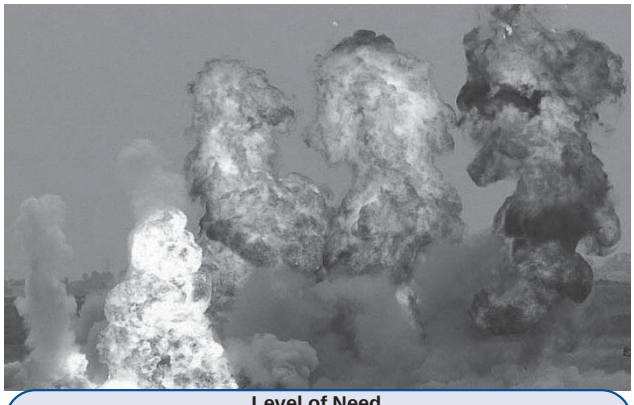
Sunnyvale Community Services

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

www.svcommunityservices.org

May 2009

Director's Message: ENTER OUR CONTEST—WHAT COMES AFTER "EXPLODING"?



Level of Need

2004-05	2005-06	2006-07	2007-08	2008-09
Dramatically Increasing	Growing Phenomenally	Skyrocketing	Exploding	?

Every year for the past four years, I've written about the sharply increasing level of need we're seeing at SCS. In 2004-05, we said that need was dramatically increasing, then growing phenomenally, then skyrocketing, and last year, exploding. What we're seeing now makes all past levels of need and descriptions pale in comparison. So we are conducting a contest. What word(s) can we use—and print—to describe what comes after "exploding"? Send in the winning description, and win a gift package of practical SCS items.

We don't intend in any way to be flippant or glib about the serious financial problems facing so many low-income Sunnyvale families and seniors. Too many have lost their jobs, even both breadwinners in the family. Too many face eviction or utility disconnections. Others need health care, have no insurance, and can't afford insurance, medical care, or prescriptions. And we are only just beginning to see more formerly middle class families affected by the economy who are facing the same problems as our low-income clients. However, they had more resources that they exhausted or families and friends able to help them for a while before they sought our help.

Four years ago, we spent $390,000 on financial aid; last fiscal year, $610,000. This year, we spent that much before the end of March. Four years ago, we gave out in-kind aid, primarily food, valued at $660,000; last year, $1,335,000. We will certainly exceed that amount this year as we are giving food to over 1,400 families each month (compared to 750 four years ago). We are doing everything possible to raise funds in order to help all clients eligible for assistance. Last year, we didn't turn anyone away because we lacked the resources to help them, but we did so by the skin of our teeth, ending the year after $2.7 million of expenses with a surplus of $5,750. For our clients, your support quite literally means a roof over their heads, healthy living conditions, food on the table, and access to basic medical care. We ask you to donate whatever you can because, more than ever, every little bit truly helps.

(*No one was hurt in these explosions—Google image from an air show.)

BODIES, BAGS, AND BANGLES BENEFIT

To celebrate the new location and larger store of **Debbie Lyn's Costumes** (822 E. Evelyn near Wolfe Rd.), Debbie Lyn Owens hosted a benefit for SCS featuring massage, skin care product, handbag, and jewelry vendors, each of whom donated part of their proceeds to SCS: Amberina's Fabulous Treasures, Body Shop @ Home, La Dubois Lavender Products, and Silpada.

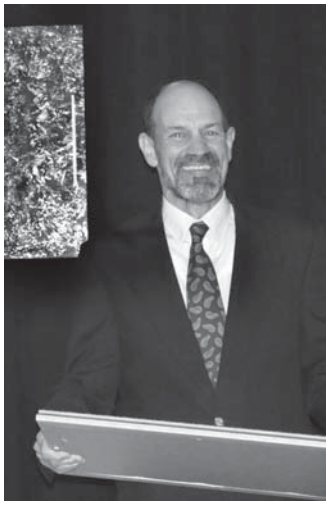
Shown are four of SCS' Board of Directors who thoroughly enjoyed the event: left to right, in case you couldn't tell, **Steve Harms, Debbie Lyn Owens, Leslie Lawton,** and **Sharon Davis**.

If you need a costume for any occasion or just want to laugh, visit Debbie Lyn's Costumes. Thanks to Debbie's very wild and creative mind, you will find everything you can think of and much more.

