Sunnyvale Community Services

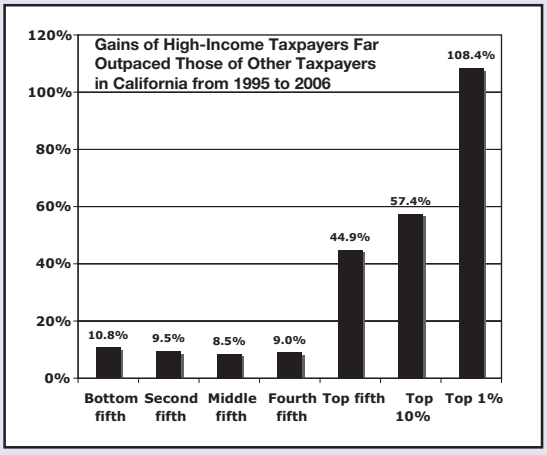
Working to Prevent Homelessness and Hunger—
Our Business is Booming, and That's Not Good!

www.svcommunityservices.org

November 2008

Director's Message: ARE YOU BETTER OFF NOW THAN YOU WERE TEN YEARS AGO? OUR CLIENTS AREN'T!

or



Ten years ago, I wrote a newsletter article on the widening gap between the "haves" and the "have-nots." One reader sent the article back with a note scrawled across it with a very vivid description of what I should do with my expletive-deleted "communist bull_ _ _ _." At the risk of receiving another such message (which, I must admit, I posted on my bulletin board as a badge of honor), I want to share a recent report from the California Budget Project that clearly shows a "longer-term pattern of widening inequality." The statistics come directly from the State Franchise Tax Board which I doubt considers itself a communist organization. This widening gap is the reason for the substantial increases year after year in the numbers seeking our help and the record amounts of aid we provide.

Having avoided statistics until a mandatory course in grad school, I usually don't like to focus on statistics. However, these statistics are the story. Between 1995 and 2006 (most recent statistics available) after adjusting for inflation, the Adjusted Gross Income (AGI) of the top 1% of California taxpayers more than doubled (108.4%) while increases for the bottom four-fifths ranged from 8.5% to 10.8%, far less than increases in rent, utility, medical, and prescription expenses. And these statistics pre-date the impact of the much higher gas and food prices we've experienced over the last two years. Need we mention increased housing prices from 1995 to 2006? With no effort on my part, the value of my 4 bedroom Sunnyvale tract home increased by over $700,000.

More people than ever before need our help to stay in their homes, to keep the utilities connected, to obtain medical care and food. Our annual report on page 4 will show you how much more help we've given in recent years, and the two games on page 3 will show why people need it. The bottom line is that your support makes all the help we provide possible.

Nancy Troia

PLEASE HELP US TURN $40,000 INTO $112,000

The Sobrato Family Foundation awarded SCS a $40,000 challenge grant. We have one year to match that $40,000 in new donations, donations from lapsed donors, and increased donations from current donors.

The foundation increased our last grant by 60% in recognition of higher need, efficient operations, and an effective Board of Directors. If we raise $40,000, we will receive another grant next year for $42,000.

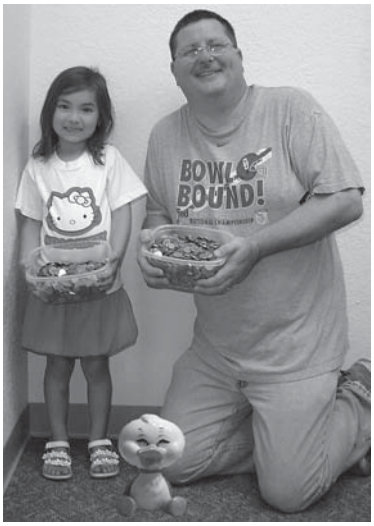
SOBRATO FAMILY FOUNDATION

The additional 5% is to cover general operating inflation costs. We hope you will help us reach this very "challenging" goal.

SOPHIA'S DONATION WAS JUST DUCKY!

Board President **Steve Harms** took time away from packing vegetables (and from his "other job" at Union Bank of California) to accept a $143.95 donation from 5 year-old **Sophia Olender**.

Sophia said she had been collecting coins in her duck bank "for many years." She put in coins she found as well as donations from her parents, grandparents (including staff member **Nancy Wu**), and great-grandparents. Sophia wanted us to use the money to buy food "for poor children who really need it."



