecurity are immediately addressed.

#### Food Costs are Rising

Last year, SCS confronted the devastating impact of rising living costs and food shortages, with an increasing number of families, seniors, and individuals turning to us for support. Each month, we saw a sharp rise in demand from residents struggling to keep up with skyrocketing food prices and the ongoing housing crisis. For many, the daily decision to pay for food, rent, or other essential needs has become a heartbreaking struggle.

Compounding these challenges are severe cuts to our food supply. Reductions in donations from local food banks and government programs hit hard, with critical cuts in eggs, meat, milk, and other staples.

As food prices remain high and climbing, and food availability of key items shrinks, the gap between community need and available supply widens. This is putting even greater strain on already vulnerable households, many of whom are teetering on the edge of financial instability.

The need for assistance has never been more urgent. Thank you for your continued support as we bridge the food gap for our local community.

### **Client Stories**



A family of 8 faced the threat of eviction after the head of household experienced a significant reduction in work hours, making it nearly impossible to cover rent. In desperate need of assistance, they found an online account promising rental aid for families in crisis. Trusting the offer, they paid the required upfront fee and the balance a month later. However, they soon discovered they had fallen victim to a scam. The payments were disputed and reversed, and their attempts to contact the scammer for a refund went unanswered, leaving them with no resources and at greater risk of eviction.

In urgent need of support, the family reached out to Sunnyvale Community Services. Through case management, they accessed emergency rental assistance to cover the overdue rent. The case manager also connected them to critical resources, including food programs, which eased some of their financial burden.

The case manager provided budgeting support, helping the family prioritize essential expenses and reduce unnecessary costs. They also received financial literacy training and guidance on securing additional benefits, such as utility assistance and public aid, to further alleviate their financial strain.

With the help of job training resources and a plan for part-time work, the family avoided eviction, stabilized their housing, and began their path toward financial recovery and long-term security. Stock images used for illustrative purposes



A household of one adult and two children sought assistance after the client's husband, the primary breadwinner, left. The client, vision-impaired due to a rare disease, was unable to work, and the bills quickly piled up. Struggling to make ends meet, she reached out to Sunnyvale Community Services and enrolled in the Homelessness Prevention Services (HPS) program.

Through the program, the client secured parttime work caring for her granddaughter through a CalWORKs-funded childcare program. While this job provided some relief, it didn't fully cover household expenses. To supplement her income, the client opened a child support case, helping her pay most bills. However, her budget remained tight, and she feared future instability.

To ease her financial strain, the client rented out the second bedroom of her apartment to a reliable roommate starting in January 2023. This new arrangement allowed her to cover rent, manage bills, and save for emergencies.

The client also applied and was approved for Social Security disability benefits, that will provide long-term stability.

With active participation in the program and support from HPS, the client is on a path to self-sufficiency and a stronger financial foundation.

With the help of job training resources and a plan for part-time work, the family avoided eviction, stabilized their housing, and began their path toward financial recovery and long-term security.

### Operating Revenue

#### **Fundraising** Other 6% Management Foundation & 7.8% 7.8% Corporate Grants In-Kind 10.2% Donations 24.7% Government Contracts 38.4.% Revenue **Expenses** Programs & Services 84.3% Individual

#### Operating revenue and support received\*

Contributions -

20.7%

13,928,607	100%
834,848	6.0%
3,443,409	24.7%
2,883,686	20.7%
5,350,891	38.4%
1,415,773	10.2%
	5,350,891 2,883,686 3,443,409 834,848

<sup>\*</sup>Includes investments/interest, fees, special events

#### Operating expenses

**Total Expenses** 

Programs & Services Fundraising	12,537,295 1,166,197	84.3% 7.8%
		7,070
Management	1,162,295	7.8%

14,865,787

100%

Operating Expenses

### **Financial** Notes

- 1. Our auditor, Moss Adams LLP, issued a "clean" Unmodified Opinion on our FY 2023-24 financial audit.
- 2. We received grants funded through federal funds to bring our emergency assistance to over \$3.7M this year. Our auditor has issued a clean Government Auditing Standards compliance report.
- 3. Total change in net assets for FY 2023-2024 was a decrease of \$1.09M after depreciation and amortization expenses of \$443,125.
- 4. Our designated emergency reserves have remained stable over the past 3 years and stood at \$1,028,530 (shown on our Statement of Financial Position/Balance Sheet) at the end of the fiscal year, so that our agency can meet future needs.
- 5. Our total administrative and overhead (management, general, and fundraising) is low at 15.6% of operating expenses (excluding capital campaign). The accepted nonprofit standard for total overhead is 25% or lower.
- 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.
- 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 2023-2024. We also received new funds to be spent the following year.



