Sunnyvale Community Services

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

www.svcommunityservices.org

November 2009

Director's Message: NEED ERUPTS IN SUNNYVALE!

Year after year, we've given out more financial aid and food than the year before, but what we're seeing now makes all past increases pale in comparison. Over the past ten years, the amount of financial aid we've provided increased between $9,000 and $41,0000 a year, and the number of people receiving food annually increased between 200 and 12,000. In 2007-08, we spent a record $610,000 on financial aid; last year, $751,000! In 2007-08, we gave in-kind assistance, primarily food, to 33,000 people; last year, 55,000. (A person is counted each month food is provided.) These are record one-year increases, both in terms of dollars and percentages. And things are only getting worse. In the first quarter this year, we gave out double the amount of financial aid as in the first quarter last year.

Low-income families and seniors are struggling harder than ever just to make ends meet. Many lost jobs or had their hours cut. Unemployment and disability benefits take longer to apply for and to receive, and they don't cover expenses. Medical premiums and copayments are higher for those lucky enough to have insurance. And whenever I hear an ad for medications proclaiming, "now, sold over the counter (OTC)," I yell back at my TV, "now, no longer covered by insurance!" The cost of utilities, gasoline, and food continues to increase, and "lower level" rents in Sunnyvale have not fallen.

Our clients are trying to get new jobs and to pick up any part-time work. They cut back on expenses, unfortunately, often on healthy, nutritious but more expensive foods. They don't see doctors for preventive care they can't afford. Seniors are cutting pills they should take everyday in half. Dental and vision care not covered by basic Medicare or government health programs are beyond consideration. Any support from family and friends is becoming harder to get as they, too, feel the financial pinch.

Your support has made it possible for us to provide these record amounts of financial aid and food. We hope you will continue that support as our clients have never needed it more.

Nancy Trivedi

WE GOT THE PEANUT BUTTER, SO WE'RE OUT OF A JAM!

Marie Kuykendall and **Flo Stafford** show the peanut butter collected by the **Sunnyvale Rotary Club** as part of its "Food of the Month Drive." At its weekly meetings, the club collects one of the foods we need most—usually the more nutritious and expensive items not donated in great quantities. The club has also donated our van, defibrilator, hundreds of backpacks, volunteer help, and financial support to SCS.

Members of **Business Networking International** in Cupertino invited **Nancy Wu**, Emergency Assistance Director (first row center), to talk about the needs we're seeing in Sunnyvale. In addition to a check, the club presented Nancy with jars of peanut butter.

(courtesy of Soo Photography)

WE'VE GOT LOTS OF RECORDS

(For those under 30, vinyl records predate tapes and CDs)

FOOD PROGRAMS: OUT-THE DOOR HIGHS, IN-THE-DOOR LOWS

Once again, in fiscal year 2008-09, SCS gave record amounts of food to a record number of people. However, for the first time in 20 years, the amount of food donated to SCS was significantly less—over $50,000 less—than the year before. Why and how is this possible?

First, the why. Food donations from individuals, families, churches, and civic groups were, in fact, higher. However, corporate donations were down significantly as a result of substantial layoffs. In addition, many companies eliminated their corporate community relations staff who usually conducted employee food, backpack, and holiday gift drives.

Second, the how. The Board of Directors authorized use of reserves so that we could buy more food to make up the difference. Until last year, we only purchased food for our holiday programs. Last year, we bought throughout the year in order to distribute full bags of well-balanced nutritious food to every family each month. However, we can't use reserves continually.

Finally, the "now what?" We have developed "Do-It-Yourself Food Drive Kits" to help anyone conduct a food drive at work, school, or church or in social, civic, and neighborhood organizations. Just call Marie 738-4298, and she'll give you all the information you need. Tell your friends how much their help is needed and how important it is.

One mother was brutally honest in her thank you note after picking up bags of groceries and fresh produce. She wrote, "I don't want my kids to go hungry. But the food that isn't good for them is cheaper, and I can't afford higher priced meat, fish, fresh fruits and vegetables. Without your help, I couldn't give my children the things I know they should eat."

