

Community

Focus



A Publication of Community Services Agency,
Serving Mountain View, Los Altos and Los Altos Hills

Summer 2009

Food Crisis: right here in Mountain View/Los Altos

The fact is in this country people who can't afford food rarely face starvation, thanks to emergency food programs like our **Food & Nutrition Center**, federal food stamps, school meals and other community programs. But food insecurity in Mountain View/Los Altos is *real enough* for almost 3,500 people in our community alone.

With families being squeezed by low income jobs and reduced work hours on one side, and by high housing and costs of living on the other, among the first things they often cut back on is food (or rent, or utilities, or a car repair etc). Hunger in a community is often difficult to see, and consequently hard to comprehend, especially in a state that supplies so much food to the country and to the world.

But it exists even if we can't always see it: It's the mom feeding her kids oatmeal for dinner every night at the end of the month. It's the senior making the can of soup with twice as much water to make it last longer.

Food insecurity and food shortages do affect an adult's ability to work, a child's ability to learn, and senior's ability to stay healthy especially when they are forced to choose between buying medicine and buying food. There are long-term health implications too. People with low-incomes often stretch their food budgets by buying cheap, high-calorie food, rather than

the healthier, more nutritious and usually more costly groceries. Studies show that food insecurity can actually lead to obesity and related health problems like diabetes both of which can be prevented with healthy diets and nutrition.

Our Food & Nutrition Center is a critical safety-net for many people in our community helping them to just get from one payday to the next. Yet, as tough as it is for them we, too, are being buffeted this year by two very strong winds coming from the national economic storm: our **client count has increased 20%** in just one year and our **food donations have decreased 18%** in the same period.

It doesn't take a rocket scientist to do this math. More people served with less food. We have a food crisis in our community!



Shapiro Norris in line waiting at Food & Nutrition Center

We need your help. Here's what you can do:

- 1) Volunteer in our Food & Nutrition Center: help sort, weigh, stock, and distribute food.
→ Contact **Alison Hopkins**, volunteer director, 650.964.4630. We need well over 200 volunteers on 3 hour shifts totaling almost 8,000 hours each year in just our FNC.
- 2) Host a food drive at your office, school, service club, neighborhood or church.
→ Contact **Alison Hopkins**, volunteer director, 650.964.4630 for a list of healthy and nutritious food items needed and for barrels to collect items in.
- 3) Invite someone from CSA to speak at a meeting of your social or service club about hunger in our community.
→ Contact **Jim Boin**, development director, 650.968.0836 x115
- 4) Send a check

New Senior Program Launched:

Hospital to Home Transition Care Program

Let's face it; none of us are getting any younger. And aging is a process that often requires as much attention and care as parenting young children.

Last year in the newsletter I wrote about our "Senior Fall Prevention Project" that our Senior Services Program had just launched. This past year nursing interns from the University of San Francisco completed a study to identify our most at-risk senior clients. We now have 21 seniors being closely assessed and monitored to minimize their risk of falling. Falls by seniors is one of the leading causes for costly hospitalizations that could

have been avoided.

According to a recent research study, 18% of Medicare patients released from the hospital are readmitted within 30 days of discharge, adding even billions more to our health care costs. To address this statistic and improve the lives of seniors, we have launched in this past year, as part of our intensive case management program, a "Hospital to Home Transition Care Project." This will provide hospital discharge assessment and planning, along with one-on-one medical and health

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\$25
A \$25
donation
will make a
difference
in the life of
someone right
here in our
community.

COMMUNITY SERVICES AGENCY

Our Mission

We are the community's safety net, providing critical support services that preserve and promote stability, self-reliance, and dignity.

2009/2010 Board of Directors

President

Duncan MacVicar (2005)
Management Consultant

Vice President

Richard Magnuson (2005)
Venture Capital Investor

Treasurer

Phillip Rose (2008)
City Management (retired)
Commercial Real Estate

Secretary

Gisela Daetz (2008)
Adult Education Teacher (retired)
Community Volunteer

Executive Director

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Van Pelt, Yi & James, LLP

Bruce Karney (2003)
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Lisa Kasperzak (2007)
Consultant

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Stanford University Recycling Center

Robert Mullenger (2006)
Product Manager
Omicell

Jeannie Richter (2008)
Adult Education Teacher (retired)

Laura Stefanski (2006)
Director
Mountain-View Los Altos Adult School

Board President Message

Volunteers: the Heart of Community Services Agency

They say it is better to give than to receive. If you have ever volunteered to help out at your child's school, to work on a pot-luck dinner at your church, or to participate in a Habitat for Humanity building project, you know how true this adage is.

