COMMUNITY SERVICES AGENCY
Serving Mountain View, Los Altos and Los Altos Hills
caring for our community

2008–2009
Annual Report
Message from the Executive Director

Tom Myers

This has been an interesting year, to say the least. In his column on page 9, Duncan MacVicar, this year’s board president, writes about the effect of the economy on our services. You can well imagine what effect that has had. Maureen Wadiak, our Associate Director, talks below about our programs and how much they’re needed. And often unrecognized but ever innovative, let’s make sure the excellent staff here at CSA gets a shout-out for their flexibility and dedication in changing and adapting to serve the increasing client base, often desperate because of their economic circumstances.

But more than the numbers or programs, please read the stories of the clients who access our services. And remember it’s your support that gives them hope and a way-out of their economic crisis.

And still, these stories don’t tell it all. They don’t touch on the full range of emotions or tell the whole story of what people go through before they even come to us when there was nowhere else to turn to.

There’s John, the Iraq War veteran, who now lives on the street. What struck me most about John was his optimism. Here was a man who had been through multiple tours of duty and returned to homelessness. He was grateful to CSA for our services, knowing his situation would get better.

Then there was Maria. I first noticed Maria when I came out of my office door and found her in a wheelchair, waiting for someone to wheel her into our conference room for a health talk on diabetes in Spanish. Come to find out, Maria was born in 1906!

Or perhaps the older gentleman I see in the morning in front of the Food and Nutrition center. We’d never spoken because he knows about as much English as I know Mandarin. Yet, whenever we would see each other there was always the nod and smile. One day recently, when we were short of volunteers and I was helping unload a van of food, this fellow jumped in to help unload boxes. And when we were finished, before I had a chance to thank him, he grabbed my arm, smiled and said “thank you” to me.

And there are the kids, all sitting in our lobby listening to a story being read by our volunteer Virginia, a retired school teacher, or reading stories in donated books while their parents are in the office for services.

And those are just some of the people I’ve run into over the past year, all dependent on the safety-net and on all of you who put the “community” in Community Services Agency. I salute you, thank you and wish you the best of the holiday season.

Mission Statement

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

Message from the Associate Director

Maureen Wadiak

The market goes up; the market goes down. One economic report is positive; another is not. It appears that the only thing we can be sure of right now is that consumer confidence remains low and businesses are not hiring. And we don’t need market or economic reports to tell us that.

Our case managers see it every day of the week in increasing numbers of people coming to us for help: the restaurant worker who had his or her hours reduced to 15 hours a week with no benefits or the hotel housekeeper who lost her job because business travel is down and the hotel chain is cutting back. Of course, those are the low-paying or minimum wage jobs and we’re conditioned to expect to see those people. But the faces of this recovery now include high-tech consultants and white collar workers who used to earn six figures a year.

Altogether there were over 6,000 stories with each of those faces last year and all of them right here in our Mountain View office.

There is an unprecedented need for safety-net services in our community right now. The people who used to come to us for help were primarily the working poor employed in service sector jobs but now we are seeing an increase in the number of people who are skilled professionals - carpenters, office workers, etc.

In previous economic downturns our clients have been able to weather the economic storm with the help of our various programs or services and they were able to find jobs in two to three months but this time the storm is like an unrelenting battering tsunami and there are no jobs in after two or three months.

But Community Service Agency is still a secure anchorage supported by a generous and caring community. Our safety net may be stretching a bit thin but it’s still here and available for all who need it. We have food for the family table and financial assistance to keep a roof overhead with the heat and electricity on. We have help for those who are homeless or near-homeless to keep them off the streets and out of their cars. We have case managers to keep an eye on seniors living alone to ensure they’re managing their medicines and chronic conditions. We have a senior lunch program to provide hot and nutritious lunches.

The recovery may be a slow one but I have faith in the people of Mountain View, Los Altos and Los Altos Hills who put the “community” in Community Services Agency.

caring for our community
Housing requires the largest proportion of a wage-earner’s income. It’s the first to usually take a hit when one lives from paycheck to paycheck and any unexpected expense—a car repair, a medical bill, school supplies—can throw a family into an economic crisis and put their housing in jeopardy.

One of the greatest challenges we face with the issue of homelessness is dispelling the myth of the homeless person as a drug user or just plain crazy. Truth be told, people become homeless even with a job. And with the current economic downturn, more low-income people are either losing their jobs or having their hours reduced.