### Thank You to Our Volunteers

**1,131**Volunteers

\$573,680

**Service Value** 

The Volunteer Program at Sunnyvale Community Services (SCS) plays a vital role in our ability to serve the community. This past year, 1,131 volunteers dedicated over 17,700 hours to support our work. Their efforts included sorting groceries, assisting with food deliveries, helping in our warehouse, and preparing distribution bags, among many other tasks.

Volunteers are essential to our operations, allowing us to meet the growing needs of individuals and families facing food insecurity and financial hardship. We are incredibly grateful for the dedication of our volunteers—corporate and community groups, students, faith-based organizations, and more—who generously give their time and skills to help others.

Thanks to their commitment, SCS has been able to provide critical support to those in need, making a lasting and positive impact on our community.

To learn more about volunteering or to get involved, please contact volunteers@svcommunityservices.org.

#### **Family Nights**

Family Nights offers volunteer opportunities for children aged 4–13 and their parents or guardians. This event introduces kids to volunteering, empathy, and compassion through activities focused on reading, tolerance, and inclusion. Families will learn about hunger, homelessness, and community impact, with insights from a speaker with lived experience. The evening concludes with handson volunteering, an overview of SCS programs, and a Q&A session.



# **Community Engagement**

Sunnyvale Community Services (SCS) is committed to creating inclusive programming that reflects the diverse needs of our local community. By hosting community fairs and engaging residents in civic action, we strive to strengthen connections and empower individuals to make a positive impact.



#### **SCS Auxiliary Craft Fairs**

The SCS Auxiliary plays a vital role in supporting the programs and services of Sunnyvale Community Services. Each year, the Auxiliary organizes and runs craft fairs, contributing countless volunteer hours to create a welcoming space for the community to gather and support SCS's mission.

At these fairs, Auxiliary members offer a variety of handcrafted items for sale, with proceeds directly benefiting the families and individuals who rely on SCS for food, emergency financial assistance, and housing support. These events are crucial for sustaining the programs that provide essential services to those facing hardship.

Thanks to the unwavering dedication of the Auxiliary and the support of the community, the craft fairs continue to make a significant impact. They foster connections, raise vital resources, and directly support families in need.

#### **Community Resource Fairs**

SCS hosts Community Resource Fairs serving North Santa Clara County residents, bringing together local partners and agencies to address specific community needs, such as senior health, youth wellness, and homelessness. These fairs provide essential services—including eye exams, dental screenings, food distribution, housing resources, and job support—serving 200-500 clients per event and partnering with 20-40 organizations. By consolidating resources in one location, we maximize impact and foster meaningful connections between residents and service providers, ensuring those in need can access a broad range of support from across the county in a single, convenient setting.



#### **Community Leaders Program**

The Community Leaders Program is a transformative initiative that empowers local residents to become catalysts for change in their communities. By providing in-depth leadership training and advocacy skills, the program equips participants to identify and address the most pressing needs in Sunnyvale—whether it's housing, health care, economic justice, or systemic inequality.

Our Community Leaders serve as bridges between SCS and the diverse neighborhoods we serve. They raise awareness of unmet needs, amplify the voices of the underserved, and advocate for tangible, systemic change at local government levels. Their work goes beyond immediate support. Community Leaders are actively shaping policies and building a more equitable community for future generations.



### **Leaving a Legacy**

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. For more information about planned giving please contact

Nivisha Mehta at nmehta@svcommunityservices.org.



### **Leslie Lawton Legacy Society Luncheon**

The Leslie Lawton Legacy Society honors those who have made a lasting commitment to our mission by pledging support through planned gifts. If you've informed us of your intention to include us in your will, trust, insurance policy, retirement fund, or property plans, you are a valued member of this society.

On September 12, 2024, we hosted our first Leslie Lawton Legacy Society & SCS Sustainers Club Luncheon, bringing together 39 dedicated supporters. The event honored monthly donors and those who have included Sunnyvale Community Services in their planned giving, celebrating their impact on our mission to keep our neighbors housed and fed.











### **Our Kids Our Community Annual Fundraiser**

On May 16, 2024, we hosted our Annual "Our Kids, Our Community" fundraiser, transforming our warehouse into a stunning venue for over 120 attendees. Together, we raised an incredible \$380,000 to support our mission to prevent hunger and homelessness in our local community, especially since 33% of the clients we serve are children.