It feels very, very good to give a bit of yourself to others.

My introduction to Community Service Agency was through volunteering. Twenty years ago, I volunteered to serve dinner and to supervise clients in the rotating homeless shelter that was part of its Alpha Omega Homeless Services Program. Later my wife Jeanne and I packed bags of food as part of the Holiday Sharing Program. It felt so good; I kept going back for more.

Community Services Agency is a remarkably efficient organization. Every year, with a staff of only 20 people, some of them part-time, we manage to supply food and cash to over 5,000 people; to care for the needs of over 200 seniors; to provide school supplies, clothing, and gifts for the holidays to over 1,000 children from low-income families; and to counsel over 300 homeless people.

How would you go about serving lunch to 200 seniors every weekday using a staff of 1.5 people? I can't imagine how to do that. Yet we do it, CSA does it, Monday through Friday.

The secret, of course, is volunteers. Many of our programs are fulfilled by volunteers, with just a handful of staff members directing them. Volunteers are everywhere at CSA—in the food pantry, the workrooms, and even the hallways. Volunteers are out in the community in the CSA van picking up donations at area grocery stores, and at the Mountain View Senior Center. They're even



Board President Duncan MacVicar

in the community dealing directly with homeless people or escorting seniors to medical appointments.

If you're not a volunteer now, won't you consider donating some time to help those in need? We need volunteers to:

- Visit, escort, drive or shop for homebound seniors;
- Serve lunch to seniors in the Senior Center;
- Sort food items and gifts in our Holiday Sharing program; and
- Staff morning or afternoon shifts in the Food & Nutrition Center.

Call our Volunteer Director Alison Hopkins today and volunteer for one small task, in your favorite area of CSA's services. You will be glad that you did!

—Duncan MacVicar, Board President
2009/2010

Our highly professional staff supplies the organization and expertise to carry out our important work. But our volunteers supply the heart.

— Duncan MacVicar, Board President



Vita Insurance Associates of Mountain View held a contest for the best architectural creation from food collected in a food drive for CSA



Alla Faershteyn shopping at Food & Nutrition Center

A \$25 donation will provide 8 bags of frozen vegetables feeding 2 families healthy dinner sides for a week.

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Produced by Cindy Wong Design www.cindywong.com

Helping People: Change for the Good



Top: Alison Hopkins, CSA Volunteer Director with volunteer team at Bret Harte School playground building project. Middle: Alison Hopkins with Secret Service agent. Bottom: First Ladies Michelle Obama (hands raised) and Marie Shriver (right) helping construct a slide for the playground. Photos taken at the National Conference on Volunteering and Service, San Francisco, June 22, 2009.



vey "Giving and Volunteering in the United States," which measured everyday generosity in America, only 44% of adults volunteer; but, specifically 71% of those who are asked to volunteer do so.

So, I'm asking ALL of you reading this to "come on down." Call

me. Let's talk about our volunteer opportunities; let's chat about your skills that we could use in the service of others, let's talk about how you can make a difference in someone's life right now.

Other than being involved in the community, volunteering is a good way to meet new people, explore possible career options, fulfill those pesky service requirements for school, explore your own strengths and limitations and it's the patriotic thing to do!

President Obama recently signed the Edward M. Kennedy Serve America Act, which gives us Americans more resources for volunteerism, including a website completely dedicated to finding opportunities in one's area. (www.serve.gov). With that in mind I want to quote from his victory speech in Chicago on November 4, 2008: "This victory alone is not the change we seek. It is only the chance for us to make that change."

And that change is all around us...people losing their jobs; work hours being reduced; the state cutting back on social programs; food donations down and our client counts up.

Make a change in someone's life today and volunteer! And if you are already a volunteer, find a friend and ask them to join you in volunteering! Please.

—Alison Hopkins, Volunteer Director

As Volunteer Director one of my biggest challenges is recruiting qualified volunteers. I have to recruit enough volunteers to maintain a roster of between 500 to 600 active names. Some of those volunteers commit to regular shift schedules, others are just one time or project specific. But all told, Community Services Agency needs close to 17,000 volunteer hours each year (the equivalent of 9 full-time employees) so that we can provide our safety-net services for the community.

