One of my favorite expressions is “think globally, act locally.” It encapsulates the ideal of understanding the big picture, while taking action where the impact is greatest. Ultimately, it is the local impact that leads to the greatest change.

A good strategic plan does that. It takes into account the current situation, looks at the needs that the agency and our clients will be facing in the next few years, gets feedback from everyone within and outside the agency, then puts it all together into a clear plan of action.

Thanks to the efforts of a large number of people at all levels of the agency, the strategic plan CSA completed last March is one of the best I’ve seen. It’s innovative in the approach it takes to increase the number of clients we serve. On the other hand, it is also realistic, with goals that are reaching but attainable. We’ve set our sights on a major enhancement of client services, requiring an increase in expenditures.

But a lot has changed in the six months since our strategic plan was adopted.

As I write this (about six weeks before you read it), the global economy is looking troublesome. Nonprofit executive directors are talking to each other daily about the potential impact of the current situation. I want you to know that CSA is a healthy organization. We will, somehow, ride out these rough waters. But I can guarantee that we will be facing two critical situations in the coming weeks and months.

First, we will see the number of people we serve increase - probably dramatically. Second, the outcome of our end-of-year fundraising will determine how well we are able to continue on the path outlined in our strategic plan. If funding decreases while the number of people seeking our services increases, then we will have to adjust.

We will not abandon our strategic plan or the direction it is pointing our agency and our services. But we are mindful that we are always dependent on your generous donations of time, money and goodwill. Thank you.

Tom Myers
Executive Director

Think Strategically, Act Flexibly

As the impact of the economic turmoil roils through the county, how many people are just one paycheck away from needing our services? As the price of milk, bread and heating oil goes up, many of us will just tighten up our belts and weather the storm.

But tightening our belts has an impact on other people. Dining out less often, postponing a home remodel, reducing the shopping excursions or rethinking vacation plans impacts many people working in the service sector, which employs many of our clients. We are already hearing of job cuts and hour reductions from the increasing numbers of people coming in for help.

If you’ve not already taken a look at our 60 second video, posted on our website (www.CSAcares.org) I encourage you to as you review this report on our safety-net services. You may be surprised who our clients are.

Maureen Wadiak
Associate Director

Mission Statement

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

Our Clients

Caring for our community
Michael’s involvement with CSA started in 1985. He was a homeless single father struggling to provide the best possible care for his son and deal with his drug addiction. His son was subsequently taken away from him because of his addiction.

For Michael, the newly opened Alpha Omega rotating shelter program was a lifesaver at the time because “they assisted everybody with their basic needs and gave everybody a chance to get themselves out of homelessness and despair.” But it wasn’t until 1991 that Michael successfully underwent drug and alcohol treatment and became clean, sober… and homeless again. Michael went back to the shelter, but this time he “had his act together and he worked with his advocate.” After two and a half months he was able to find a place to live and a job he loved.

Michael appreciated both the Alpha Omega shelter and the support network and resources CSA connected him with. He realized that it was his responsibility to take charge of his life. Today, seventeen years later, Michael is still clean and sober, has a close relationship with his son, and is happily married with a stable home and a job.

He recently returned to CSA just to tell the CSA Homeless Services Specialist how much he appreciated someone caring. In fact, he now volunteers because he wants to “try to bring the joy back to the life of others that are in desperate situation and I always try to do it through example.” Michael’s experiences at CSA with all the needed assistance, guidance, and support he received inspired him to give back to the community. “If you give 100% of you,” he says, “you get much more that in return.”

Poverty and homelessness are inextricably linked. With low-income or minimum wage jobs, the working poor face difficult choices every day with their limited resources. Pay for food? Pay for childcare? Pay for education? Pay for housing? Pay for healthcare? Pay for bus fare? Pay to put gas in the car?

And, it’s housing, which requires the largest proportion of income that takes the hit.

Two years after transitioning from a rotating shelter program, which limited the number of people assisted at any one time, to one of providing homeless services, our Alpha Omega Homeless Services program has seen a frightening rise in the number of people who have come to us for help. From an average of 39 homeless people assisted annually in the rotating shelter program, we helped 162 in the first year of full homeless services case management and 241 last year, 50 of whom were under the age of 18.