More and more of these “homeless” individuals and families live in their cars, or motels when they can, or with family and friends (couch-surfing) than actually live on the streets. They have no permanent address. They are unhoused. They are homeless.

They need our help.

The majority of homeless that we assist are provided information to locate and secure housing, information and assistance with transportation services, along with food supplies from our Food & Nutrition Center. Others need help with benefits, employment, and health services, which can be quite labor and time intensive.

In the three years since the conversion of our rotating shelter program into a case management program focusing on the homeless we have seen an explosion of people in Northern Santa Clara County coming to CSA in need of housing and/or homeless services.

A dramatic increase in homeless clients over 3 years
2007: 162 people; 2009: 394 people
an increase: 143%

Debbie M.

Debbie and her boyfriend were marginally housed—residing in a trailer parked behind a retail store and subject to towing at any time. They had no electrical or water hookup and were barely getting by on her boyfriend’s monthly unemployment benefits which were soon exhausted.

Debbie is in her mid-40s and had lost her job several years before due to a combination of physical and mental health problems. Unable to work, she had applied for SSI but found the process too complicated and eventually gave up on it.

The Safety-Net at Work

Debbie came to CSA in 2002 when she was homeless. Unable to assist her with our limited rotating shelter program she was however able to obtain food from our Food & Nutrition Center, which she did until 2006 when she dropped out of the program.

Coming back in 2007, she inquired about our food program again. This time our Homeless Services program, which had evolved from the Alpha Omega rotating shelter program, stepped in to help.

Working with Homeless Services Specialist, Nadia Ilieva, Debbie was able to re-acquire Food Stamps and General Assistance Benefits. She was referred to the Opportunity Center in Palo Alto and the RotaCare Bay Area Clinic at El Camino Hospital to take care of her health and mental problems. She started receiving food, transportation, and case management services that seemed to be stabilizing her condition and helping her move along on the path of life improvement. Unfortunately, a few months later, her condition deteriorated again and she dropped out of the program once more.

Returning to CSA, Debbie talked about her condition that makes her extremely anxious and prevents her from leaving the trailer for periods of over many months at a time. She knew she needed help however and she wanted the help too.

With Nadia’s help Debbie applied and was approved for SSI and Medicaid, after nine months of advocating with the Social Security Administration and coordinating medical evaluations, phone calls, and a mountain of paperwork. She is now connected to a new doctor and her condition was properly diagnosed and she started feeling the healing effects of the medications. Her UPLIFT bus pass provides free VTA transportation for her with a condition that she be in case management services.

Debbie is still in the trailer with her boyfriend. But now with her stability she can take care of her most basic needs on her own. She has been referred to a number of affordable housing programs in the county and hopefully, soon, will have a place of her own.
With the economic downtown this past year we’ve experienced a jump of 9% in clients requesting Emergency Assistance services. And that was after an 18% increase the prior year.

People are reporting not only loss of jobs but reduction of hours. More and more people in our community are forced to make some very hard decisions every payday. Buy food? Pay rent? Pay utilities? Buy prescriptions? Even whether to seek medical help becomes a major financial decision.

Hortencia P.

Hortencia is a 38 year old single mother living with her three children in a 2 bedroom apartment they share with relatives. The total rent is $1,495/month of which she pays $900. She had immigrated to the United States 6 years ago to escape an abusive husband that would beat her and threaten her often with a gun and came to Mountain View where two of her sisters lived. The siblings would help each other financially and provide child-care for each other. Hortencia worked as a housecleaner. Employees were not provided any gloves to protect their hands from chemicals or even dusters to do their job. They were picked up and piled in a van to be taken to their job, often kept waiting in the cold and rain in the winter and verbally berated by their manager lashing out at them whenever it was felt they weren’t doing a good enough job. Nonetheless, Hortencia stayed with the job for 5 years until she actually began to fear for her physical safety.

She has since acquired a new housecleaning job on her own, hoping to expand her business. But in the meantime she has trouble making ends meet for her family of four.

The safety-net services we offer for low-income people includes:

- **Financial assistance** is available for rent, utility, housing, dental care, and eye exams.
- Requests for rental assistance in the 1st quarter of our new fiscal year are already at 58% of the level for all of last year.
- Requests for utility assistance are at 51% of the level for all last year.

- **Back-to-School assistance** in the form of backpacks and school supplies are provided for grades K-12.
- Requests for back-to-school assistance increased 20% over last year.