"POVERTY OFTEN DEPRIVES A MAN OF ALL SPIRIT AND VIRTUE; IT IS HARD FOR AN EMPTY BAG TO STAND UPRIGHT." (Ben Franklin)

Some of our clients' stories are very dramatic like the following covered by the San Francisco Chronicle Season of Sharing:

- A woman whose leg had been amputated literally hopped into SCS using a walker. She had been told to stay off the leg that was grossly swollen. However, for over one month, bureaucratic red tape had prevented her from getting a wheelchair with no resolution in sight. Her medications cost $1,708 a month, but her disability benefits were $1,817. Disability and a small pension weren't enough to live on, but she had too much income to qualify for most other benefits. She had been living and sharing costs with her mother who had died recently. She had refinanced her car to help pay $13,000 of uncovered medical bills, but she was falling deeper into debt each month. SCS paid her overdue rent and within days arranged for her to obtain a custom fitted wheelchair. The woman moved to live with relatives as she could no longer afford to live on her own.

Other stories may not be as unique or dramatic, but the consequences are just as dire to those involved. Your support is what enables us to keep a roof over their heads, to keep utilities connected, and to obtain critical health services.

- A senior went to the doctor to find out why she'd been falling. The problem was her out-dated prescription glasses. Over the past five years, she had become accustomed to what she called "a little fuzziness" because she couldn't afford eye exams let alone new glasses. SCS paid for both. (Medicare does not cover vision or dental services.)

- For 12 years, a woman lived with her disabled son in a small rented house in Los Banos. The owner gave the woman only four days notice to move out after the house was foreclosed. Putting her furniture and belongings into storage, she and her son stayed on the living room floor with friends in Sunnyvale to be closer to her job in San Jose. Each day after work, she looked for an apartment. The few she could afford were on the second or third floors, but her doctor told her not to climb stairs because of her knee problems. SCS paid for a motel for a week and helped with the deposit on another rental home she found in Los Banos. Rent and gas ended up costing her less than an apartment much closer to work.

- A housecleaner, gardener, and hairdresser each had their work hours reduced and, after using what little savings they had, couldn't make ends meet. Their customers cut back on these services when they themselves felt an economic pinch. In each of these cases and many more like them, the clients found new jobs or new second jobs but needed help with rent or utility bills until they received the first paycheck from the new job.

- Two working single mothers each with two children shared a two-bedroom apartment. One worked days, the other worked nights so that one of them would be home to take care of the children. One of the women moved to be closer to her family. The remaining woman found a new " roommate family." However, she needed help with her rent until the new single mother and her son moved in two weeks later.

- If seniors didn't have heart problems before, the shock of uncovered prescription costs might cause them. We paid $968 for an 84 year-old man whose monthly income is $1,032. We paid $1,148 for medications for a 79 year-old woman with a monthly income of $847. Neither of these prescriptions were covered by Medicare.

SUNNYVALE ROTARY CLUB GIVES SCS A SHOCKING GIFT

Rotary President **Flo Stafford** presented SCS Executive Director Nancy Tivol with an Automated External Defibrillator. Though we hope never to use it, SCS staff and volunteers took a course in CPR and how to use the AED.

THANKS FOR MAKING ARMADILLO WILLY'S A DILLY OF A BENEFIT

From 5 pm to 8:45 pm, the line of SCS supporters was out the door at the benefit at Armadillo Willy's. There were so many people that the restaurant ran out of ribs and chicken at 8:20. The manager said that never before had a benefit attracted so many people. He said, "Next time, let us know that you've invited the entire City of Sunnyvale." Thanks to all of you who waited so patiently. Your support enabled us to buy food for those in need.

COME ON DOWN. IT'S TIME TO PLAY...

The answers will give you an idea of why our clients need help:

1. What percentage of Sunnyvale residents has extremely low, very low, or low incomes?
2. Who are the poorest people in Sunnyvale?
3. What is the amount per day the average recipient receives in Food Stamps?
4. What percentage of full-time workers in this county gets no benefits including paid sick leave?
5. What is the gross annual income of someone working full-time all year for minimum wage?
6 How much does the average mother of two children get per month on welfare (CalWORKS)?

Virtually all of the major supermarkets in Sunnyvale are located on or south of El Camino Real. Most of our clients live north of El Camino. With the fathers using the family car (if they have one) to get to work, mothers walk to small local markets rather than pay bus fare for themselves and their children to get to larger markets or leave what little family time they have to shop in the evenings. The local markets don't have the sales volume of large chains, so they charge more. Low income families don't have the money or freezers to take advantage of sales.

How to play: Write down what you think the price was for each item on the same day in September at Safeway and at a smaller neighborhood market. Remember, you're just guessing the prices. Our clients are actually paying them.

1 gallon 2% milk

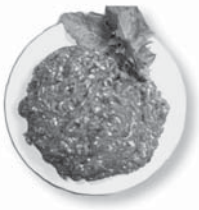
22 oz. sliced white bread

1 dozen eggs

Whole chicken (price per/lb.)