ANCHOR'S AWAY

Betsy Trago of **Anchor Auto Body**, right, gives the keys to a Volkswagon Jetta to **Yolanda Kepner.** Betsy came to SCS looking for ways to support the agency. In addition to collecting food and gifts, she donated a fully rebuilt car for one of our clients. All families coming to the Community Christmas Center who were interested put their names in a drum, and on December 23, Betsy pulled out Yolanda's name. Yolanda couldn't believe it when she was called, and she said it took several days before "she came down to earth."

TONY'S TRIBUTE



Each year at the annual Sunnyvale Chamber of Commerce Murphy Awards dinner, SCS honors a Volunteer of the Year. This year's honoree was **Anthony Thiebaud**. Tony is one of our Chief Food Officers (CFOs), moving tons of food, packing, and distributing for the monthly food programs for families and seniors. He spends the entire month of December at the Community Christmas Center, picks up food each month at the Sunnyvale Presbyterian Church, and makes many other pickups and deliveries. And in February, March, and April, he spends two days a week as an AARP Foundation volunteer tax preparer at SCS.

"AN OUNCE OF PREVENTION IS WORTH A POUND OF CURE"— IF YOU CAN AFFORD THE OUNCE...

and if you can't, you'll usually end up paying more.

- Recently, a man in his late 70s came to SCS for help with a dental bill. Medicare doesn't cover dental work, and he couldn't afford any supplemental plans. So he had pulled his own tooth out. That led to an infection and a dental bill more expensive than an extraction would have been. A good neighbor learned that the man had been going without food to accumulate funds to pay for the dental work. She brought him to SCS. We paid the bill and signed him up for our on-going food program.

- An SCS staff member needed a minor auto repair and went to a small shop in a Sunnyvale strip mall. The customer ahead of her needed major engine work (over $1,400). He hadn't been able to pay for routine maintenance for almost two years, so the resulting cost was much higher. He worked out a payment plan with the owner, Because his business had dropped off significantly, the owner had laid off two of his four employees and, in a conversation with the staff member, said that his wife had been coming to SCS for food for the past four months.

- A single mother did not take her child to the doctor when she had a persistent but seemingly mild cough. The mother's low-paying job provided no benefits including paid sick leave, and she barely made ends meet each month. Taking time off work for a medical appointment (taking the bus and waiting several hours at a public clinic) meant at least four hours lost wages. By the time the child did see the doctor, she developed complications from bronchitis, and the mother had to stay home for several days with the child. She came to SCS for help with her PG&E bill which she couldn't pay due to the lost wages.

CHINESE SENIORS CLUB VOLUNTEERS ARE A STAPLE AT SCS

Preparing our newsletter for mailing would cost us more than printing it. Twice a year, volunteers from the Chinese Seniors Club insert the flyers and envelopes, staple, attach labels, and sort 12,500 copies by zip codes required for bulk mailing. And they do it all in one day.

SCS has sponsored the club for over 30 years. The club offers English and citizenship classes, instrumental and choral music activities, traditional Chinese and ballroom dancing, Tai Chi, a variety of art activities, and educational seminars on healthcare issues. It holds three luncheons a year with performances by costumed singers and dancers. In addition, club volunteers also help with SCS food distribution programs. Our sincerest thanks to all Chinese Seniors Club volunteers.

COMMUNITY CHRISTMAS CENTER 2008:
THE GLASS WAS HALF FULL, HALF EMPTY, AND OVERFLOWING

1

2

3

At the risk of sounding like a broken record, the 2008 Community Christmas Center helped a record number of people and distributed record amounts of food and gifts. ***1,280 families (4,120 people)*** selected a two-week supply of food, new gifts for infants through teens, and a practical household gift, 114 more families and 481 more people than in 2007. To supplement community and Food Bank donations for Thanksgiving and the holidays, we purchased, at substantial discounts, $102,000 of food, $40,000 more than the prior year. In addition, thanks to the efforts of the ***Northwest YMCA***, the ***Sunnyvale Rotary Club***, and other donors, each family was able to select two warm coats, cleaned and delivered to the center by the YMCA.