Volunteers can make a difference in the lives of the elderly, low-income and/or homeless in our community by volunteering with us.

I'm really excited that our summer newsletter, for the second year, is devoted exclusively to shining a bright spotlight on our volunteers and applauding and recognizing their almost \$400,000 worth of labor to us! Just an FYI for you: the equivalent value of a volunteer's hour this year is \$22.74. That means \$400,000 in dollar donations does not have to go to staff salaries, it goes directly to client services and assistance!

Way to go, Team Volunteers!!

So, why, then is it so hard to find people to volunteer to help others?

According to the *Independent Sector's* sur-



Volunteers Virginia Ross (left) and Margaret Gonzales (center) with Volunteer Director Alison Hopkins (right) in the Food & Nutrition Center.

New Senior Program Launched:

Hospital to Home Transition Care Program

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education to assist with management of chronic disease or illness in addition to providing referral and case management to ensure all community resources are available and utilized.

The objective is to have a more integrated and coordinated hospital to home transition program that addresses the management of symptoms, disease and medication in an outpatient setting, as these are frequently related to hospital readmission by seniors who lack adequate and appropriate support and care systems. We anticipate a reduction in the frequency of re-hospitalization within 30 days of discharge and the number of ER visits.

This project builds on and is an enhancement of our regular case management services focusing only on discharged hospital patients. It is supported by one full-time geriatric case manager and a nurse intern enrolled in the University of California, San Francisco, Master's degree program.

The goal is that each patient be evaluated and assessed before hospital discharge and appropriate interventions and strategies be outlined.

- One on one medical and/or health education will be provided to patient to help self-manage chronic disease.
- Medications will be tracked and patient compliance monitored.
- Diet and nutrition will be evaluated and addressed if appropriate for the chronic condition.
- Case managers will link patients with appropriate community resources and vendors as needed.

"Our Senior Services Program means so much to those seniors who don't have anyone nearby to count on. We are their family."

—Maureen Wadiak, Associate Director

Clinical outcomes to be measured will be the standard outcome metrics and evaluation methodologies used in Disease Management/Self-Care Management Programs specific to the diagnosed chronic condition.

The Disease Management model emphasizes prevention or exacerbations and complications utilizing evidence-based practice guidelines, empowerment strategies and self-management education. This includes primary prevention, behavior modification and compliance monitoring. An intervention plan will then be created and monitored for compliance and results.

After hospital release patients will be monitored and assessed at the 30 day, 6 month and 1 year timeframes.

—Jim Boin, Development Director

Major funding for this project is provided by El Camino Hospital, with additional funding from The Valley Foundation, The Health Trust, and Kaiser Permanente.

Volunteer Name List

The following people (and groups) are making a difference every day in the lives of the elderly, low-income, and homeless people in our community. People who need help are being helped right here because of them. We thank them and we salute them.

Volunteers allow us to:

- Provide services we otherwise could not: volunteers provide thousands of hours in sorting, stocking and assisting in making both our Holiday Sharing Program and Food & Nutrition Center the success they are.

- Increase the quality of our programs: volunteers help with outreach to the homeless community and our all volunteer board of directors ensures that we as an organization fulfill our mission and responsibilities to our clients, donors and community.
- Pay more attention to the people we serve: volunteers visit homebound seniors, provide them transportation to their medical appointments and work closely with case managers to identify and address any senior needs.

Volunteers are listed below in recognition of their years of service. Please report

Mountain View Pioneer Park view.



any errors of omissions or commissions to Alison Hopkins, Volunteer Director (650.964.4630) and accept our sincere apologies.



Volunteers (L-R) at the Volunteer Appreciation Reception: Jennifer Low, Heidi Chun and Audrey Prouse

20+ The following faith-based organizations have been involved with Community Services Agency for over 20 years: their congregants volunteer throughout our organization in any number of programs and their facilities have provided shelter and meals for homeless people as part of our Alpha Omega Homeless Program.