1 lb. bananas

18 oz. box



1 lb. ground beef (80% meat, 20% fat)

18 oz. jar

1 lb. Fuji apples

Wheel of Misfortune

1. According to the City of Sunnyvale's 2005-2010 Consolidated Plan, 9% of its population falls into each category: extremely low, very low, and low income.
2. Seniors. There are twice as many seniors in each of the three low income categories as any other age group.
3. Forget Starbuck's and Jamba Juice. The average recipient gets $3 a day, not $3 a meal, but $3 for three meals.
4. 30%-35%. No benefits also means no paid sick leave.
5. $16,640. After minimum withholdings, you barely have enough left for a one bedroom apartment let alone anything else.
6. $723. If you know of an apartment for $400-$500 a month, let us know, and we'll pass the information along to these single mothers.

Answers

The Price is Wrong

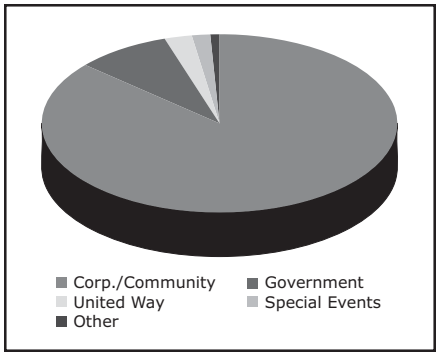
(*on sale at Safeway)	Safeway	Corner store
• Milk*	$3.29	$4.69
• Bread*	$1.50	$1.99
• Eggs*	$2.19	$2.69
• Chicken*	$ .99	$2.39
• Bananas	$ .89	$.89
• Rice Krispies*	$2.50	$3.79
• Ground beef*	$2.49	$4.49
• Peanut butter*	$2.50	$3.89
• Apples	$ .89	$1.49

Sunnyvale Community Services
ANNUAL REPORT
2007-2008

FINANCIAL OVERVIEW

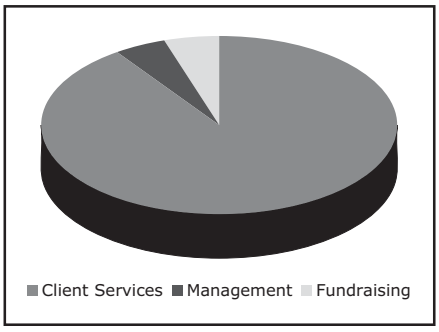
REVENUES

Community/Corporate Support	$2,280,076
Government Grants	223,001
United Way	67,225
Special Events	45,458
Other	21,573
Total	**$2,637,333**



EXPENSES

Program/Client Services	$2,376,659
Support Services	
Management	123,300
Fundraising	131,624
Total	**$2,631,583**



Financial Notes:

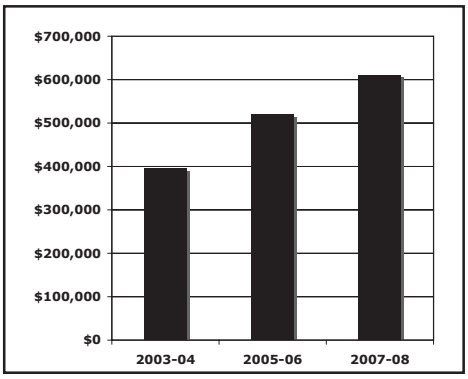
1. The 2007-08 audit from Deborah Daly, CPA, was 100% clean (no findings or recommendations). Figures above exclude depreciation.
2. Our overhead, usually 10%-12%, was 9.7% last year, very low for nonprofits, especially smaller ones with fewer cost centers to distribute overhead. (The nonprofit standard is less than 25%.)
3. We have 7 full-time employees. Annual volunteer hours now equal those of 11 full-time employees.
4. The audit and financial statements are available for anyone to view.

SERVICE OVERVIEW

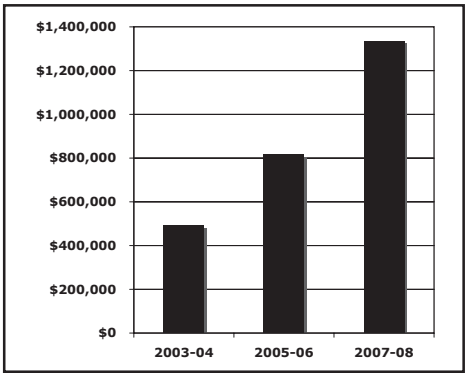
SERVICES PROVIDED

	07-08	06-07
Financial assistance cases	1,130	1,016
Food & other in-kind aid cases	12,162	10,882

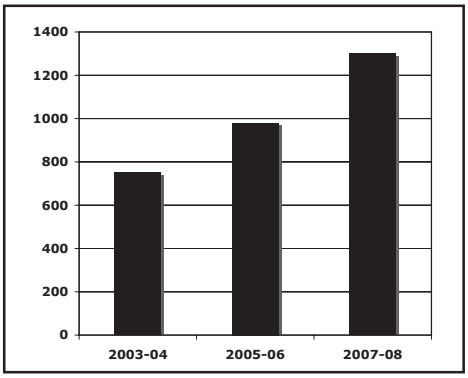
Amount Spent on Financial Aid for Clients



Value of Food and Other In-Kind Aid Distributed



Number of Families in Monthly Food Programs



"MANAGEMENT IS DOING THINGS RIGHT; LEADERSHIP IS DOING THE RIGHT THINGS."