STACKS OF BACKPACKS CRACK RECORD—NO ONE LACKS

Families struggling to pay basic bills every month cannot afford backpacks and school supplies for their children. Thanks to generous support, SCS gave out 1,014 backpacks in August compared to last year's record of 697, each full of age appropriate school supplies for kindergarten students through high school seniors. Sincerest thanks to all of you and the organizations that made this remarkable 45% one-year increase possible: ***Sunnyvale Rotary Club, Sunnyvale Star Rotary Club, Family Giving Tree, City of Sunnyvale, Sunnyvale FISH, St. Thomas Episcopal Church, Sunnyvale HOST Lions Club, Crosswalk Community Church, Atria Sunnyvale,*** and ***Costco.*** Thanks to volunteer ***Linda Feeney*** who coordinated sorting and stuffing all the backpacks and supplies and to ***Sunnyvale Rotary Club*** and ***Homestead High School Interact Club*** for packing and stacking all the backpacks.

Nancy Tivol accepts a van-load of backpacks from **Arley Marley**, (Sunnyvale Rotary Club), **Neslihan Yilmaz** (President of the Sunnyvale Star Rotary Club), **Evelyn** and **Selim Dincer** (club members) and their children **Serena** and **Taylan**

JEANNE YEAGER RETIRES AFTER RECORD 24 YEARS

135 people attended a retirement celebration to salute **Jeanne Yeager** for providing outstanding service during her long career at SCS. **Mayor Tony Spitaleri** presented Jeanne with an official proclamation commending Jeanne

- for providing help to thousands of those in need in Sunnyvale in a caring, dignified manner;
- for sharing her expertise in the field of disabilities at SCS and in the nonprofit sector; and
- for starting Able Cable Productions that produces 30-minute TV shows, "On The Move," on disability issues.

Clients referred to Jeanne as "that nice lady," "the smiling lady," and "the lady with the nice laugh." Former SCS staff member now volunteer **Sue Barbieri** described Jeanne as very unusual. In over 20 years, Sue couldn't remember Jeanne ever complaining, angry, or irritated even in the most trying times. "Jeanne genuinely cares about people and did whatever she could to make a positive change in their lives."

LESSONS ON GIVING FROM A CHINESE PROVERB:

If you want happiness for an hour, take a nap. If you want happiness for a day, go fishing. If you want happiness for a year, inherit a fortune. If you want happiness for a lifetime, help somebody.

SMALL CONCESSIONS YIELD BIG RESULTS

Members of the **Leadership Sunnyvale Class of 2009**, shown at their graduation ceremony, decided to combine their leadership skills with "sweat equity" to benefit SCS. They volunteered all summer at concession stands at the Shoreline summer concerts, used their powers of persuasion to enlist the help of their families and friends, and donated the tips they received to SCS. Added to the tips was a $5,000 donation from **El Camino Hospital** in support of their efforts At their graduation, the class, wearing Sunnyvale Community Service caps made by class member **Becky Griffey**, (BG Specialty Printing), donated $10,000 to SCS. Left to right, **Kerry Haywood, Denise Elbert, John Schallau, Hansen Hom, Bob Griffey, Kevin Fox, Becky Griffey, Reed Moulds, Dori Hailu, Tim Price, Amit Srivastava, Larry Dietz, Chris Carrion, Mark Rogge, Leyla Hanson,** and **Dan Hugo**. Not pictured: **Glenn Evans, Steve Han, Scott Pettitt,** and **Nicholas Travis.**

BANK NOTES ARE MUSIC TO OUR EARS

Besides providing excellent banking services to SCS, **Union Bank** has supported SCS with generous grants from its foundation. (Left to right): Customer Service Officer **Steve Harms** (SCS' Past President), Branch Manager **John Abe**, SCS' **Nancy Wu** and **Nancy Tivol**,**Yukako Masuda, Sayo Palomino**, and **Norio Miyago**

Meerenai Shim is a professional flutist and teacher. At a recent recital, students and guests collected funds and food for SCS. Left to right, are student **Kenin Coloma**, **Lori Lack** (pianist), **Philip Sun** (guest soloist), student **Sarah Kang**, and **Meernai**.