- Central Seventh Day Adventist Church <http://mtviewsda.adventistfaith.org>
- Christ Episcopal Church <http://www.ccla.us>
- First Baptist Church of Los Altos <http://www.fbcla.org>
- Foothill Baptist Church
- Foothill Covenant Church <http://foothillcov.org>
- Foothills Congregational Church <http://foothills-church.org>
- Immanuel Lutheran Church <http://www.praiseimmanuel.com>
- Los Altos Lutheran Church <http://www.losaltoslutheran.org>

- Los Altos United Methodist Church <http://www.laumc.org>
- St. Paul's Lutheran Church <http://www.st-paul.org>
- St. Simon Catholic Church
- St. Timothy's Episcopal Church <http://www.sttims.org>
- St. William Catholic Church <http://www.stwcc.org>
- St. Joseph Catholic Church <http://www.sjpmv.org>
- Trinity Methodist Church
- Union Presbyterian <http://www.unionpc.org>

15+ The following individuals and groups have been donating their time with CSA for over 15 years.

- Rev. Matthew Broadbent
- Margaret Brooks
- Barry Cavanaugh
- Diane Cavanaugh
- Janet Hayter
- Roy Hayter
- Helping Hands
- Michelle Gaskill
- Brian Gaskill
- Cathy Huston
- Estela Salgado

10+ The following individuals and groups have been donating their time with CSA for over 10 years.

- Mary Jane Barber

- Nancy Burton
- Frank Burton
- Rebecca Erenstein
- Lola Fanous
- Rosario Gonzalez
- Keiko Hayashi
- Ineke Ligtenberg
- Anna Maggiora
- Robert Morgan
- Judy Mulenburg
- Jerry Mulenburg
- Orval Oliver
- Flora Olvera
- Mary Ann Pineda
- Barbara Reid
- James Rothgaber
- Sally Sechrest
- Amelia Sierra

Synopsys Group
<http://www.synopsys.com>

USF School of Nursing Group
<http://www.usfca.edu/nursing>
Mary Lou DeNatale
Karin Van Amelsvoort

- Arthur Van Horne
- Will Wagner
- Dobrusina Yevdokiya

5+ The following individuals and groups have been donating their time with CSA for over 5 years.

- Bonnie Adams

Bellarmino College Preparatory Group

<http://www.bcp.org>

James Cochran

Jeri Cox

Kathleen Creger

Gisela Daetz

Doug Daetz

Adela Di Canio

Mary-Jo Di Muccio

Margaret Gonzales

Interact Club of Mountain View and Los Altos Group

<http://www.rotary.org/en/studentsandyouth/youthprograms/interact/pages/ridefault.aspx>

Giti Kamangar

Pat Kassner

Millie Kellogg

Bobby Liao

Adolph Lund

Duncan MacVicar

Richard Magnuson

Judy Mulenburg

Mountain View Masters Swim Team Group

<http://www.mvm.org>

National Charity League Group

<http://www.nationalcharityleague.org>

Caroline Spangler

Juliet Organo

Jun Penano

Kitty Petersmeyer

Mary Peterson

Karyn Plank

Jean Ryan

Saint Francis High School Group

<http://www.sfhs.com>

Jamil Shaikh

Arthur Siegel

Bill Statsky

Jean Taylor

Village Harvest

<http://www.villageharvest.org>

Christel Casjens

Joni Diserens

Heather Dooley

Karen Hurst

Ellen Loebel

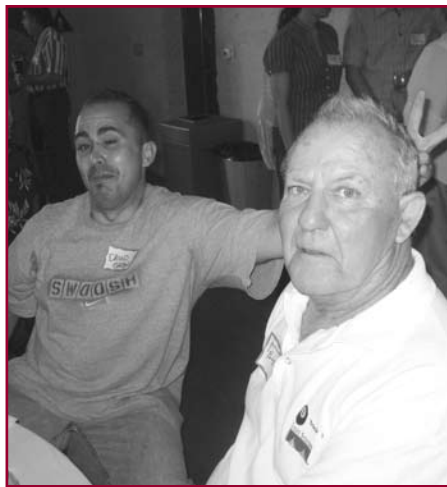
Susan Osofsky

Paul Schmidt

Loren Shalinsky

Anthony Vyfvinkel

Donya White



David Barba (L) and John Huggins (R) at Volunteer Appreciation Reception

Veda White

I+ The following individuals and groups have been donating their time with CSA for over 1 year.