(Peter F. Drucker)

Our Board of Directors is doing the right things to ensure the stability and success of Sunnyvale Community Services. Here's what it accomplished in the past fiscal year.

1. Two years ago, the Board completed a comprehensive risk management assessment that examined employment practices, contracts, special events, harm to clients, transportation, facilities, technology, internal controls, and insurance. Last year, the Board acted on the results and recommendations of that assessment. It completed a thorough review of the agency's policies and procedures, making many additions and changes. It developed a long-term facilities plan and updated our insurance coverage.

2. Given the volatility of the stock market, the Board reassessed and modified our investment policies and strategies.

3. The Board authorized the purchase of a new VOIP phone system (as the old one could no longer be repaired) and changed service providers, getting many more features but saving 50% a month.

4. The Board commissioned the development of a computerized client database as none existing included all the data we need. Leasing a new copier (at half the price of the old one) enabled staff to scan the necessary documentation. The database will save time and thousands of trees.

5. The Board authorized purchase of six new high-efficiency heating and air conditioning units to replace failing 24 year-old mid-efficiency ones. They were installed before the foam roof was re-coated. If installed afterwards, we would have had to pay to re-coat those areas again.

6. Given skyrocketing need and levels of service, the Board authorized $24,000—from reserves if necessary—to purchase food for Kids' Summer Food program, the first time SCS has bought food other than for the holidays. The Board's rationale was that reserves are for emergencies, that current conditions created financial emergencies for a record number of clients, and that our overall financial position was sound enough to cover this one-time expense.

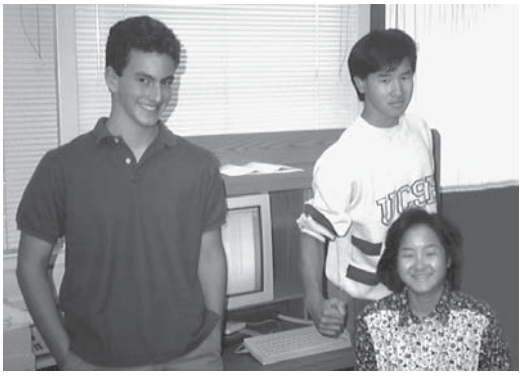
7. Our bottom line and most important achievement is that once again, despite distributing record amounts of financial aid and food, we were able to provide help to every single client in verified need. We did so "by the skin of our teeth." Excluding depreciation, after expenses over $2.6 million, our year-end balance was $5,750.

Our Board members take their responsibilities seriously. The agency and our clients benefit from their skills and dedication.

BACKPACKS WERE CHALK-FUL OF SUPPLIES

Sunnyvale Rotarians, their families and friends packed hundreds of backpacks donated by **The Family Giving Tree, the Rotary Club, Northrop Grumman, the City of Sunnyvale Finance Department, Juniper Networks, Spansion,** and **Sunnyvale Presbyterian Church.** We sent a record number of students back to school well prepared.

WE'VE GONE FROM NO-TECH TO LOW-TECH TO MID-TECH THANKS TO THE EXPERTS



When you need help learning to use a computer, you ask the experts, your kids. In 1992, high school student **Brian Tivol** and college students **Debbie and Gary Wu** taught us how to use our new donated Mac and software which replaced our old Apple II. (FYI, the computer, monitor, and printer were valued at $9,999.) Now all are married, working in the area, and continue to serve as our "tech advisors." For the past 15 years, we have been so fortunate to have a one-person volunteer IT Department, **Jeanne "Computer Woman" Choiniere** (Brian's 7th grade math teacher). Without their help, we wouldn't have been able to handle the new computerized client database, let alone basic recordkeeping, budget spreadsheets, or newsletters. And Jeanne maintains all the data for our family and senior food programs and for the Community Christmas Center.

WHAT'S THE PLURAL OF PRIUS? WHO CARES! WE'VE GOT TWO OF THEM FOR THE THE CHAMBER OF COMMERCE AUCTION TO BENEFIT THE COMMUNITY CHRISTMAS CENTER

Thursday, December 4 at SCS—725 Kifer Rd.

il postale Italian American Bistro

NetApp

Silent Auction: 5:30-7:30
Oral Auction at 6:15-7:30

Don't wait for six months to get a Prius. Buy one of two donated by ***Toyota Sunnyvale*** to the annual ***Sunnyvale Chamber of Commerce*** auction. And rather than pay a dealership commission, every cent over the dealer's actual cost is a tax deductible donation. The auction is free, though we ask that you bring a new toy, gift for older child or teen, or a bag of groceries. ***Il Postale*** donates dinner; ***NetApp***, the wine and sodas. As there are no costs to the event, every cent raised benefits the Community Christmas Center. As of November 1, every auction item will be posted on our website Events page: ***www.svcommunityservices.org***, with ***daily updates***. To donate items to the auction, please contact Nancy at 738-0121. Also call her if you cannot attend but wish to bid on any item. We'll appoint a bidder for you who will bid only as high as necessary to get you the item. Here's a sample of oral auction items:

- 3 one-week vacations in resorts around the world (Tim and Yolanda Risch and Karen Davis)
- One week at a 5-bedroom Meeks Bay Tahoe home (Don Jolly) and at a 4-bedroom Alpine Meadows condo (Bob Fruehsamer)
- Two nights for 4 at Ann and Don Hines' Sonoma County home
- French dinner for 14 (Nancy Tivol), Mexican dinner for 12 (Leticia Montalvo), American Culinary Academy dinner for 10, Chef Yu Chinese banquet for 10, four-course dinner for 4 at the new Rok Bistro, two dinners for 4 at a Sunnyvale Fire Station (with engine ride), and many restaurant gift certificates
- gold and diamond woman's watch and diamond/sapphire ring (from Grace Witt, Jewelry Advantage)
- 8 field club seats and field visit during batting practice & Aaron Rowand autographed ball from the S. F. Giants
- VIP and Practice Packages from San Jose Earthquakes
- 4 prime Warriors' tickets (Dee and Adam Simms)
- Jerry Rice autographed football
- 40" Samsung LCD HD TV (Fry's Electronics)
- Flight over the Bay Area and lunch (Terry Blumenthal), romantic dinner flight (Gary Air), sailing on the Bay (Adam Simms), and shark fishing on the Bay (Doug Mow)
- also electronics, art, crafts, photography, car detailings, wine tastings, famous Perkins/Lugos cookies, and much more.....

THANKS TONS, (53+ ACTUALLY), SUNNYVALE PRESBYTERIAN CHURCH!

Under the dedicated leadership of ***Pat and Greg Plant***, ***Sunnyvale Presbyterian Church's*** monthly food drive is entering its sixth year. Over the last five years, the congregation has donated over 53 tons of food to SCS. "We are grateful for a generous congregation that month after month, year after year thinks about Sunnyvale Community Services and its clients. We're concerned that the need isn't going away but getting much worse," said Pat. How much worse? As the charts on page 4 show, four years ago, 750 families were registered for our food programs; now, over 1,300 are. Four years ago, SCS distributed $660,000 of in-kind assistance, primarily food; last year, $1,335,000. We are extremely grateful not only for the tons of food from the members of Sunnyvale Presbyterian Church, but also for the congregation's willingness to continue with the "same old program" because it understands that hunger in Sunnyvale isn't going away—it is intensifying. Shown below left is Pat amidst barrels of donations. Below right, the Bag Brigade shows the poundage collected one Sunday after sorting and weighing the donations.

MAJOR PROGRAM CONTRIBUTORS

anonymous (3)
Adobe Foundation Fund
Alpha Graphics
AMD
Applied Materials
Applied Signal Technology
Assistance League of Los Altos
Chinese Seniors Club of Santa Clara Valley
City of Sunnyvale
City of Sunnyvale Employees' Giving Campaign
Costco Sunnyvale
County of Santa Clara
James Dudley
El Camino Hospital
Emergency Food & Shelter Program
Family Giving Tree
First Place Awards
Diane Hagglund
Historic Del Monte Building
Homestead High School
Housing Industry Foundation
Housing Trust of Santa Clara County
Hurlbut/Johnson Charitable Fund
Il Postale Restaurant
Juniper Networks
Vivian and Gregory Krodel
Bruce and Jing La Fountain
Lockheed Martin Employees' Foundation
MAZON: A Jewish Response to Hunger
Barbara McClellan Foundation
Menlo Equities
Gaylord and Carmita Mossing
Network Appliance
Orchard House
Ray and Natha Ostby
Palo Alto Medical Foundation
Pearson Buick Pontiac GMC
Gregg and Belle Pullano
SanDisk Corporation Fund
San Francisco Chronicle Season of Sharing Fund
San Jose Grocery Outlet
Satterberg Foundation
Second Harvest Food Bank
Lois Sibbach
Silicon Valley Community Foundation
Sobrato Family Foundation
Specialty Solid Waste and Recycling
Sunnyvale Chamber of Commerce
Sunnyvale Community Services Auxiliary
Sunnyvale FISH
Sunnyvale Presbyterian Church
Sunnyvale Rotary Club
Sunnyvale School District
Thai Basil Restaurant
Toyota Sunnyvale
Union Bank of California
United Way Silicon Valley
Gregory White
Kevin and Grace Witt, and Jewelry Advantage
Yahoo! Employee Foundation