- Our **Holiday Sharing program** engages volunteers and community on a large scale with toy, clothing and food collections to make the Holidays brighter for low-income families with children.
- We anticipate an increase.

The Safety-Net at Work

Hortencia came to CSA in need of financial rental assistance to help her transition out of the abusive work environment to self-sufficiency and was assisted with her October 2009 rent. Her case worker, Elizabeth Medina, referred her back to Community Health Awareness Council (CHAC) for the therapy and medications that she had been taking but had discontinued. She was signed up to shop at our Food & Nutrition Center to help reduce the cost of feeding her family.

During her intake assessment and interview Hortencia also disclosed that she and her family had no health insurance. With a referral from CSA, Hortencia attended the “Move to Wellness Festival” and was able to sign her kids up for medical coverage through MediCal, and accesses the health care provided by the RotaCare clinic at El Camino Hospital.
Our Food & Nutrition Center provides essential and basic food items to minimize food insecurity for low-income individuals and families in Northern Santa Clara County.

It is the most wide-reaching program under our Emergency Services umbrella in terms of numbers. It provides a safety-net for over 60% of all of our clients offering perhaps the greatest stability in the lives of low-income families and individuals. Money not spent on food can pay for clothing, education, school supplies, medical bills and so on.

Our Food & Nutrition Center is set up like a mini-grocery store where our clients “shop” for the food items they need: breads, dairy products, canned goods or even fresh produce. There is a daily limit on items, however.

Unlike many food banks we do not pre-select what our clients need nor do we limit them to 1x/week or even 1x/month; if they qualify they can “shop” 5 days a week.

MORE PEOPLE: less food

A dramatic increase over 3 years
2007: 2,845 people; 2009: 3,482 people
an increase: 23%

A dramatic decrease over 3 years
2007: 507,000 lbs; 2009: 415,000 lbs
a decrease: 18%

www.CSAcares.org
Won’t you?
Integrating social and medical care for frail older adults under the direction of a case manager results in fewer hospitalizations and postponement of institutionalization. In real human terms it means that seniors live in their own homes in their familiar environment. It also means substantial savings in monies not spent on medical care and nursing facilities by federal and state health care programs.

There is also enhanced case management for seniors with specific identifiable risks that often result in higher rates of hospitalization or institutionalization.

### Senior Fall Prevention Program

Fall prevention has nothing to do with global warming or climate change. Studies show that 35-40% of seniors living on their own will experience a fall and 50% of those who do fall will have multiple falls. Seniors over the age of 65 who fall are 10x more likely to enter a nursing facility.

The risk factors are identifiable and our senior clients have now been all assessed for risk level of falling based on the number of factors they have. Case managers will be initiating interventions to correct, eliminate, mitigate and/or educate each senior accordingly. The results of this program for its first year will not be available until summer 2010.

### Hospital to Home Transition Care Management

Our goal is to address 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 once they are released from the hospital.

Studies show that 18% of Medicare patients released from the hospital are readmitted within 30 days of discharge. One full-time case manager and a half-time Registered Nurse are responsible for this program. Results to date are very encouraging. Of the 45 clients released from the hospital since November 2008, only 1 has been re-hospitalized within the first 30 days (a 2% rate versus the national average of 18%)!

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**Lucille**

Lucille was hospitalized for back surgery and placed in a skilled nursing facility for two-week rehabilitation. She is 66 years-old. She lives by herself with decreased vision, arthritis and chronic back and knee pain. She has also been diagnosed with depression and general anxiety disorder.

**Hospital to Home Case Management**

After release from a skilled nursing facility Lucille called us for services as she was still recovering from surgery. Her case manager was able to connect her with Home Instead Senior Health Care who donates a number of hours each month to low-income seniors to help them maintain their home, clean, and cook while they recover. In addition, CSA case manager was able to secure a care-giving scholarship through Seniors at Home to receive 10 weeks of care giving services. Lucille is also assisted and accompanied to her follow-up doctor appointments by her case manager or a specially trained CSA senior outreach volunteer.

**Sarah**

Sarah is a 72-year-old divorced low-income Mountain View resident diagnosed with depression, anxiety, paranoia, Parkinson’s disease and hypertension. She was terminated from her Medicare Part D Low Income Subsidy Coverage because of a change this year in the Medicare/MediCal income/asset policy.