These accomplishments were possible despite the fact that 2008 was the first time in several decades that less food and fewer gifts were donated during the holidays. Many companies had downsized; some moved out of Sunnyvale. In several cases, firms laid off corporate community relations staff who organized company-wide food and gift drives. However, thanks to increased donations, we were able to buy more food. Thanks to donors who took advantage of sales throughout the year, we had enough gifts, though barely.

640 volunteers donated 4,384 hours to make this program such a success, from "moving in and decorating weekend" to the last day of distribution and removing all traces of the Christmas Center, returning the building to what passes as normal. Because the Christmas Center is so difficult to describe, ***Jeanne Yeager***, an SCS caseworker whose family also produces ***"On the Move,"*** a cable access weekly TV show on all aspects of disabilities, asked ***Gordon Peterson***, a volunteer with the show, to film the Christmas Center. The videos are now on our website (www.svcommunityservices.org—Christmas Center page).

Our sincerest thanks to all donors and volunteers, but especially to the team leaders who ran each "department":

1) CFOs (Chief Food Officers)—Chuck Quanz, Michael Gutierrez, and Tony Thiebaud (not shown, Chris Gimenez & Les Brubaker)
2) Household gift department—Dorothy Inouye, June Hashimoto, Carol Schweizer, and Linda Feeney
3) Toy deparment elves—Dave and Kathy Moore and Bunny Sprunger
4) Donations department—Grace Maletis
5) Client escorts—Karen Rivers
6) Kitchen duty—Gloria Marañon and Peggy Miller, who celebrated her 90th birthday at the center
7) Teen gift making department—Dee Imazeki

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6

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"MAMMA'S MIA" HONORS MAJOR DONORS AND VOLUNTEERS.....

Every year, demonstrating the highest degree of dedication, the Sunnyvale Community Services Board of Directors "performs a muscial show" (all words used in the loosest sense of the words) to honor our major donors and volunteers. Receiving special recognition this year were two organizations that provided grants enabling SCS to provide record-breaking levels of financial aid, two women who inspired awareness and giving, a church that provided substantial support in multiple ways, a tireless supporter of the hungry, volunteers who deliver food to senior shut-ins, and the person who makes all SCS programs run so efficiently.

SILICON VALLEY community® foundation
SERVING SAN MATEO AND SANTA CLARA COUNTIES

Last summer, the Silicon Valley Community Foundation convened a series of focus groups in order to determine its funding priorities. In September, it held a regional meeting to announce five grantmaking priorities. The foundation allocated $3 million for Safety Net Services, the first area funded. In the middle of December, SCS received $75,000. Less than one month later, we asked for the final report form, having spent $25,000 on food for the 4,120 people helped by the Community Christmas Center and $50,000 to prevent eviction for 49 families. Both the foundation and we were surprised how fast we spent the grant funds. As soon as the report form was developed, we sent in our final report with sincerest thanks for the very timely and generous grant.

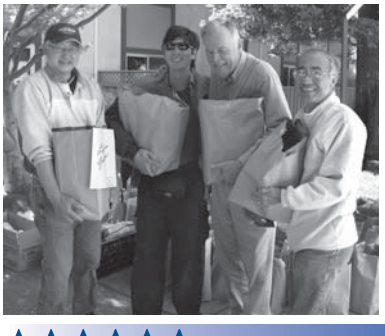
El Camino Hospital
THE HOSPITAL OF SILICON VALLEY

El Camino Hospital is committed not only to the health of its patient population but also to the health of the broader community, especially the most vulnerable community members. This past year the hospital Board of Directors decided to formalize this commitment by establishing set funding for the hospital's community benefit investment thereby allowing for long term planning and support of local organizations. SCS received $50,000 to pay medically-related expenses for low-income clients or to pay rent if they had already paid hospital, medical, or prescription bills and didn't have enough left for rent. We paid bills for 33 families and bought 11,000 quarts of powdered milk for our holiday programs.

The support of Principal **Genie Florcyzk** and Vice Principal **Diane Tyler** has been the key to the successful food and gift drives for many years by the students at St. Martin School in Sunnyvale.

Members of **St. Mark Lutheran Church** have been among our most supportive volunteers as well as among the most generous. Members of the congregation contribute over $5,000 a year, donate food year round, and bring gifts for the Community Christmas Center.

For 25 years, **Cindy McCown** has been a most valuable asset of Second Harvest Food Bank. Thanks to her, agencies have more food, new freezers and refrigerators, delivery service, and fresh produce.