ADOPT-A-DAY HONOR ROLL (underwriting SCS' $1,000 a day operating costs not covered by grants or contracts)

1 week

Timothy Schaaf and Susan Tenney
Alan Templeton

4 Days

Don Kumamoto and Peggy Wood
Nvidia Foundation

3 Days

Jim and Lynn Briody
Eugene Coogan in memory of Germaine Coogan
Tim and Jill Dunkin
Bruce and Vivian Euzent
Macy's Sunnyvale
Macy's West
Marc Merlin
Pine Cone Lumber
Robert and Anne Pochowski
Tim and Yolanda Risch
Sunnyvale Elks Lodge, B.P.O.E. #218
Tena Taormina
Nancy Tivol

2 Days

Harry Amos
Jeffrey Andrews
Valerie Armento
Nancy Barry-Jansson in honor of Single Mothers of the Bay Area
Mary Boyle and Keith McLaurin
James and Susan Lietz Davis
Enterprise Rent-A-Car Foundation
Janis Freestone and David Charlton
Robert Fruehsamer
Donna Fuzeré
Thomas and Mary Granvold
William and Carolyn Gross
Dan and Donna Hafeman
Olaf Hirsch and Melinda Hamilton
Helen Holder
Richard and Diane Horn
Russell and Susan Hull
Carla Klein
Kuykendall's Collision Repair
Philip Kurjan
Philippe Lacroute
Ken and Susie Lamarche
Matthew and Donna Leacock
Guy Malcolm
Jerry and Linda Mar
Joseph and Dorian Martinka
David and Holly Mendel Fund
Robert and Kathleen Menifee
Dave and Kathy Moore
Douglas Mow
Bruce and Michael Paynter
Thomas Pyle in memory of Susan Pyle
St. Mark Lutheran Church
St. Timothy Episcopal Church
Robert Smader
Ned and Sherry Snow
[redacted]
Mr. and Mrs. Raymond Tikvica
Bill and Jo Vanderbeek
Paul Walkowiak
Brad and Debbie Wetmore
Washington Mutual
Jack and Nancy Wu
Bret and Suzanne Young

1 Day

anonymous (6)
Patricia Aguayo
William and Aline Baeck
Stephen and Mary Ellen Barasch
Ron Beebe
Dr. and Mrs. I. B. Bernhardt
Dr. and Mrs. Richard Borrison
Mary Bradley
Nicholas and Anna Brosnahan
Harold and Gerry Brown
Jerry Burger
Laura Caccia
Glorya Carlstrom
Christopher and Lucy Cesar
Dean and Wilma Chu
Church of Jesus Christ of Latter-Day Saints Los Altos CA Stake
Anita Clemetson
John and Maya Clifton
Ellyn Corey
Steve Curry
Jim and Judy Duport
Chester E. Elliott
Mark and Janet Farabaugh
Richard and Christine Ferry
Kent and Barbara Fielden
Robin Fisher, Take Flight Graphics
Tod and Leslie Fitch
Bret and Janaan Fuller
Pearl M. Gilmore
James Griffith
John and Mary Harrison
John Harrison Photography
Cathy Haynes
Jeffrey Hook
George and Karen Hopkins
John and Maria Hopkins
Jerry and Ann Infeld
Robert and Kathleen Jackson
In memory of Phyllis Jeckell and Barbara S. Mordy
Patricia Keenan
Terence Kenney
Keith and Ellen Kitchen
Michael and Debbie Klein
Barry and Virginia Landon-Lassagne
Martin and Linda Lee
Bobbie Lemberg in memory of Herb Basescu
Bettina Le Veille
Lewis and Cheryl Levey
Robert Locke
Manuel and Judy Macias
Melissa Macias
Allen and Amy Maddox
Pete and Debra Mangan
John and Dianne McGowan
Don and Irene McMullen
Janice Miller
Keith Moore
Dennis and Linda Moreno
Michael and Arlene Mori
Carol Morrow
Chris and Julie Moylan
Arthur and Claudia Muller
Glenda and Tom Murray
Paul Murray
Russell and Mira Nakano
Wolf and Vera Neumann
Benjamin Newsom
Pacific Gas and Electric
Ruth Perkins
Terasa Perkins
Mr. and Mrs. Wolfgang Polak
Mr. and Mrs. James Reynolds III
Ronald Robinson
Lawrence and Rita Rosenblum
Norman and Joanna Roush
Jeff and Sandra Ruggles
St. Luke Lutheran Church
Arthur Saville III
Carol Schweizer
Scitor Corporation
Clifton and Karen Shak
Dorothy Shannahan
Mr. & Mrs. Charles E. Sheehan, Jr.
Silicon Valley Association of Realtors
Mario Silveira
Single Squares of Sunnyvale
Larry and Gail Smith
Trina Solesbee
Dennis and Jean Stein
Anne Stewart
Sunnyvale Public Safety Officers Association
Sunnyvale Service Athletic Club
Karen Taylor
Unitarian Universalist Fellowship of Sunnyvale
Charles and Leanne Untulis
Tim and Linda Vachon
Joe and Connie Verceles
Gary and Sharon Vergho
Pat Vorreiter
Richard Wales
William Wathen and Gail Hoben
John and Asunción Martinez-Wehner
David and Christine Weisner
Nora Weissman
Kyle Welch
David Whittum
Frederick Wiesinger
Diane Wilson
Esther Wong and Shayne Stubbs
Debbie Wu
Yahoo!