Marshall Absalom • Midori Aogaichi • Martha Autran • Flora Averó • Irv Barowsky • Vera Baum • Yolanda Beltran • Patricia Broemser • Charles Brown • Jeannie Bruins • Richard Bush • Egypt Clark • LaDrea Clark • Sandy Conway • Brett Cottle • Paul Danter • Francisco De La Cerda • Richard Del Rio • Richard Delozada • Nicole Di Canio • Jorge Duran • Janet Erickson • Richard Espinosa

First Presbyterian Church Group

<http://www.fpcmv.org>

Carol Gielow • Robert Gregg • Dave Grometer • Kollene Hays • Nancy Heffner • Krysta Heffner • Tyler Heffner • Naomi Gomez • Dale Hill • Carolyn Hopkins • John Huggins • Nadia Ilieva • Joyce Imprescia • William James • Ellen Jiang • Dee Johnson • Niharika Kamat • Bruce Karney • Lisa Kasperzak • Juliana King • Scott Kulchychki • LaStar Kunjur • Donald Lathrop • King Lear • Steve Leong • Marie Leung • Yesenia Lira • Autumn Liu • Lee Lowery • Phat Luong • Jeanne MacVicar • Amy Magnuson • Karen Maness • Candy Maui • Melissa McMahon • Helen Meers

Menlo School

<http://www.menloschool.org>

Teresa Morales • Christina Mork • Robert Mullenger • Shirley Mustain

National Charity League

<http://www.nationalcharityleague.org>

Jane Bessin • Bob Bessin • Julie Bessin • David Bessin • Karen Costa • Lauren Costa • Trinko Dyer • Ali Dyer • Joyah Spangler • Sara Stevens • Bonnie Stevens • Donna Raynor • Alisa Raynor

Mary Nelson • Truc Nguyen • Cindy Olander • Carol Olson • Beatrice Ong • Wendy Page • Maria

Palafox • Matthew Plant

Post Senior Program Group

<http://www.mvla.net>

Louise Preston • Audrey Prouse • Johanna Pushpam

PriceWaterhouseCoopers

www.pwc.com

Carol Raymond • Paul Reinhart • Neal Reiter • Mary Renaghan • Jeannie Richter • Heather Robbins • Tyler Robbins • Phil Rose • Virginia Ross • Mary Sanbrook • Nikki Sandars • Robin Shalinsky • Barbara Sharpe • Deborah Shing • William Skotnica • Ioulia Stemkovskaya • Susan Sumner • Parviz Talsolaiman • Connie Tse • Mataimoana Tuupo • Charles Utley • Brian Van Den Broeke • Will Wagner • Jessica Williams • Richard Woolley • Cindy Yee

The following individuals and groups are new to CSA this past year. We welcome them and encourage them to come back for year #2.

Walt Arhanes • Renee Arhanes • Mona Armistead • Jim Avedisian • Jennifer Bailey • Peter Bailey • Victoria Bailey • Katherine Baker • David Barba • Michaela Barfield • Julie Barton • Salah Bellohsane • Paul Blainey • Alex Blefari • James Brandes • Genice Brandt • Janet Brewer • David Brieder • Zach Brode • Zach Brosz • Lemore Brown • Anel Buenrostro • Beth Calvert • Emily Cheng • Julia Chiu • Anna Cresap • John Crowley • Harvey Dixon • Thuy Doan • William Dudley • Billie Dungan • John Dunlow • Marvin Emerling • Daniel Feldman • April Ferri • Chenee Fournier • Irene Franklin • Barbara Frech • Erwin Frech • Thomas Freed • Kaitlyn Futch • Sean Garvey • Laurin Glibreath • Rebecca Go Shih • Shannon Greene • Heather Grillo • Celia Halstead • Alana Harrington • Ray Harvey • Machiko Hayashizaki • Charli Johnson • Owen Johnson • Claire Kalia • Gary Katz • Eszter Kerekes • Euene Kwon • Brian Lindsay • Jeremy Liu • Paul Lockwood • Kiana Makasini • Victor Marrques • Susanna Meyer • Sam Meyer • Charles Michel • Dal Miranda • Ahlaam Moueen • Reza Negahi • Gregory Nelson • Ali Nesmith • Tori Nicks • Sue Oksanen • Eiko Okura • Karen Owen • Deby Pastural • Ciera Pasturel • Zach Pelley • Julie Perry • Helena Petit • Laura Pexton • Ben Pinsky • Nick Quaglia • Jose