Nine volunteers deliver food to senior shut-ins every month: **Pete Condos, May Gee, Michael Gutierrez, Ron Lau, Gail Lee, Russell Lee, Barbara Smith, Jack Wu,** and **Diana Wunderlich**. Shown are Jack, Russell, and Ron, delivering to Life's Garden, where Service Coordinator **Tom Barrett** has made deliveries possible to over 30 seniors there.

Over the past nine years, **Marie Barlahan** has developed an exceptional volunteer program at SCS, with over 800 volunteers whose hours equal those of 11 full-time staff—(SCS employs 7 full-time staff members). Marie is shown with **Camille Pietrow,** former SCS Board member, and her son **Alex**, who conducted a successful food drive at St. Andrew School.

"PERFORMED" BY ABBA, THE ALWAYS BRILLIANT BOARD ACTORS

Dyan Chan (Mia, who rode her horse to SCS), **Clare Phillips** (the door), **Annette Grasty** and **Gal Josefsberg** (SCS receptionists)

Mamma's Mia is the story of star student Mia, determined to write the best paper on the effects of the current economy on those in need in her city. She visited SCS to learn why people need help and what help SCS provides. And, she enticed her mother, former member of the 70s hit disco group the Floozettes, to put on a show to benefit SCS.

Thanks to the **Historic Del Monte Building**, **Debbie Lyn's Costumes**, **First Place**, **Take Flight Graphics**, and **Hybrid Commercial Printing**.

Clare Phillips (needs help paying for her pills), **Dee Simms** (needs a tank of gas), **IrisAnn Nelson** (has major medical bills), **Javed Khan** (needs car repairs)

Manny Valerio (bologna sandwich), **Grace Ann Weiler** (Spam), **Marie Kuykendall** (banana), **Martha Montenegro** (soup), and **Julie Nabhan** (grapes)

Barbara McClellan (Chief Elf), **Steve Harms** (Mr. Money), and **Brenda Hendricksen** (Ms. Claus)

The Floozettes: **Leslie Lawton**, **Debbie Lyn Owens**, and **Sharon Davis**, performing their hit song—SCS

YOU MEAN THAT THERE'S POVERTY IN SUNNYVALE?

People don't usually associate Sunnyvale with poverty or people in need, but, sadly, they should.

- United Way Silicon Valley has identified Sunnyvale as one of the two fastest growing poverty areas in Santa Clara County. (The other is Milpitas.)
- The City's 2005-2010 Consolidated Plan shows that 27.3% of its population falls equally into extremely low, very low, and low income categories.
- That same City plan shows that seniors are by far the largest group of Sunnyvale residents in each of the three low income categories.
- Second Harvest Food Bank identified one Sunnyvale zip code (since divided into two) as among the10 neediest in the county in terms of the number of people experiencing hunger or "food insecurity"(not having enough food throughout the month).
- 47% of students in the Sunnyvale School District qualify for free and reduced price meals. Income guidelines for a family of four are $27,560 a year or less for free meals and $27,561 to $39,220 a year for reduced price meals.

GOAL!

Last year, the ***Sobrato Family Foundation*** awarded SCS a $40,000 challenge grant. If we could raise that much in new and increased donations as well as donations from those who hadn't given in the past 12 months, we would receive another $42,000, the match allowance plus a 5% cost of living increase. Thanks to your generous contributions, we reached and exceeded the $40,000 required, even in a challenging economic year. Our sincerest thanks to all of you who helped us achieve the challenge and to the Sobrato Family Foundation for its generous support.

SPEAK UP SO THEY CAN HEAR YOU

Please visit these websites for the latest, nonpartisan information on pending federal and state legislation affecting those with low and moderate incomes...then contact your legislators:
California Budget Project: www.cbp.org
California Food Policy Advocates: www.cfpa.net
Center for Budget and Policy Priorities: www.cbpp.org

SCS EXECUTIVE DIRECTOR NANCY TIVOL HONORED FOR HELPING THE HUNGRY

Ever Attend a Hunger Banquet?