Your Donations Change Lives

The victims of a local apartment house fire came to SCS for help. For those without relatives or any place to stay, the Red Cross provided a motel stay for three nights. SCS provided another week's stay in the motel while the families found apartments they could afford. However, they didn't have enough money to pay the required deposits. SCS paid them.

A father of three, doing all he could to help himself and his family, had two jobs, one in Menlo Park and another in Milpitas. When gas cost "only" $3.90 a gallon, he was paying more for gas for his old truck than his pay from the second job. The man found a new second job in Menlo Park. He had already depleted what meager reserves the family had and wouldn't receive the first check from the new job for another three weeks. Meanwhile, the rent was due, and he couldn't pay all of it. SCS paid the balance.

Neither the working father or mother received any benefits, including paid sick leave, from their full-time jobs. The mother stayed home for three days when the children were sick, then two more days when she got the bug. No work for one week meant no pay. At the end of a "good month," one without any unexpected expenses or lost income, the family had about $50 to spare. Without the mother's weekly $380 paycheck, the family couldn't pay the rent. SCS paid it preventing their eviction.

A seemingly healthy father of three died unexpectedly of a heart attack. Months later, the teenage son was hospitalized after a car crash and ultimately lost a finger. The mother, who'd been working part-time, used all her savings for the most basic funeral and medical expenses not covered by her insurance. She found a full-time job and a smaller, cheaper apartment, but she needed our help with deposit and moving expenses.

Staff

Nancy Tivol
Executive Director

Marie Barlahan
Director of Operations/Volunteers

Nancy Wu
Director, Emergency Assistance

Carmen Davis
Office Manager

Jose Hernandez
Caseworker

Martha Montenegro
Caseworker

Jeanne Yeager
Caseworker

Wang Qi Ying
Program Assistant (part-time)

SCS Auxiliary

Grace Ann Weiler
President

Chinese Seniors Club

Amy Kuan, President

Board of Directors

Michele Anderson
Operations & Development Mgr.
Sunnyvale Chamber of Commerce

Jeffrey Artz
Sales and Marketing Mgr.
SE Laboratories

Dyan Chan
Partner, Lighthouse Blue Communication and Community Relations

Ron D'Alba
Captain
Sunnyvale Public Safety Dept.

Sharon Davis
Medical Center Representative
Schering Plough

Annette Grasty
Principal
Lakewood School

Stephen Harms
Customer Service Officer
Union Bank of California

Brenda Hendricksen
Community Affairs Program Mgr.
AMD

Marie Kuykendall
Owner
Kuykendall's Collision Repair

Leslie Lawton
Owner, We Produce Transcription Services

Barbara McClellan
Genentech (retired)
Community Volunteer

Julie Nabhan
Owner, Specialty Solid Waste and Recycling

IrisAnn Nelson
Owner
Bunny Hutch Day Care
Sunnyvale Family Day Care Provider Network

Debbie Lyn Owens
Owner
Debbie Lyn's Costumes

Bruce Paynter
Applied Materials (retired)

Clare Phillips
Senior Manager
Camino Medical Group

Pat Plant
Program Manager and Hunger Advocate
Presbytery of San Jose

Elaine Rowan
Labor Relations Representative
County of Santa Clara

Dee Simms
Owner
Toyota Sunnyvale

Manuel Valerio
Community Relations Mgr.
Fry's Electronics

Connie Verceles
Business Development Mgr.
City of Sunnyvale

Sunnyvale Community Services

Working to Prevent Homelessness and Hunger

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United Way
United Way Silicon Valley

November 2008

SETTING RECORDS ISN'T ALWAYS A GOOD THING

Many records reflect very positive achievements like those of Michael Phelps and other Olympic athletes. Record sales are great for corporations and stores. But some records aren't so admirable, for example, the number of foreclosed homes and the price of gas. From 2000 to 2006, the number of people without health insurance in America grew from 40 million to a record 47 million. In the last four years, the number of underinsured—people with insurance but who still spend more than 10% of their income on out-of-pocket medical expenses—jumped 60%.

As the charts in our annual report show, we continue to set records in the amounts of financial aid and food we distribute. That more low-income families and seniors need our help is no cause for celebration. Seniors who go without critical medications that aren't covered by Medicare. People who can't afford the gas to get between their two jobs and home. Families that can't put enough food on the table let alone nutritious food.