Volunteers (L-R) at the Volunteer Appreciation Reception: Mary Jane Barber, Lola Fanous and Barbara Sharpe

Luis Ramirez • Trevor Reinhart • Mary Rudolph • Janet Rudolph • Nathalie Sakr • Gladys Sakr • Reza Salehi • Sara Selis • Jorge Sepulveda • Shula Shalev • John Sheridan • Nancy Simon • Kendall Simon • Kelly Simon • Sara Steele • Chary Steele • Alysha Steele • Ed Stewart • Theodosca Stewart • Samuel Stewart • Alex Stitt • Valori Stitt • Michelle Swenson • Cyndi Treuhaft • Valerie Truing • Spencer Trygg • Megan Wadkins • Paul Wallace • David Wallace • Olivia Ward • Maddie Ward • Alex Ward • Lee Ward • Rob Ward • Kristen Weiser • Christine Welter • Heather White • Judy Whiteaker • Lisa Wilbur • Lauren Wilkinson • Jacob Williams • Dena Zacanti • Kelly Zacanti • Rebecca Zacanti • Chris Zeisler • Riley Zeisler

Boy Scouts of America

<http://www.scouting.org>

Stephen Cognetta • Chris Cognetta • Cody Crosby • Raul Lopez • Robby Milo • Nancy Montebello • Jacob Rodeheffer • Tom Rodeheffer • J.C. Sue • David Tran • Jimmy Tran • Daniel Van Gausbeck • Michael Van Gausbeck

First Baptist Church of Los Altos

<http://www.fbcla.org>

Christy Cole • Brad Cole • Megan Cole • Al Kruger • David Wilson • Peter Wilson

Fresh Lifelines for Youth Program

<http://www.flyprogram.org>

Sandra Bouchan • Larry Chagolla • Alex Mayo • Larry Pineda • Hillary Steinmetz

Foothills Congregational Church of Los Altos

<http://foothills-church.org>

Thelma Ackley • James Ackley • Linda Anderson • Rebecca Beach • Bob Carroll • Jim Carroll • Gloria Chilton • Helen Cone • Marilyn DeGrasse • Dorothy Hayes • Terry Hayes • K. Hoogs • Scott Irby • Susane Ley • Ann Nelson • Marge Shively • Niko Sorich • Kay Willenghly

Girl Scout Troop #1262

<http://www.girlscouts.org>

Sharon Haley • Grace • Brittany • Cameron • Seema • Sonnet • Shaili • Gina • Kim • Isabelle • Kathleen • Kristin

Hands On Bay Area

www.handsonbayarea.org

Tessa Hedstrom

Interact Club

<http://www.rotary.org/en/studentsandyouth/youthprograms/interact/pages/ridefault.aspx>

Joe Mann • Laura Murphy • Lisa Murphy • Zia Rosenweig • Brian Walz

LifeScan Inc.

www.lifescan.com

Tapajyoti Gupta • George Johansen • Rajesh Subramanian • Eddie Tran • Lillian Wood

Lord's Grace Chinese Christian Church

<http://www.lordsgrace.org>

Patrick Auyeung • Paul Chan • Julia Chan • Amy Chao • Viola Chen • Kitty Cheng • Lucia Chiu • Kitty Hui • Irene Kurok • Vanessa Lam • Cleo Leung • Eddie Leung • Kwan Liu • Sharon Liu • Wilson Liu • Rebecca Shih • David Tsui

Menlo School

<http://www.menloschool.org>

Anne Aiyer • Adam Bord • Yankucvch Lowry • Alex Mei • Ali Nahm • Priyanka Nigam • Sam Parker • John Shanley

Mountain View Masters Swim Team

www.mvm.org

Don Anderson • Richard Anderson • Janell Anderson • Susan McKee • Kevin McKee • Kristin McKee • Bob McKee • Francas McQuillan • Shannon Mooers • Joshua Ridder • David Ridder • Michelle Ridder • Robbie Ridder • Kaitlyn Simko • Ruth Simko • Suzanne Werner