HONORABLES MENTIONED

During the Wednesday night music series on Murphy Street, members of the City Council and city staff (and some husbands and wives) volunteered at wine booths and donated the tips they received for their excellent service to SCS. Our thanks to those who gave their time and efforts to benefit those in need: **Mayor Tony Spitaleri**, **Council members Melinda Hamilton, John Howe, Ron Swegles,** and **Dave Whittum; City staff Mary Bradley, Victoria Chambers, Anne Durkes, Sue English, Hanson Hom, Fang Lu, Brice McQueen, Kim Molina, Lisa Paneli, Steve Quick, Maria Rodriguez, Marvin Rose, Lisa Rosenblum, Mark Stivers, Connie Verceles, Robert Walker,** and **Erwin Young**. Special thanks to Connie Verceles, Business Development Manager and SCS Vice President, for organizing these very productive efforts.

Shown left to right: **Kim Molina, Maria Rodriguez, Fang Lu**, and **Ron Aoyama**

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

Some of our client stories seem very dramatic.

Two working parents and their two young children faced eviction. The father hadn't worked for three months due to complications from kidney failure and dialysis treatments. The mother took a leave of absence to care for him. Disability benefits, initially denied, would enable the family to make ends meet, though just barely, but took three months to begin. (The appeal process can take four months.) Meanwhile, their savings spent, they had nothing left for rent. SCS paid it.

Among the members of a family of five, there were five jobs—two for the father, one for the mother, and one after school job each for two teenagers. Over the past seven months, the father was laid off from his full-time job. The mother had her hours cut by 20%, and one of the teenagers lost his job. The family fell behind on their bills, and the financial help they got from relatives ran out before the father would receive his first paycheck from the new job he was fortunate to find. SCS paid the family's rent preventing their eviction.

A single woman who lost her job told our caseworker that the choice between paying her $600 a month COBRA payments or rent became a "no brainer" when she was diagnosed with breast cancer. Homeless, she fought for several months to obtain disability benefits. Once she got them, she found an affordable studio apartment but needed help with the deposit. We paid it and bought a bed as she was sleeping on the floor.

Most of our clients face problems that may not seem quite as dramatic, probably because we see so many in the same circumstances—facing problems potentially disastrous, extremely stressful, and resulting in "lose-lose" decisions: pay rent or buy food, pay utility bills or seek medical help.

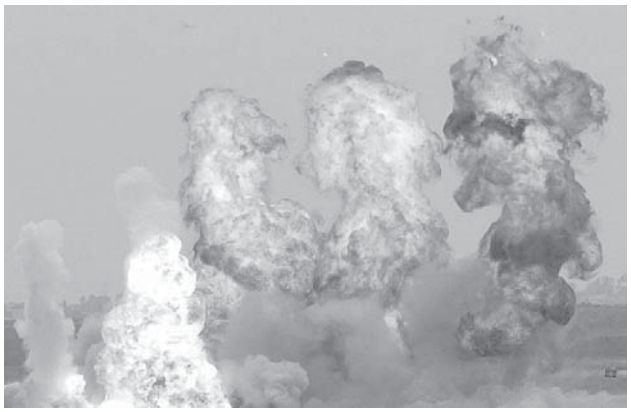
- It may take months for those who have lost jobs to find a new one and several months to get unemployment benefits.
- People who can't afford to pay for prescriptions or over-the-counter medications go without them or cut pills in half.
- A car may be a necessity for getting to and from work, but repair bills between $200 and $1,200 are unaffordable for families with "leftover" income each month of $15 to $60.
- The poorer seniors on Medicare cannot afford to buy supplemental policies that pay 20% of their bills. And there is no way they can afford vision or dental care, not covered by Medicare.
- Employees working at jobs that don't include benefits also don't get paid sick leave. Staying home when they or their children are sick means they don't get paid.

MAYOR'S AWARD RECOGNIZES SCS FOR EXCELLENCE

At the State of the City program, ***Mayor Tony Spitaleri*** presented the Mayor's Award of Excellence to SCS Executive Director ***Nancy Tivol***. Nancy shared the award with the SCS family—"the best board, staff, and volunteers any nonprofit could wish for." She also thanked the Sunnyvale community that provides the largest part of SCS' support. Without that support, she said, no matter how effective we are, we couldn't provide the amounts of financial aid and food that the growing number of low-income Sunnyvale residents so desperately need.