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.

But, perhaps the greatest challenge we face with homeless services is dispelling the myth of the homeless person as a drug user or just lazy. People can be homeless even with a job. More of homeless individuals and families live in their cars, or motels when they can, or with family and friends (on couches) than actually live on the streets.
Our senior case loads have remained fairly constant for the past 5 years, with an average of almost 200 seniors per year, taken care of by three full-time case managers. This past year we did add a full-time case manager which brought the client counts per case manager to a more reasonable and standard 60+. Our internship programs with the San Jose State University School of Social Work and the University of San Francisco, School of Nursing bring us much needed case management relief and support while training younger social workers and nurses in geriatric care and issues. They help with our Spring Health Fair and in giving flu shots in the Fall.

Mrs. Mays is a 94-year-old woman who had been living on her own, in her own mobile home for many years prior to a fall in January 2007. She was hospitalized and subsequently discharged to a nursing home for rehabilitation. Because she had been out of her own home for 6 months, she lost and would have to reapply for California IHSS (In Home Supportive Services) benefits, which would provide a much needed 50 hours of home care a month for her.

CSA’s case manager assisted Mrs. Mays in navigating the medical health care system, contacting both APS (Adult Protective Services) and IHSS to have benefits reinstated within 2 weeks instead of the 2-3 month wait that Mrs. Mays had been told. The case manager was also able to get her more than 50 hours of home care, too.

Reports indicate that 18% of Medicare patients admitted to a hospital are readmitted within 30 days of discharge, accounting for $15 billion in health care spending. It’s estimated that almost 50% of those readmission could be prevented using transitional care readmissions programs.
Last year close to 1,500 seniors enjoyed a hot and nutritious lunch at the Mountain View Senior Center. Over 33,000 lunches were served, 5,000 more than the year before. The Senior Nutrition Program offers anyone over the age of 60 a welcome place to enjoy not only good food, good company and opportunities for socialization, but also a resource place for health and disease education from our Senior Services Case Managers. Coming to the SNP lunch is sometimes the first introduction to the range of services offered for low and fixed income seniors and families by CSA.

M arie is on a fixed income and her wheelchair limits the activities she can do. With help of the Outreach Senior Transportation Program she receives free rides to and from the Senior Nutrition Program, ensuring she has a nutritious meal for lunch.

R ay joined the lunch program and while assessing his nutrition risk assessment on his first visit, Program Director Laura Schuster noticed that he did not always have enough money to buy food for himself. Referring him to our Emergency Assistance Program Ray has been able to now receive food from our Food & Nutrition Center, helping relieve the food insecurity he had in his life.
Emergency Assistance

No where is it probably more difficult and challenging to be poor than in Silicon Valley. Thousands of people live in poverty even though they earn more than the official 2008 federal poverty level ($17,600 for a family of three) or the Department of Housing and Urban Development (HUD) level ($28,650). The “self-sufficiency standard,” which measures how much income is needed for that family of three to adequately meet their basic needs without subsidies of any kind in Santa Clara County, is $65,598. Yet, almost 30% of the new jobs created in Silicon Valley pay less than $30,000.

If you are poor in Silicon Valley you are really poor.

After a period of relative decline and stabilization of client numbers this past year we experienced a 20% increase of people in need. This year: 3,915. Last year: 3,310. This year, first quarter (July-September), we had 81 more clients than the same period last year.

Our client count for financial assistance has increased substantially over the past 2 years: 139% for rental assistance and 211% for utility. (July 1, 2005 - June 30, 2008)

Our Emergency Assistance Program is to provide safety-net assistance and services for low-income individuals and families with a financial emergency to stabilize their situations and prevent any further financial erosion or downward spiral in their lives. The program encourages and supports self-sufficiency of the working poor, elderly, and/or homeless in Mountain View, Los Altos, and Los Altos Hills.

- Financial assistance is available for rent, utility, dental care, and eye exams.
- Back-to-School assistance in the form of backpacks and school supplies are provided for grades K-12.
- Our Food & Nutrition Center provides essential and basic food items to minimize food insecurity for low-income individuals and families.
- 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.
Emergency Assistance
Food and Nutrition Center

We distribute over one ton of food every single business day to 1 out of every 35 people in Mountain View, Los Altos, and Los Altos Hills. This year: 3,068 people shopped at the Food & Nutrition Center (40% of them or 1,240 under the age of 18). Last year: 2,845. The numbers are going up again.