The old saying goes, "You are what you eat," but perhaps it should be, "You are what you can afford to eat." Every year, the ***Human Agenda***, a San Jose nonprofit organization, hosts a Hunger Banquet to focus attention on those throughout the world who, on a daily basis, don't have enough to eat. Guests draw names as they enter. Four sat at a beautifully set table, enjoyed a four course meal on fine china, and drank wine from crystal glasses. Four waiters attended to their every wish. 15 others sat at the "middle class table" and served themselves at a buffet. The remaining 50 guests (including Nancy and SCS board member ***Dee Simms***) sat on the floor, and after everyone else ate, lined up for plates of rice and beans. At the dinner, Nancy was honored as a Community Champion for her work in feeding the hungry in Sunnyvale and for advocating on their behalf.

Cindy McCown Hunger Advocacy Award

To honor Cindy McCown's 25-year exceptional record of achievement, ***Second Harvest Food Bank of Santa Clara and San Mateo Counties*** established the Cindy McCown Hunger Advocacy Award. The first recipient was Nancy Tivol, who was recognized for her leadership in anti-hunger advocacy efforts to promote long-term change and to advance the anti-hunger agenda. "It is indeed an honor to receive this award and to be associated with Cindy McCown."

DINNER AT THE DUMP...A TRASHY AFFAIR

Jerry and Julie Nabhan and Rebecca Buldo, owners of ***Specialty Solid Waste and Recycling***, invite you to the highlight of the Sunnyvale Social Season, Dinner at the Dump, a Trashy Affair, Saturday, June 27. The event, held at corporate headquarters not at the aromatic dump, features the best barbecued steak, chicken, and fish ever, using Specialty's secret marinades and grilled to perfection by ***Sunnyvale Public Safety Officers***. ***Sunnyvale Toyota*** sponsors Seafood Cove. Music will be provided by the California Beach Boys.

The event, which includes a silent auction, raffle, kids' play area, and classic car show, benefits SCS, Leadership Sunnyvale, Sunnyvale Rotary Club, and Project HELP. Details are on the back of the insert.

HOW CAN YOU SUPPORT SCS...LET US COUNT THE WAYS

- Contribute in honor or in memory of family or friends
- Take advantage of sales throughout the year of toys and gifts for the Community Christmas Center
- Donate stock (form on our website)
- Donate your car through Donate for Charity (866-392-4483)
- Conduct a food drive in your neighborhood, school, office, church, or civic organization (we'll give you a "how to" kit)
- Volunteer at SCS—call Marie Barlahan at 738-4298
- Tell your colleagues, friends, and neighbors about SCS

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
First Place Awards
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
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 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
Second Harvest Food Bank of Santa Clara/ San Mateo Counties
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

Handel Sunrise Foundation
Vivian and Gregory Krodel
San Jose Mercury News Wishbook
Timothy Schaaff and Susan Tenney
Robert N. & Florence Slinger Foundation
Spansion

4 Days

Don Kumamoto and Peggy Wood
Ken and Susie Lamarche
NVidia Foundation
Robert and Anne Pochowski

3 Days

Jim and Lynn Briody
Eugene Coogan in memory of Germaine Coogan
Bruce and Vivian Euzent
Bret and Janaan Fuller
William and Carolyn Gross
Diane Hagglund
Olaf Hirsch and Melinda Hamilton
Tim and Yolanda Risch
Sunnyvale Elks Lodge/B.P.O.E. #2128
Tena Taormina
Raymond Tikvica
Nancy Tivol

2 Days

Jeffrey Andrews
Valerie Armento
Nancy Barry-Jansson in honor of Single Mothers of the Bay Area
Mary E. Boyle and Keith McLaurin
Chase
Terry Chavez
Tim and Jill Dunkin
Enterprise Rent-A-Car Foundation
Kent and Barbara Fielden
Janis Freestone and David Charlton
Robert Fruehsamer
Donna Fuzeré
Thomas and Mary Granvold
James Griffith
Dan and Donna Hafeman
Glenn and Cynthia Hendricks
Helen Holder
Richard and Diane Horn
Russell and Susan Hull
Gary Kanda
Carla Klein
Philip Kurjan
Kuykendall's Auto Body and Frame
Michael and Candi Strong-Lapidis
Matthew and Donna Leacock
Guy Malcolm
Marilyn Mantle
Jerry and Linda Mar
Joseph and Dorian Martinka
Kevin McGreevey
David and Holly Mendel Fund
Robert and Kathleen Menifee
David and Kathy Moore
Douglas Mow
Paul Murray
Benjamin Newsom
Thomas Pyle in memory of Susan Pyle
Dorothy Shannahan
[redacted]
Michael and Mary Ellen Sweeny
Karen Taylor
Bill and Jo Vanderbeek
Paul Walkowiak
Brad and Debbie Wetmore
Jack and Nancy Wu
Bret and Suzanne Young