"BEYOND EXPLODING" CONTEST WINNERS

In our last newsletter, we ran a contest to find the best words (we could print) to describe the explosion of need that we are seeing. The chart below shows terms we used in prior years. The Board chose ***Carla Klein***'s entry—ginormous—to describe the "gigantic+enormous" increase in financial and in-kind we provided last year—the biggest increases by far in our 39 year history. Though happy to win, Carla said how unfortunate it was that we had to come up with such incredible words. ***Gail Solomon*** was chosen in advance as next year's winner because her entry best describes what comes after ginormous. The amount of assistance we provided in the first quarter of this fiscal year is twice as much as in the first quarter last year. (But you'll have to wait for the May newsletter for Gail's winning entry.) Thanks to all of you who entered the contest.



Level of Need

2004-05	2005-06	2006-07	2007-08	2008-09
Dramatic Increase	Phenomenal Growth	Skyrocketing	Exploding	Ginormous

OUR CUPBOARD IS BARE OF THE BARE NECESSITIES

Brown paper bags: We appreciate the efforts to encourage everyone to use canvas, reusable bags rather than paper or plastic. However, each month, volunteers fill and stack thousands of brown paper bags with food and produce given to 1,400 families. And because we fill the bags to capacity, we use double bags. Clients return the bags to us to use again. We would appreciate as many brown paper bags you and your friends could donate—at any time, year round.

Toiletries: When you travel, collect any unused soap, shampoo, lotions, and toothpaste. What many of us consider bare necessities are luxuries for our clients. And if you buy soap or other toiletries in bulk at sales and can spare some, think of SCS.

Toothbrushes: If you use an electric toothbrush or don't need the one you get at dental visits, please bring them to us. Many of our clients share toothbrushes, and we would love to give one to each person in the family.

YOU'RE INVITED! CONDOS, CUISINE, CRAFTS, AND COLLECTIBLES AT THE CHAMBER OF COMMERCE AUCTION TO BENEFIT THE COMMUNITY CHRISTMAS CENTER

Thursday, December 3
at SCS—725 Kifer Rd.
Silent Auction: 5:30-7:30
Oral Auction at 6:15-7:30

il postale
Italian American Bistro

NetApp

Admission: one new toy, teen gift, or bag of food
Dinner from Il Postale
Drinks from NetApp

If you want to stay one week in a resort anywhere in the world, eat at a fire station and ride on an engine, get a big screen TV or latest electronic items, enjoy gourmet meals, attend sports events or get sports memorabilia, buy art or handcrafted items, then come to the Sunnyvale Chamber of Commerce's annual auction. Everyone gets bargains, free dinner and drinks. As there is no cost at all to SCS for the event, every cent of every purchase benefits the Community Christmas Center. For a list of auction items, check our website—www.svcommunityservices.org, and be sure to check it frequently as we add items daily. If you have any questions or want to donate an item, please contact Nancy or Carmen at 738-0121.

PLEASE HELP US PREVENT A CHRISTMAS CRISIS

Our Community Christmas Center provides much more than presents for kids and teens. We also give food, a practical household gift, and the greatest gift of all—dignity. Our challenge is to do that again this year.

During the holidays, there are no free school or reduced priced breakfasts and lunches for over 40% of Sunnyvale School District students. There's no paycheck when companies close for one or two weeks. Many of our clients don't work when it rains, and colder weather means higher utility bills. That's why we provide a two-week supply of food. And we give our clients the dignity of making a "shopping appointment" to choose the foods and gifts they want in a beautifully decorated "store."

Given the sharp increase in the number of people relying on us for help, we will need at least 35% more food than last year just to provide the same amounts we did last year to "only" 4,120 people. And last year was the first year we had to purchase gifts in addition to those that were donated.

We hope you will help us make the holidays brighter for thousands of low-income Sunnyvale residents and for SCS—because every dollar we don't have to spend on food and gifts means more to pay rent, utility, and medical bills year round.

Most needed and least donated are gifts for 7-12 year olds and teens, particularly boys. We've listed suggestions on the insert and Christmas Center page of our website where you can also view videos taken of the program last year. Most needed and least donated food items are, frankly, the more expensive items: cereal, tuna, peanut butter, and protein-rich "meals in a can" (stew, chili, spaghetti, ravioli).