On the positive side, thanks to your support, we've been able to continue our record of serving every family and senior in verified need, turning no one away because we lacked the resources to help them. However, we did so "by the skin of our teeth," ending the year with expenses over $2.6 million and a surplus of $5,750. And in the first quarter of the new fiscal year, usually our slowest, we're seeing even greater need and are giving out even more financial aid and food.

We ask you to invest in SCS to help us turn negatives into positives. In deciding whether to make that investment, we ask you to consider the basic human needs we address, the quality and quantity of services we provide, the effectiveness of our Board of Directors, and the following:

- Rather than adding more and more services, our Board of Directors has focused all agency resources—financial and human—on those most critical, eliminating some services available elsewhere and those it judged as much lower priority.
- We consistently receive the highest possible ratings from our major funders.
- We have 7 full-time staff members. Volunteer hours for the year now equal those of 11 full-time employees.
- Our overhead expenses were at a record low last year of 9.7%.
- With virtually no staff turnover, highly unusual in nonprofits, we not only save the expenses of hiring and training, but also have an extremely knowledgeable staff that provides the highest quality services.
- Your new or increased donations will enable us to receive $42,000 from the Sobrato Family Foundation challenge grant.

But the bottom line is that your donations help struggling low-income families and seniors keep a roof over their heads, keep the utilities connected, get medical care, and put nutritious food on their tables. We appreciate your consideration and support, and we wish you the happiest of holidays and all the best for the coming year.

Nancy S. Tivol, Executive Director

P. S. We invite you to a Community Christmas Center Open House, Sunday, Dec. 7 from 1-4 pm. Bring your family, church, school, neighbors, and colleagues to see your donations and SCS at work.

Enclosed is my tax-deductible donation:____$25 ____$50 ____$100____ $500 ____ $1,000 (Adopt-a-Day) ____other

___Visa ___Mastercard ***Expiration date:***_____

Name _____

Address _____

City, State, Zip _____

Name on card: _____

Card number: _____

Signature: _____

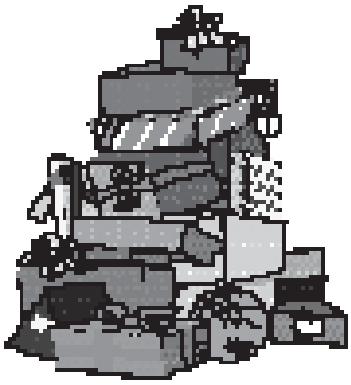
IN SUNNYVALE, CHRISTMAS STARTS ON DECEMBER 9!

Please drop off food and new, unwrapped gifts as early as possible:
Weekdays now through Dec. 8 from 8:30 am to 4:30 pm
Weekdays from Dec. 9 through Dec. 19 from 8 am to 8 pm
Sunday, Dec. 7 from 1-4 pm
Saturday, Dec. 13 from 9 am to noon

For more information, call 738-4298 or as of Dec. 9th, 749-XMAS (9627).
Here's what we need most:

FOOD ITEMS

Canned & dry soups
Canned tuna & meats
Canned fruits & vegetables
Canned tomato products
Cereals
Milkman powdered milk packets
Pork & beans, chili & stews
Peanut butter & jelly
Macaroni & cheese, rice, beans, pasta
Cake mixes, pudding, and jello



HOUSEHOLD ITEMS

Bath towels & wash cloths
Blankets & sheets (full or queen)
Laundry baskets with detergents
Dish and flatware sets
Pots and pans & mixing bowls
Pyrex Corning casseroles
Cleaning supplies
Large crockpots
Small appliances: toasters, coffee makers, rice cookers, woks, grills

TEEN ITEMS

Gym/duffel bags
Hand held electronic games
Portable CD players
Hair dryers
MP3 players and radios
Men's wallets
$10 & $15 gift cards to Target, Old Navy, Best Buy, Sports Authority

TOYS for ages 7-12

Legos
Soccer balls, basketballs, & footballs
Hand held games
Arts & Crafts kits
Caboodles and hair accessories
$10 & $15 Gift cards to Toys R US & Target
Remote controlled cars

Please come to our Community Christmas Center Open House Sunday, December 7 from 1-4 pm.

See your donations at work. Bring your family, neighbors, colleagues, church and civic groups to see what's involved in providing a two-week supply of food, new gifts for infants through teens, and a household gift for over 1,100 families.

TRYING TO FIND A GIFT for people on your holiday list who have enough and don't need anything? Give a donation in their honor to SCS. We'll send them a card on the day we receive your donation saying that your gift will help provide food and gifts to over 3,600 low-income people in Sunnyvale.

BUYING A CAR? Toyota Sunnyvale will give us $100 for everyone who mentions Sunnyvale Community Services when buying a new or used car at their dealership. Please tell everyone you know. Not only will they get great deals on great cars, but their purchase will also mean donations to SCS.