1 Day

Anonymous (6)
Holly and Sandy Agbayani
Patricia Aguayo
Harry Amos
Argon ST, Inc.
William and Aline Baeck
Howard Baldwin
Stephen and Mary Ellen Barasch
Ron Beebe
Donna Beres
Dr. and Mrs. I. B. Bernhardt
The Boeing Company
Dr. and Mrs. Richard Borrison
Mary Bradley
Nicholas and Anna Brosnahan
Harold and Gerry Brown
Jerry Burger
Laura Caccia
Christopher and Lucy Cesar
Dean and Wilma Chu
Church of Jesus Christ of Latter-Day Saints, Los Altos CA Stake
Clay Foundation-West
Anita Clemetson
John and Maya Clifton
Ellyn Corey
Michael Cudzinovic
Steve Curry
James and Susan Leith Davis
James Dudley
Jim and Judy Duport
John and Susan Edwards
Chester E. Elliott
Facciola Food Services
Richard and Christine Ferry
Robin Fisher, Take Flight Graphics
Tod and Leslie Fitch
Steven and Tanis Glass
John and Mary Harrison
John Harrison Photography
Cathy Haynes
Helen Holder
Jeffrey Hook
George and Karen Hopkins
John and Maria Hopkins
Jerry and Ann Infeld
Arlyn Jahde
Sally James
In memory of Phyllis Jeckell and Barbara S. Mordy
Patricia Keenan
Terence Kenney
Keith and Ellen Kitchen
Janet Klein
Michael and Debbie Klein
Jim & Anita Kuehne, Kuehne Construction
Martin and Linda Lee
Bobbie Lemberg in memory of Herb Basescu
Bettina Le Veille
Lewis and Cheryl Levey
Sandra MacDonald
Allen and Amy Maddox
Pete and Debra Mangan
Ganapati and Smita Mauze
John and Dianne McGowan
Don and Irene McMullen
Janice Miller
Keith Moore
Dennis and Linda Moreno
Carol Morrow
Chris and Julie Moylan
Arthur and Claudia Muller
Glenda and Tom Murray
Russell and Mira Nakano
Wolf and Vera Neumann
Bruce and Michael Paynter
Ruth Perkins
Terasa Perkins
Mark and Kathleen Peters
Mr. and Mrs. Wolfgang Polak
Mr. and Mrs. James Reynolds III
Joseph Ribera & Mary-Ann Wallace
Norman and Joanna Roush
Jeff and Sandra Ruggles
St. Luke Lutheran Church
St. Timothy Episcopal Church
Arthur Saville III
Scitor Corporation
Mr. and Mrs. John E. Sheehan, Jr.
Single Squares of Sunnyvale
Raymond and Yvonne Skitt
Larry and Gail Smith
Trina Solesbee
Narasimhan Srivathsan
Dennis and Jean Stein
Sunnyvale Service Athletic Club
Unitarian Universalist Fellowship of Sunnyvale
Tim and Linda Vachon
Joe and Connie Verceles
Gary and Sharon Vergho
Dave Vossbrink and Audrey Wong
Richard Wales
Mr. and Mrs. Peter Wallack
William Wathen and Gail Hoben
John and Asunción Martinez-Wehner
David and Christine Weisner
Nora Weissman
Kyle Welch
David Whittum
Frederick Wiesinger
Esther Wong and Shayne Stubbs
Debbie Wu
Yahoo!

Your Donations Change Lives

We paid two months rent for a senior couple who had been in a very serious car accident, leaving both in comas, one for one month, the other for one week. The driver at fault had no insurance. Their share of hospital bills (20%) exceeded $200,000. They paid what they could and were working with the hospital on a repayment plan, but were facing eviction.

A Post Office employee suffered kidney failure and required multiple dialysis treatments each week. His wife had been laid off as had their two sons who moved back home with their parents. The wife and one son found new jobs, and the family needed help with their mortgage until they received wages from the new jobs and disability benefits. As with many of our clients with serious illnesses, the husband was denied disability benefits. Though he will eventually receive them, appeals may take up to four months.