Here are some ways donors have leveraged their contributions:

- collect a specific food item at meetings
- charge a bag of food or gift as admission for a dance
- challenge other departments in food or gift drives
- take your kids to buy gifts they like for others
- collect bags of food at bingo nights
- at gift exchanges, give a gift you think the other person would have liked as a child, then donate all the gifts to SCS
- conduct food or gift drives through your neighborhood association
- talk about what you're thankful for at Thanksgiving and find three ways to make others happy at the Christmas Center
- see how far you can stretch your charitable dollars at sales and challenge others to beat your savings
- donate the second item at 2 for 1 food sales
- donate loose change you accumulate in a month
- donate what you would have spent on presents for family and friends who really don't need anything

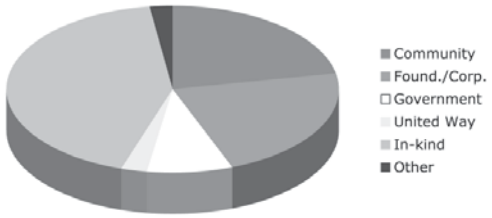
And we always take cash, checks, and charge card donations.

Sunnyvale Community Services
ANNUAL REPORT
2008-2009

FINANCIAL OVERVIEW

REVENUE

Community Support	$606,778
Corporate/Foundation Support	619,585
Government Grants	231,096
United Way	68,550
Other	61,856
Investments/Interest	(83,936)
In-kind Donations	1,187,838
Total	**$2,691,767**



EXPENSES

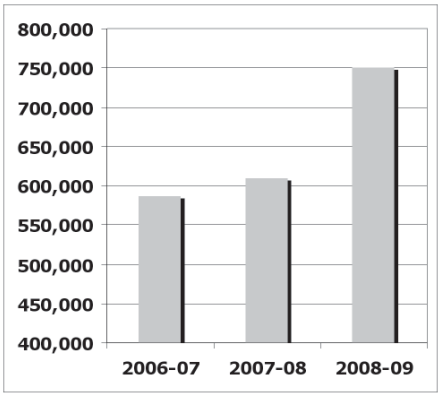
Program/Client Services	$2,483,453
Support Services	
Management	137,012
Fundraising	148,994
Total	**$2,769,459**

SERVICE OVERVIEW

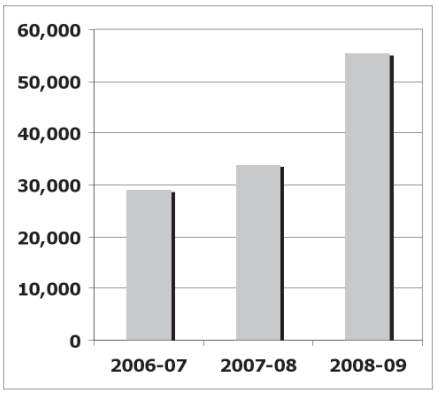
SERVICES PROVIDED

	08-09	07-08
Financial assistance cases/people	960	904
Food & other in-kind aid cases	18,082	12,162

Amount Spent on Financial Aid for Clients



Number of People Receiving Food



Financial Notes:

1. The 2008-09 audit from Deborah Daly, CPA, was 100% clean (no findings or recommendations).
2. Our overhead for the year was 9.0%, 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.

Program Notes:

1. Financial cases provide assistance to prevent eviction and utility disconnections, to obtain otherwise unaffordable medical care, to pay for car repairs and other critical needs.
2. According to funders' requirements, a person receiving food is counted each time in the year it is provided (duplicated client count).
3. The number of families/households participating in our food programs has more than doubled in the last five years from 700 to over 1,400, and families that came only several months a year now come every month.

MAJOR PROGRAM CONTRIBUTORS

Anonymous (3)
AMD
Adobe Foundation Fund
Alpha Graphics
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
El Camino Hospital
Emergency Food & Shelter Program
Family Giving Tree
The Historic Del Monte Building
Homestead High School
Housing Industry Foundation
Housing Trust of Santa Clara County
Hurlbut Johnson Charitable Fund
Hybrid Commercial Printing
Il Postale Restaurant
Kaiser Permanente Santa Clara
Bruce and Jing La Fountain
Leadership Sunnyvale Class of 2009
Lockheed Martin Employees' Fnd.
MAZON: A Jewish Response to Hunger
Barbara McClellan Foundation
David and Holly Mendel
Gaylord and Carmita Mossing
Network Appliance
Orchard House Foundation
Ray and Natha Ostby
Palo Alto Medical Foundation, Camino Medical Group
Gregg and Belle Pullano
St. Mark Lutheran Church
SanDisk Corporation Fund
San Francisco Chronicle Season of Sharing
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
Alan Templeton
Thai Basil Restaurant
Toyota Sunnyvale
Union Bank
United Way Silicon Valley
Kevin & Grace Witt/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