Among the prescriptions Sarah has is an antipsychotic medication which allows her to function successfully and live independently. With all medications now not covered Sarah could not afford the out-of-pocket expense with her limited Social Security income.

With the help of Senior Services case manager Megan Wadkins, applications were made to the seven (7) different drug manufacturers for the medications Sarah takes. She was rejected for the pharmaceutical assistance programs by all seven manufacturers.

Undaunted and determined to find a solution her case managers met with each of her prescribing MDs and advocates with monthly phone follow-ups on her behalf to receive sample prescription medication from each of the doctors until she can re-qualify for MediCal’s low-income subsidy program for medication.
COMPASSION for the ELDERLY
Senior Nutrition Program

Our Senior Nutrition Program offers a hot lunch for anyone over the age of 60 at the Mountain View Senior Center 5 days a week.

Since the new Senior Center opened in 2007, this hot lunch program has become more and more popular as a place for seniors to meet, enjoy each other’s company and have a good meal.

The average number of visits per senior to the lunch program has increased from 19 lunches/per year/per senior in 2007 to 28 lunches/per year/per senior in 2009. Something must be good! Over 37,000 lunches were served last year.

For many seniors living, alone it’s problematic to go grocery shopping all the time and it takes time and energy just to cook a meal for just one person, a prospect many just do not find appealing anymore. However, food is not the only reason seniors come to the Mountain View Senior Center for lunch. There is live music and dancing on Mondays and Fridays and Bingo on Wednesdays!

Robert Munoz (center) with caretaker Moses Rodriguez (left) being served by CSA volunteer

Jeanette F., Josephine K., and Frances T.

Jeanette Famiglietti has been coming to our senior lunch program for over 20 years to enjoy a healthy, warm and affordable meal. “I can’t afford to go to a restaurant everyday,” Jeanette says, “but I can afford to come here everyday.” Speaking to the importance of healthy and nutritious diet Josephine Kendall adds “if I didn’t come here, I would just eat cheese and crackers.”

Frances Trimmer has been a regular at our Senior Nutrition Program lunch since 1992. Underlying the value and importance of seniors having a place to go and socialize she says, “At home all you do is just look at the four walls.” Supporting Josephine’s point on eating healthy, Frances states the obvious, “low income people can’t afford to make hot meals everyday.”
PUTTING the “COMMUNITY” into COMMUNITY SERVICES AGENCY

Annual Community Events

EMPTY BOWLS
Raised over $13,000

Every April the Orchard Valley Ceramic Arts Guild joins with the local faith-based community to hold a “soup-supper” to benefit homeless individuals and families in North Santa Clara County. Local restaurants donate the soup, the potters donate the bowls and 100% of the proceeds go to homeless assistance.

Save this date: April 25, 2010

CHEFS WHO CARE
Raised over $50,000

Every month (except December) 180+ people participate in our “Chefs Who Care” dine-around program raising money to lessen food-insecurity in the community. The June BBQ in Cuesta Park catered by Armadillo Willy’s is by far the most popular, topping off this past summer with 250 people.

www.CSAcares.org/cwc/
Step up to the plate for a good cause.

SPRING GALA: Dancing with the Starz!
Raised over $70,000

Every spring the board fundraising committee throws a party to end-all-parties to raise money for our support services and to have a good time in the process. Both goals were achieved this past year!

Save this date: April 24, 2010.

HOMETOWN HEROES
Raised over $40,000

Hometown Heroes is a breakfast event held each September to honor a person and an organization/business that has gone beyond the call of duty in supporting those in need.

Save this date: September 17, 2010.

2009 recognized Mary Lou De Natale, Ed.D., USF (individual) and El Camino Hospital (Organization).
The economic news this year has been awful—job losses, furloughs, pay cuts, depreciating home values and depleted savings. All of us are impacted in one way or another and have stories of economic woe to tell. In tough times like this, however, it’s important to remember that the families at greatest risk are always those near the bottom of the economic scale. And, when a job loss hits a low-income family, they can quickly find themselves in a difficult situation, having little or no savings to draw upon.

For those families, Community Services Agency is here to help. We are their safety-net. That’s our job; that’s our mission. Without our food pantry to lessen a family’s economic burden of grocery shopping, or without our emergency financial assistance to help meet the monthly rent or PG&E bill, large numbers of low-income families in our community would be in a more desperate situation. They are near-homeless, one paycheck or step from being unhoused, and our services and programs keep them in their houses and help stabilize their economic condition.