A father of two lost his administrative job when Mervyn's closed. His wife lost her managerial position when Circuit City closed. Unemployment benefits were far short of the couple's monthly bills. SCS paid their mortgage. Their families had been helping with bills for several months. Both found new jobs which paid less than their previous positions, but just enough for them "to squeak by."

After many years of physical abuse, a wife decided to leave her husband when he threatened their children. She came to SCS for help, and we convinced her to go to the Support Network for Battered Women where she received shelter, legal assistance, and counseling. When it was time for her to leave the shelter, she came back to SCS. As with many of our clients, she could afford the rent for a small apartment and other monthly bills, but she didn't have enough for the deposit. SCS paid it.

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
Owner, Transition Authority

Teresa Barnea
Associate Director Preschool Ed.
Silicon Valley Leadership Group

Dyan Chan
Partner, Lighthouse Blue Communication and Community Relations

Ron D'Alba
Deputy Chief
Sunnyvale Public Safety Dept.

Sharon Davis
Medical Center Representative
Schering Plough

Annette Grasty
Principal, Lakewood School

Stephen Harms
Customer Service Officer
Union Bank

Brenda Hendricksen
Consultant, Community Relations Solutions
AMD

Gal Josefsberg
Director, Product Management
Model N

Javed Khan
President
Safeeon

Marie Kuykendall
Owner
Kuykendall's Auto Body and Frame

Leslie Lawton
Owner, We Produce

Barbara McClellan
Community Volunteer
Genentech (retired)

Julie Nabhan
Owner, Specialty Solid Waste and Recycling

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 Mgr.
Fry's Electronics

Connie Verceles
Business Development Mgr.
City of Sunnyvale

In honor and memory of **Ralph Robinson**, former Board member and very active volunteer, and of long-time dedicated volunteers **Walter Fisher**, **Connie Lillie**, and **Peggy Stickley**

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

Non-Profit
Organization
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Sunnyvale, Calif.

United Way
United Way Silicon Valley

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

AT A LOSS FOR WORDS

Last month, a good friend called me to comment on the front page article in the April 14th San Jose Mercury News about the level of need we are seeing at Sunnyvale Community Services and our search for the words to describe it. The first sentence read, "Nancy Tivol has run out of words." Knowing me very well, she said, "Things must really be bad if you are at a loss for words." They are.

Families that came three or four months a year for food now come every month. Everyday, many new clients come for financial assistance. We continue to see an alarming increase in the number of seniors seeking our help, many of whom came only because a friend or neighbor convinced them that there is nothing wrong in asking for the help they so desperately need. Before the end of the third quarter of this fiscal year, we spent more on financial aid, distributed more food, and helped more people than we did during the entire year before. And at that time, we had helped only a handful of middle class families who, after losing their jobs, had gone through their savings and help from family and friends.

How have we been able to keep up?

- Focusing on the basics. As client numbers started to skyrocket, the Board of Directors, through its strategic planning process, focused all resources, human and financial, on the two most critically needed services—financial aid and food.
- Keeping overhead low (10% last year). Over 250 volunteers a year staff our front office and run our food programs. Over 600 run the Community Christmas Center. Annual volunteer hours equal those of 11 full-time staff; we employ 7 full-time staff.
- Retaining key support. We have been able to retain support from major corporate, foundation, and government funders over the years because of highest possible performance ratings and sound fiscal management.
- Keeping a great "veteran" staff. Virtually no staff turnover eliminates the time and expense of hiring and training employees and results in a knowledgeable staff that provides quality service. Our 7 full-time staff members have a combined 92 years at SCS (and the newest member hired two years ago replaced a 17-year employee).

But most important, the majority of our funding comes from our local community. Your support simply means more help available for low-income families and seniors in Sunnyvale. And without layers of bureaucracy, we can provide that help as soon as we can verify the required information, usually on the spot or within several hours.

We ask that you consider a tax-deductible donation to SCS, and if you usually donate in the fall, that you consider another donation now. Our clients have never needed your support more.

Nancy S. Tivol
Executive Director

P. S. On our website (www.svcommunityservices.org) you can see our agency video, the new Christmas Center videos, more about all the programs and services we offer, and various ways you can help us help those in need in Sunnyvale.

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: _____