Bruce and Vivian Euzent
Handel Sunrise Foundation
Ken and Susie Lamarche
David and Holly Mendel
Robert N. & Florence Slinger Foundation
Spansion

4 Days

Don Kumamoto and Peggy Wood
Joseph and Dorian Martinka
Robert and Anne Pochowski

3 Days

Mary E. Boyle and Keith McLaurin
Jim and Lynn Briody
Bret and Janaan Fuller
Diane Hagglund
Olaf Hirsch and Melinda Hamilton
Macy's Sunnyvale
Macy's West
Mark Merlin
Tim and Yolanda Risch
Sunnyvale Elks Lodge B.P.O.E. #2128
Tena Taormina
Karen Taylor
Raymond Tikvica
Nancy Tivol
Paul Walkowiak

2 Days

Anonymous
Valerie Armen
Nicholas and Anna Brosnahan
Chase
Terry Chavez
Kent and Barbara Fielden
Janis Freestone and David Charlton
Robert Fruehsamer
Donna Fuzeré
James Griffith
William and Carolyn Gross
Dan and Donna Hafeman
Glenn and Cynthia Hendricks
Helen Holder
Richard and Diane Horn
Russell and Susan Hull
Sally James
Karen Jones
Gary Kanda
Vivian and Gregory Krodel
Philip Kurjan
Kuykendall's Collision Repair
Michael and Candi Strong-Lapidis
Matthew and Donna Leacock
Guy Malcolm
Marilyn Mantle
Jerry and Linda Mar
Kevin McGreevey
Robert and Kathleen Menifee
David and Kathy Moore
Paul Murray
Benjamin Newsom
Pine Cone Lumber
Price Waterhouse Coopers
Thomas Pyle in memory of Susan Pyle
Timothy Schaaff and Susan Tenney
Dorothy Shannahan
Raymond and Yvonne Skitt
Stocklmeir P.T.A.
Michael and Mary Ellen Sweeny
John and Asunción Martinez-Wehner
David and Christine Weisner
Esther Wong and Shayne Stubbs
Jack and Nancy Wu

1 Day

Anonymous (6)
Holly and Sandy Agbayani
Argon ST, Inc.
William and Aline Baeck
Howard Baldwin
Stephen and Mary Ellen Barasch
Phillip Basham
Ron Beebe
Donna Beres
Dr. and Mrs. I. B. Bernhardt
The Boeing Company
Dr. and Mrs. Richard Borrison
Mary Bradley
Ellen Brigham
Andrew Chagoya
Christopher and Lucy Cesar
Clay Foundation-West
John and Maya Clifton
Congregational Community Church Women's Fellowship
Ellyn Corey
Michael Cudzinovic
Steve Curry
James and Susan Lietz Davis
James Dudley
Jim and Judy Duport
John and Susan Edwards
Chester E. Elliott
Facciola Food Services
Jeannine Feldman
Richard and Christine Ferry
Robin Fisher, Take Flight Graphics
Steven and Tanis Glass
Stephen Harms
Jeffrey and Janet Harp
John and Mary Harrison
John Harrison Photography
Cathy Haynes
Robert Heath
Jeffrey Hook
George and Karen Hopkins
John and Maria Hopkins
Arlyn Jahde
In memory of Phyllis Jeckell and Barbara S. Mordy
Terence Kenney
Javed and Shaheena Khan
Keith and Ellen Kitchen
Janet Klein
Jim & Anita Kuehne, Kuehne Construction
Martin and Linda Lee
Robert Locke
Evelyn Lundstrom
Sandra MacDonald
Allen and Amy Maddox
Malleswar Manda in memory of Dr. Manda Anandarao
Ganapati and Smita Mauze
John and Dianne McGowan
Don and Irene McMullen
Derek and Susan Minihane
Carol Morrow
Douglas Mow
Chris and Julie Moylan
Arthur and Claudia Muller
Glenda and Tom Murray
Russell and Mira Nakano
Ruth Perkins
Terasa Perkins
Mark and Kathleen Peters
Mr. and Mrs. Wolfgang Polak
Judy Poutré
Stephen and Karen Quick
Mr. and Mrs. James Reynolds III
Joseph Ribera & Mary-Ann Wallace
Roy and Marsha Rocklin
Jeff and Sandra Ruggles
Helen Rutt and Gil Ohana
St. Timothy Episcopal Church
Arthur Saville III
Thomas R. Shannon Jr.
Mr. and Mrs. John E. Sheehan, Jr.
Single Squares of Sunnyvale
Larry and Gail Smith
Trina Solesbee
Narasimhan Srivathsan
Dennis and Jean Stein
[redacted]
Sunnyvale Service Athletic Club
Unitarian Universalist Fellowship of Sunnyvale
Joe and Connie Verceles
Gary and Sharon Vergho
Dave Vossbrink and Audrey Wong
Mr. and Mrs. Peter Wallack
William Wathen and Gail Hoben
Nora Weissman
Kyle Welch
Brad and Debbie Wetmore
David Whittum
Debbie Wu
Lynn Marcus-Wyner
Yuen-Chun Yang