As you read elsewhere in the Annual Report we’ve experienced a big increase in demand for our services over the last year. And as of this writing, we really don’t know how long this heightened demand will last.

As President of the Board of Director this year, I can tell you it feels really good to be part of such a noble effort. I have never felt so proud of the CSA staff and my fellow citizens in Mountain View, Los Altos, and Los Altos Hills for their support and service to the neediest among us. Our community has always stepped forward with volunteer time, financial contributions and much-needed food whenever it’s needed.

And now we need your continued support to ensure that our less fortunate brothers and sisters survive this economic mess. Please join with my wife Jeanne and me as we make our year-end donation, in considering a gift at whatever level you can afford to support and help our neighbors in need.
Generosity whether expressed in dollars, with time volunteered, or in the donation of food items, products or services is truly appreciated and deserves recognition. Without this outpouring of support we could not do the work we do in providing a safety-net for the poor, homeless, near-homeless, and elderly in our midst. These individuals, families, faith-based communities, organizations, clubs, schools, businesses, foundations and government entities make up the community in Community Services Agency.

$50,000 or more
Corporations
El Camino Hospital

Foundations
David & Lucille Packard Foundation
Hurlbut-Johnson Charitable Trusts
Silicon Valley Community Foundation
The Grove Foundation

Government
County of Santa Clara
Emergency Food & Shelter Program (FEMA)

Organizations
United Way Silicon Valley

$20,000–$49,999
Corporations
Kaiser Permanente - Santa Clara Medical Center & Market Area

Foundations
Moore Family Foundation
Ronald and Ann Williams Charitable Foundation
Sobrato Family Foundation
The Altos Foundation
The Health Trust
The Valley Foundation

Government
City of Los Altos
Council on Aging

Individuals
Kristen Nelson
Jane Bindi and Vernon Oi
Lucian and Jean Taylor

$10,000–$19,999
Corporations
Mountain View Voice
SanDisk Corporation
SEMI
Los Altos Town Crier

Foundations
Anonymous
Housing Trust of Santa Clara County
Palo Alto Medical Foundation - Camino Division

Government
Town of Los Altos Hills

Individuals
Steven and Lucille Glassman
Richard and Kathy Hawes
Virginia and Jim Lyons
Richard and Amy Magnuson
George and Judy Marcus
David and Jerilyn Schricker
Peter and Harise Staple
Suzanne and Tom Werner

Organizations
Foothills Congregational Church

$5,000–$9,999
Corporations
Microsoft Corporation
Pacific Gas & Electric (PG&E)

Foundations
Dudley-Vehmeyer-Brown Memorial Foundation
Lockheed Martin Employee Foundation

Individuals
Anonymous (2)
Robert and Mona Armistead
Philip and Elaine Dauber
Dinesh and Joy Desai
Terry and Carol Eger - The Eger Family
Charles and Nancy Geschke
Rene D. Lynch
Robert Mullenger and Rhonda Radcliff
Jerry and Lois Rosenblum

Organizations
Los Altos Rotary Club

$2,500–$4,999
Corporations
Foothill Disposal Company
OmniceLL
Van Pelt, Yi, and James LLP

Foundations
Gordon and Betty Moore Foundation

Individuals
Gladys Anenson
Wesley Ayres
Joel and Wendy Bartlett

$1,000–$2,499
Corporations
Classic Communities
Google, Inc.
Hewlett Packard
Home Instead Senior Care
Jake's Restaurant Group
Nuance Communications
RSM McGladrey, Inc/McGladrey & Pullen, LLP
Summerwinds Nursery (Palo Alto)

Foundations
Bank of America Matching Gifts
ExxonMobil Foundation
UJ Petricciani Foundation
Silicon Valley Realtors Charitable Foundation