National Charity League

<http://www.nationalcharityleague.org>

Kathy Armistead • Katrina Armistead • Diane Armstrong • Margaret Echerd • Rob Echerd • Elizabeth Echerd • Samantha Fong • Jenna Fowler • Sherry Fowler • Susan Friel • Kathryn Hohl • Kathryn Hohl • Susan Kritzik • Lisa Langston • Chloe Langston • Brooke Larkins • Jane Larkins • Fiona McAuley • Lori Nawn • Colleen Nawn • Susan Nesmith • Cathy Perez • Pam Perez • Colleen Reidy • Linda Reidy • Debbie Rosesby • Claire Rudolph • Viviane Schaller • Perrine Schaller • Delphine Schaller • Martha Sheridan • Arin Sheridan • Allison Sturges • Jill Sturges • Janet Thompson • Jenna Thompson • Linda Webb • Beth Wenger • Lani Wenger • Allyson Whitlock • Adrienne Whitlock • Katie Whitlock • James Yu • Grace Yu

Post Senior Program

<http://www.mvla.net>

Anne Berry • David Bruder • Liliana Garcia • Ilya Polkovnikov • Xenia Rohlfs • Ella Varda • Armando Santillano • Brian Haedrich

Price Waterhouse Coopers

<http://www.pwc.com>

Min Li • Hsiu Yang Yu

Raybeam Solutions

<http://www.raybeam.com>

Heather Bennett • Andrew Conway • Kellie McKeoww • Taras Shkuarchuk • Angela Wong

San Jose State University

<http://www.sjsu.edu>

Michi Nakahara • Amanda Calvert • Odette Horsthuis • Fatna Raji • Susan Neale-May

Serena Software Inc.

<http://www.serena.com>

J. Gopinath Bangalore • Ruben Gabriel • Sam Jose • David Mitchell • Vingo Nedungadan • Andy Sen • Carl Theobald • Nathan Tiller • Tomas Vilim • Peter Wang • Anney Yardley

Sereno Group

<http://www.serenogroup.com>

Jeanne MacVicar • Nancy Manning • Chris Trapani

St. Francis High School

<http://www.sfhs.com>

Courtney Elward • Katie Niemeyer

St. Lawrence

<http://www.saintlawrence.org>

Sina Vameghi

Synopsis

<http://www.synopsys.com>

Tim Ayres • Peter Bonde • Kristy Calcagno • Michelle Catambay • Minna Chan • Osman Eralp • Sonja Hanson • Carl Holzwarth • Melissa Johnson • Kelly Knowles • Marjorie Martinez • Samantha Matson • Cathy Mikami • Felix Ng • Doug Paxman • Rebecca Rhee • Julie Villar • Peggy Wu • Gordon Yip • Norma Young • Jenny Yu

Taproot Foundation

<http://www.taprootfoundation.org>

Joel Andren • Jennifer Davis • Katya Girgus • Purnima Nandkishore • Patty Winter

USF School of Nursing

<http://www.usfca.edu/nursing>

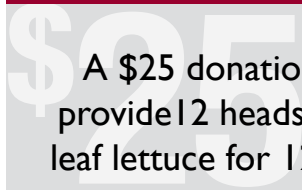
Daryl de Lima • Mary Lou DeNatale • Rosalinda Ibarra • Juliette Morales • Amy Naseath • Elizabeth O'Hara • Cheryl Sheh • Nicole Venturini • Grace Woolson

Verigy

<http://www.verigy.com>

Jim Banks • Jeri Coaner • Steve Hsu • Charlie Huang • Kevin Lee • Michael Lyman • Vinay Panchaul • Patrice Riley • Preet Singh • Brent Thordarson

We make every effort to keep as complete and accurate a list of all those who organize and encourage volunteers for our cause. They are truly appreciated and needed. Should there be any errors of commission or omission, please accept our sincere apologies and contact Alison Hopkins, Director of Volunteers, at 650.968.0836 x 114 or ahopkins@csacares.org.

 A \$25 donation will provide 12 heads of red leaf lettuce for 12 family size healthy salads.

People In Need: *how're you doing?*

The number one—and often only—question I'm asked these days by people out in the community is "how're you doing?" I ask them to clarify the question for me, assuming they mean "How's CSA doing?" and not me personally. In almost all cases they are asking about CSA... about our financial health...about donations and funding...about how the economy is affecting us.