Sunnyvale Community Services
Working to Prevent Homelessness and Hunger
725 Kifer Road
Sunnyvale, CA 94086
(408) 738-4321

Non-Profit
Organization
U.S. POSTAGE
P A I D
Permit No. 334
Sunnyvale, Calif.

United Way Silicon Valley

Programs and Services

- **financial assistance** for rent, utilities, medical care, prescriptions, other critical bills, and for homeless families with sufficient income for monthly bills but not deposits
- daily, monthly, and Kids' Summer **food programs**
- **Community Christmas Center**, affording clients the dignity of selecting a two-week supply of food, new gifts for infants through teens, and a practical household gift
- **bus passes and gas vouchers**
- **budgeting assistance**, support counseling and advocacy
- **referrals** to medical, mental health, employment, shelter, education, and legal programs
- **clothes, backpacks/school supplies, household items**

Proven Need in Sunnyvale

- United Way Silicon Valley identified Sunnyvale as one of the two fastest growing poverty areas in the county.
- Second Harvest Food Bank identified Sunnyvale zip codes as among the ten neediest in the county for hunger and food insecurity (not enough food throughout the month).
- The City of Sunnyvale's 2005-10 Consolidated Plan reports that 27% of its population falls equally into extremely low, very low, and low income categories. Seniors are by far the largest group in each category.
- Over 40% of Sunnyvale School District students qualify for free and reduced price meals. Guidelines for a family of four: $27,560 a year or less for free meals and $27,561 to $39,220 a year for reduced price meals.

Staff

Nancy Tivol
Executive Director

Marie Barlahan
Director of Operations/Volunteers

Nancy Wu
Director, Emergency Assistance

Carmen Davis
Office Manager

Maria Buenrostro
Caseworker

Jose Hernandez
Caseworker

Martha Montenegro
Caseworker

Wang Qi Ying
Program Assistant (part-time)

Board of Directors

Michele Anderson
Operations & Development Manager
Sunnyvale Chamber of Commerce

Teresa Barnea
Assoc. Director Preschool Ed.
Silicon Valley Leadership Group

Ron D'Alba
Deputy Chief
Sunnyvale Public Safety Dept.

Annette Grasty
Principal
Lakewood School

Stephen Harms
Customer Service Officer
Union Bank

Steve Harrington
Senior Pastor
Sunnyvale Presbyterian Church

Javed Khan
President
Safeeon

Marie Kuykendall
Owner
Kuykendall's Collision Repair

Leslie Lawton
Owner
We Produce

Barbara McClellan
Community Volunteer
Genentech (retired)

IrisAnn Nelson
Day care provider
Sunnyvale Family Day Care Provider Network

Debbie Lyn Owens
Owner
Debbie Lyn's Costumes

Clare Phillips
Manager, Gastroenterology
Palo Alto Medical Foundation

Elaine Rowan
Labor Relations Representative
County of Santa Clara

Dee Simms
Owner
Toyota Sunnyvale

Manuel Valerio
Community Relations Manager
Fry's Electronics

Connie Verceles
Business Development Manager
City of Sunnyvale

SCS Auxiliary

Ruth Perkins, President

Chinese Seniors Club

Amy Kuan, President

Sunnyvale Community Services
725 Kifer Road, Sunnyvale, CA 94086 (408) 738-4321
Working to Prevent Homelessness and Hunger