Individuals
Anonymous (4)
Thelmer and Patricia Aalgaard
George and Jeanine Antypas
Richard and Valerie Arnesen
David and Kathryn Arnold
Fred Bedard
David and Laura Blakely
Mark and Jenny Brandemuehl
James and Alice Cochran
Reba Cohen
Phil and Kathleen Creger
George and Susan Crow
Rune Dahl and Sharlene Gee
John and Stephanie Day, III
Dr. Mary Jo Di Muccio
Adrienne Dong
Kevin and Robin Duggan
Frederick and Faith Duhring
Karen Fox
Margaret and William Gratiot
Semele and David Heller
H. Craig Howard
George and Margaret Huang
Brian and Molly Hughes
Paul King
Robert and Susan Larson
Peter and Suzanne LaTourette
Leslie Family Foundation
Glenn Louie
David and Kathleen Lynch
Jack and Norma Melchor
Merrimac Fund
Jack Miller  
Jim and Becky Morgan  
Mary Nichols  
David Offen and Gail Nyhan  
Stephen and Carol Olson  
William and Leonilla Perry  
Donna and Darwin Poulos  
Phyllis Reed - William H. Reed Memorial Fund  
Wells and Jeanie Richter  
Rey and Andrea Rodriguez  
Eleanor Rogers  
Phillip and Patti Rose  
John and Christine Sanguinetti  
Wade Schroeder  
Raymond and Yvonne Skitt  
Renee Stapleton  
James and Nina Steiner  
John Thomas  
Tim Twedahl and Eva Prasetya Twedahl  
David and Maureen Wadiak  
Robert and Carolyn Williams  
Debbie Wu and Jeff Krause  

Organizations  
Chist Episcopal Church  
Congregation Beth Am  
First Baptist Church of Los Altos  
First Presbyterian Church of Mountain View  
Los Altos Union Presbyterian Church  
Mountain View Rotary Club  
Quota Club of Mountain View and Los Altos  
St. Nicholas Church  
St. Timothy’s Episcopal Church  
United Methodist Women  

Corporations  
Adobe Systems, Inc.  
Borel Private Bank and Trust Company  
Genentech  
National Semiconductor  
Thrivent Financial for Lutherans  
TimeOut Services  

Foundations  
Los Altos Community Foundation  

Individuals  
Anonymous (10)  
Robert and Lois Adams  
Dennis and Carolyn Armstrong  
James Avedissian  
Rudolph and Jane Bahr, Jr.  
Paul and Deborah Baker  
Geoffrey and Christine Bate  
Phillip and Kathy Besuner  
Ernest and Lucile Bianco  
Matthew and Barbara Broadbent  
Josephine and James Campbell  
John and Eleanor Cassidy  
Henderson Chambless  
Dolores Chasuk  
Emily Chueh  
Scott and Susan Clarke  
Clyde and Ann Goombs  
E. James Currey  
Mark and Julianne Dalrymple  
Thomas and Mary Louise De Natale  
Harvey and Beverly Dixon  
John and Sherrie Dodsworth  
Jean Ehret  

Organizations  
First Church of Christ Scientist  
Foothill Covenant Church  
Immanuel Lutheran Church  
Independent Order of Odd Fellows, Mountain View  
Lodge #244  

Lucile Packard Children’s Hospital \nMountain View - Los Altos Union High School District  
Mountain View Woman’s Club  
St. Luke’s Chapel in the Hills - Episcopal  
St. Stephen Lutheran Church  

$150–$499  

Corporations  
Acacia Property Corporation  
Addison Engineering, Inc.  
Alta Mesa Improvement Company  
B.K. Collections  
Cisco Systems  
Comerica Bank  
Hawks and Comfort LLP  
Mutual of America  
Pioneer Hi-Bred International Inc.  
Sun Microsystems  