The evening featured a performance by Sunnyvale School District students, live and silent auctions, a Fund-a-Need (paddle raise), a VIP Sponsorship Reception, dinner, and more.

Thank you to our generous sponsors at the May event: Google, Pacific Gas and Electric Company, Star One Credit Union, Applied Materials, Specialty Solid Waste & Recycling, and the Rotary Club of Sunnyvale.







### Thank You to Our Major Contributors

Cumulative donations from January - December 2024.

\$100,000+

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\$5,000+

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### **Become a Monthly Donor: SCS Sustainers Club!**

Make a lasting impact in our community by joining the SCS Sustainers Club! Your monthly gift of \$40 or more ensures that we can continue providing vital support to keep our neighbors housed and fed.

#### Membership Benefits:

- · Exclusive Invitation: Attend our annual thank-you luncheon and connect with fellow Sustainers.
- · Recognition: Receive a personalized Sustainers Club pin and have your name displayed on our lobby recognition poster.
- Behind-the-Scenes Access: Enjoy a private tour of SCS with our leadership team.
- Stay Informed: Receive quarterly email updates directly from our staff, sharing stories of the lives you're helping to transform.

Your support as a Monthly Donor allows us to provide consistent and reliable assistance to families and individuals in need. Join us today and be part of the change that builds a stronger, more resilient community.



### Thank You to Our Major Contributors

#### Cumulative donations from January - December 2024.

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### **Donor Spotlight**

#### Lane and Barbara Albanese

Lane and Barbara Albanese have been long-time major donors to Sunnyvale Community Services for the past 10 years. Sunnyvale has been their home since 1998, where they raised their two children now ages 25 and 29 years. Lane is currently a VP of Engineering at NVIDIA, and Barbara is retired following a career as an urban planner. In their free time, they both enjoy working out, going to concerts, and traveling together, and recently celebrated their milestone birthday in Japan. When asked why they support SCS, they shared, "We feel it is important to give back locally where you live and work. Silicon Valley is surrounded by tremendous wealth, and it is easy for donors to forget that there are many who are on the edge and struggling financially. If we don't help those who support us by working in our local restaurants, stores and businesses, how can we sustain a vibrant community? SCS is important to us since it provides basic needs like food and rent and serves a large number of children."



Lane grew up understanding the importance of giving back to the community, as his mother was a social worker and founded a nonprofit in Chicago for individuals with developmental disabilities. Today, both Lane and Barbara support many worthy causes, but SCS remains one of their top priorities. Their hope for the future is that SCS can continue to meet the increasing demands of more clients coming to our doors for food and other resources. "We hope other donors will join us and support SCS in its mission to keep our neighbors housed and fed."

#### **Barry and Mary Vickrey**

Barry and Mary Green Vickrey are committed supporters of Sunnyvale Community Services. Barry joined the SCS Board of Directors a year-and-a-half ago and serves as the chair of the Development Committee. He is a retired Dean and Professor Emeritus at The University of South Dakota Knudsen School of Law; Mary is a musician and also volunteers for the church and community. When asked why they support SCS, Barry and Mary answered, "We grew up in communities of faith and understand the importance of giving back. We feel incredibly blessed and want to show our gratitude by helping others."

Several years ago, they participated in the "Poverty Simulation" exercise hosted by SCS with Downtown Streets Team. They learned that transportation is a real issue for clients who commute two hours a



day for jobs that do not pay living wages. SCS addresses this problem by having multiple resource fairs each year, which include dental and vision clinics and job and wellness fairs. This allows clients to access all the resources they need in one central location. Barry and Mary hope that SCS continues to have the resources needed to serve the increasing number of clients year after year. They also want SCS to share more stories of individuals experiencing housing, to change misconceptions of poverty.

Barry and Mary have two married sons and four grandchildren. This past Christmas, they made donations to non-profits selected by each family member as a way of teaching the importance of philanthropy. Over the past year and a half, their son David made a major matching gift to SCS and also sponsored a month of proteins to address SCS's protein shortage. The Vickreys have supported SCS with the gift of time by volunteering occasionally in the food warehouse and at two annual events, the Ready To Learn Backpack Drive and the Holiday Toy Drive. For fun, they enjoy a variety of activities, from high-strategy board games, good food, travel, theater, concerts, and the opera. Other organizations they support include Sunnyvale Presbyterian Church, the Sunnyvale Rotary Club and Rotary International, and the University of South Dakota Law School. When asked why other donors should support SCS, Barry and Mary shared, "Hunger and homelessness are increasing in our society, and donors should do everything they can to address these issues so that every person has access to these basic human needs."



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