But I must tell you, my biggest concern right now is not about funding. Don't get me wrong. Like everyone else in the nonprofit sector, I am *very concerned* about fundraising and funding sources in the current economic climate. But, so far the community has been very generous. You seem to understand that we are the safety net for this community. I know that there're going to be rough patches ahead for the economy and, consequently, in our fundraising appeals too. But with your continued generosity, I know we will weather this storm.

No, my biggest concern is actually with the clients we are seeing. The number of people coming to us for services is growing rather rapidly. We are seeing a return of long lines to get into our Food and Nutrition Center (an increase of 20%). Other programs are being affected by increased calls for service as well.

The clients we are seeing are also presenting us with increasingly complex cases: the senior whose retirement savings is half what it used to be and who is vulnerable to sweet-talking crooks; the unemployed tech worker who never thought he'd need the help of charity and who waits until the last minute before coming into us for services, and as a result creating a worse crisis for himself and his family; the homeless vet, home from multiple tours in Iraq, trying to get connected to services.

These are trying times for all of us, including CSA. But more so, these are trying times for the



Tom Myers, Executive Director

people we serve; the people of this community. I can only thank you, the community, for your continued financial support...and a big thanks to all our volunteers for the time, energy and effort *you give*. Without all of you, we could not do all that we do for all those that need it.

Tom Myers, Executive Director

A \$25 donation will provide 6 bags of brown rice for 6 families for a week



Dee Johnson at the Senior Nutrition Program

A \$25 donation will make a difference in the life of someone right here in our community.

A Volunteer Shout-Out

Brett (age 27) and Melissa (age 23) have been volunteering with CSA Senior Services since January 2008. Brett has a full-time job with a local bank and Melissa is studying full-time to be an English teacher. They are also engaged to be married.

The two of them have been assisting Mrs. A, a 74-year-old woman who lives by herself and has difficulty walking, with her grocery shopping on a regular basis. In November when she had to move because of difficulty climbing the stairs to her apartment Brett, with the help of a friend, spent a weekend helping her move to her new place.

Mrs. A will be going in the hospital to have surgery this month and she'll be there for about 10 days. Brett and Melissa have offered to pick up her mail during this time and when she gets home they'll come by to take out the trash and wash dishes along with picking up her groceries.

According to her CSA case manager Mrs. A is truly very grateful and feels very lucky to have the help of these two wonderful young people who take the time out of their busy lives to help her with hers.



Raybeam volunteers helping out in the Holiday Sharing Program.



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Board News

Last year I reported on the development of a new 3-year Strategic Plan for Community Services Agency by the Board of Directors. A strategic plan is not only a “roadmap” of where an organization is going and how it plans on getting there, it’s also a living document against which to check progress and initiate any course corrections if needed.

Last February, the board met at Hidden Villa in Los Altos Hills for a full-working day reviewing progress and benchmarks against the strategic plan. The impact of the economy on clients, in-kind food donations (see “Food Crisis”) and donations was one of the main topics.

Hidden Villa is one of CSA’s partners in providing fresh produce and vegetables for our Food & Nutrition Center and provided the meeting facilities at no cost to us, in addition to giving board members a tour of their farm facilities.

All told, board members donate more than 1,500 hours of their time and expertise in oversight governance of CSA and its safety-net programs at monthly lunch



Jason McKinney (L) from partner organization Hidden Villa giving farm tour (L-R) to board members Gisela Daetz, Laura Stefanski, and Jeannie Richter

time board meetings or the more intensive day-long mid-year strategic review retreat. Their dedication ensures that your donations and volunteer time is wisely spent and utilized for the betterment of the elderly, low-income and homeless in our area.

—Jim Boin, Development Director

Leaving a Legacy

From time to time Community Services Agency has been the beneficiary of one of our donor’s estates. Such bequests have played a vital role in our financial stability and allowed us to stretch even more in addressing our client’s needs.

It’s also truly a testament to the work we do, the impact we have on people’s lives, and the sense of community we all share that donors choose to include a gift to us as part of their estate or will. Such bequeathed gifts make such a big difference to us and to the many in need in the community.

If you would like to designate an estate gift to us, please contact your financial advisor or your attorney to ensure that your wishes are carried out and let us know so that we may include you in our “Community Legacy Group” for special recognition.

For any other information contact our Development Director Jim Boin at 650.968.0836 x 115 or jboin@csacares.org.