Individuals  
Anonymous (23)  
Joseph and Sandra Abreu  
Gerri and Steve Acers  
Richard Adler - Matthew and Marcia Allen  
Richard Andrews - Peter Anning  
Mariana Anticheva and Deyan Bektchiev  
Donald and Phyllis Baer  
Julie Barney  
Paul and Mary Bateman  
Jack and Bette Bates  
Alten Baum and Donna White  
Michael and Vera Baum  
David Bell and Judith Gable  
Richard and Thea Benthin  
Diana Bergeson  
Anne Bergstrom Lucas  
David and Anne Bernstein  
Mary Alice Bethel  
George and Eve Bingham  
Charles and Eloise Bodine  
Donald Bolling  
Marlene Bollwinkel  
Mark and Bonnie Bollwinkel  
Trudy Bowman  
Capt. Richard Brooks  
Robert and Laura Brown  
Wendell Brown  
Richard and Alison Bruce  
Michael and Marge Bruno  
Clifford and Ronit Bryant  
Bonnie Burdett  
Franklin and Nancy Bunton  
John and Barbara Campbell  
Robert and Margaret Capriles  
Shannon Carr  
Richard Casey  
Coeta Chambers  
Anthony Chang and Wendy Wong  
Cathy and Tony Chavez  
Frances Codispoti and Kenneth Schroeder  
Robert and Linda Cole  
Stephen and Catherine Combs  
Betty Jane Costales  
Janet Craig and Reese and Kathleen  
Teane Cutler  
Alice Davidson  
Jonathan Davis  
Julia Davis  
Nelson and Katy Debasa  
Laureta DelCurto  
Curt and Joan Demele  
Marilyn Duncan  
Billie Dungan  
David and Jane Duperrault  
Raul Duran  
Lester Earnest and Marian Lofgren  
Roy and Barbara Endlich  
Jim Evan  
Richard Fields and Rose Ashford  
Dora W. Fishman  
Adrian and Sue Flakoll  
Paul and Jeanne Foerster  
Jesse Fournier  
Chet and Pat Frankenfeld  
Edith Frost  
Caster Fu  
Leo and Grace Furtwangler  
Michele Barnett Gaskill  
John and Carol Giesseli  
Robert and Gertrude Gilkey  
Rena and George Giorgi  
John and Sheila Goldsborough  
Luis Gomez  
Martin Gorfskeln and Georgia (Wren) Clark  
David and Tracy Greene  
John and Virginia Grigsby  
Wayne and Marlene Grove  
Harold and Jeanette Guthart  
Kathleen Hall and Leslie Murdock  
Chris Halvorsen and Genevieve F. Halvorsen  
Sue Hamm  
Lorraine and Noble Hancock  
Judy Hannemann  
Paul and June Hansen  
David and Shirley Hanuttla  
Carie Harris  
Robert and Jean Harrison  
Van A. and Margaret L. Harvey  
Thomas and Helen Hayes  
Kathleen Heckler  
Charles and Jane Herman  
Donacas  
Jon Hagishiuchi  
George and Judy Hill  
Frederick and Leelane Hines  
Randall and Regina Hoffman  
Norma Hofmeister  
Steven Hope  
Michael Horn and Jodie Antypas  
Joseph and Jennifer Hyarkin  
Matthew and Connie Ives  
Sue Jackson  
Sara and Ricardo Jenez  
W.R. and Karen Jenny  
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the Food Drive at Loyola School, and
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Donations of food items for our Food & Nutrition Center; toys and clothing for our Holiday Sharing Program, and products or services for our Spring Gala auction account for 40% of the revenue that supports our programs.

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Maureen Wadiak
David and Trish Wilson
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the Wonderful Chatham Way Neighbors, “the kind and generous couple,”
the Food Drive at Loyola School, and
President Obama’s Day of Service

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Community Services Agency
2008–2009 FINANCIAL HIGHLIGHTS

Financial Position as of June 30, 2009

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Assets</td>
<td>$1,035,507</td>
</tr>
<tr>
<td>Fixed Assets</td>
<td>$548,027</td>
</tr>
<tr>
<td>Investments</td>
<td>$1,057,762</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$2,639,296</strong></td>
</tr>
<tr>
<td>Total Current Liabilities</td>
<td>$127,817</td>
</tr>
<tr>
<td>Unrestricted Net Assets</td>
<td>$2,119,098</td>
</tr>
<tr>
<td>Temporarily Restricted Net Assets</td>
<td>$392,381</td>
</tr>
<tr>
<td><strong>Total Liabilities &amp; Net Assets</strong></td>
<td><strong>$2,639,296</strong></td>
</tr>
</tbody>
</table>

Consolidated Statement of Activities for the Year-ended June 30, 2009

**REVENUES**
Where The Money Comes From

- Public Support * $1,282,687 46%
- Contributions-in-kind $1,069,557 39%
- Government $438,547 16%
- Special Events $175,621 6%
- Other (Interest/Dividends, Investment gains and losses, etc.) $(190,743) -7%
| Total Revenues | $2,644,137 100% |
* includes: contributions from individuals, foundations, organizations and businesses

**EXPENSES**
Where The Money Goes

- Emergency Assistance * $1,523,261 53%
- Alpha Omega Homeless Services $116,299 4%
- Senior Case Management $291,505 10%
- Senior Nutrition Program $306,726 11%
- Management and General $399,773 14%
- Fundraising $235,541 8%
| Total Expenses | $2,873,105 100% |
* includes: Food & Nutrition Center

A copy of the complete audit report is available upon request.