THEY'RE ALL AROUND YOU BUT VIRTUALLY INVISIBLE

In Sunnyvale, there are no tenements or large public housing projects. We don't have crime-ridden, dilapidated neighborhoods that people are afraid to drive through. But that certainly doesn't mean that there aren't people in Sunnyvale living in poverty or close to it. You can't tell either by what people wear. It seems that every high school student wears the same uniform—jeans and tee shirts. My father wore suits to work everyday; my software engineer son wears tee shirts and jeans. (And a few years ago, you could pay extra to buy jeans with the holes already there). You would be hard pressed to distinguish our volunteers or donors from the record number of clients coming to our office for help.

To paraphrase the airlines, we know you have a choice in making charitable contributions. We know that you will receive literally hundreds of solicitations this holiday season, most of them for worthy causes with very compelling stories from reputable nonprofits. Here are some reasons we hope you will choose SCS.

1. Our services address basic human needs—housing, food, and health care—for low-income families and seniors right here in our own community.

2. We are good at what we do. We've won awards for Outstanding Service and Management Excellence, are ranked highest by our funders, and continually earn 100% clean audits. There is little turnover in staff, so they know what they're doing, and we don't have to waste time and money recruiting, hiring, and training. Our Board members are informed, active stewards of the agency's finances and programs.

3. We don't believe in red tape. We don't put people on hold or have them wait for hours. If they bring the documentation our office volunteers told them to, our caseworkers can quickly determine what help they qualify for, verify all information, and send out the check to the landlord, utility provider, or doctor that day.

4. Our overhead is very low—9%. Thanks to 800 very dedicated volunteers, we leverage your donations with volunteers hours that equal 11 full-time staff members. Therefore, we can operate with only 7 full-time paid staff.

The bottom line is that your donations help people doing everything possible to help themselves: low-income working families with multiple jobs, seniors living on minimal pensions stretching every dollar, persons with disabilities trying to cover their expenses with limited benefits. They can fill out our required budget sheets very quickly as they know where every single dollar goes every month. But an unexpected medical expense, prescription, car repair bill, or even a temporary reduction in work hours throws them off the financial tightrope and into the fraying safety net.

We appreciate your time and consideration and 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. 6 from 1-4 pm. Please bring your family, church, school, or company to see your donations at work. Visit our website (www.svcommunityservices.org) for our agency and Christmas Center videos and to read more about our programs, services, and the people who benefit from your support.

Enclosed is my tax-deductible donation:___$25 ___$50 ___$100 ___ $500 (Adopt-A-Day) ___ $1,000 ___other

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

Name _____

Address _____

City, State, Zip _____

Name on card: _____

Card number: _____

Signature: _____

IN SUNNYVALE, CHRISTMAS STARTS ON DECEMBER 8!

Please drop off food and new, unwrapped gifts as early as possible:
Weekdays now through Dec. 7 from 8:30 am to 4:30 pm
Weekdays from Dec. 8 through Dec. 21 from 8 am to 8 pm
Sunday, Dec. 6 from 1-4 pm

For more information, call 738-4298
or as of Dec. 8th, 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 size)
Laundry baskets with detergents
Dish and flatware sets
Pots and pans & mixing bowls
Pyrex Corning casseroles
Cleaning supplies
Large crockpots
Small appliances: steam irons, toasters, coffee makers, rice cookers, woks, grills

TEEN ITEMS

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

TOYS for ages 7-12

Soccer balls, basketballs, & footballs
Hand held electronic games
Arts & Crafts kits
Remote controlled cars
Transformers
Camp Rock,Twilight, and Jonas Brothers, "stuff"
$10 & $15 Gift cards to Toys R US and Target

Please come to our Community Christmas Center Open House Sunday, December 6 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 4,100 people.

TRYING TO FIND A GIFT for people on your holiday list who have enough and don't need really anything? Give a donation in their honor to SCS. We'll send them a card promptly saying that your gift will help provide food and gifts to over 4,100 low-income Sunnyvale residents.