Our Food & Nutrition Center is the most wide-reaching program under Emergency Services in terms of numbers served, 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, etc. The Food & Nutrition Center is a critical safety-net for many people in our community helping them just to survive in a high cost of living area on a low-paying and/or minimum wage job.

The Food & Nutrition Center is set up like a mini-grocery store. We do not just give them a bag of groceries and hope for the best. Clients “shop” for the food items they need: breads, dairy products, canned goods or even fresh produce.

While appreciative of all food donations, we often receive food that is close to the end of its shelf life or of a nature that does not provide for a nutritious and healthy diet. The long-term health impacts and benefits on the individual and community need to be considered, too, while minimizing food-insecurity, moving beyond “just giving them any food” with a more holistic approach.

We provide nutritious and healthy food options with fresh fruits and vegetables through partnerships with local Farmer’s Markets, Village Harvest and Hidden Villa whose organic produce is probably fresher than even the Farmers’ Markets. Dairy and protein products however need to be purchased.

Yevgeniy R., an electrical engineer, is a 63 year old man who moved here from Kazakhstan six years ago with his wife, also an electrical engineer, and young daughter. They live in a low-income housing apartment in Mountain View.

The family was referred to Community Services Agency by the Department of Social Services 3 years ago after Yevgeniy applied for public benefits: CalWorks ($723) and food stamps ($260). They were primarily interested in food services to stretch their limited income since food stamp's allocation was not enough for all of them.

Once in the US, they enrolled in ESL classes to improve their English speaking skills to help get a job and get off public benefits. After passing their ESL classes, Yevgeniy’s wife obtained her ECE degree and he obtained an A.S. in engineering this spring from Mission College. He was very proud of his wife for having graduated with medals and a 3.45 G.P.A. Their 10 year old daughter (3rd grade) also received 2 awards at Monta Loma School for “Outstanding Achievement-all academic areas” and “Certificate of Achievement – attaining Fluent English”.

The family is very grateful for the services they received from CSA, not only for the food, but also all the help for their daughter: shoe vouchers, backpacks, school supplies, a bike, swimming and recreational passes.

“If CSA was not here,” Yevgeniy says, “We could not study in college because we must look for additional jobs to cover all expenses. The United States is not just my home now, it is my country.” In September 2008 the family became naturalized US citizens.
M
aria, her husband and 3 children moved to Mountain View from Southern California last year to be closer to her father and to cut their living expenses by sharing a 2-bedroom apartment with him. The family lives on $1,800 per month and after rent they have about $1,000 left over for food, clothing, medical, and all other living expenses for the five of them.

Maria’s sister-in-law referred her to CSA for our Food & Nutrition Center. Even with this assistance Maria was worried with the holidays approaching because the family was not able to save any money to buy presents for the kids.

But with the toys and clothing from our Holiday Sharing Program Maria told us: “The children could not believe that Santa Claus arrived at their house and brought them presents. They were so happy! Thank you so much.”

T
he holidays are supposed to be a time of joy and happiness; the stuff memories are made of. But for families in crisis… whether from low-incomes, a job lay-off, or reduced hours, the holiday season can be a time of stress and worry, with not a lot to be grateful for. Our Holiday Sharing Program changes that.

In 2007 our Holiday Sharing Program provided food and gifts for over 500 families; 935 children experienced a happier and more memorable holiday season with the gifts they received as a result of our community’s generosity.

• Over $124,000 worth of toys, clothing and gift certificates were donated last year.
• $120,000 worth of items was distributed!
• 60,000 pounds of food was collected last year
• 506 families received extra bags of groceries and meat tickets as part of our Holiday Sharing Program

To
y Recall

Last year there was a massive federal toy recall because of unsafe levels of lead in children’s toys. Our Holiday Sharing Program had an inventory of over 800 items from the previous year’s donation drives that needed to be checked against the recall lists. It took 8 volunteers (five of them a Cisco Systems corporate volunteer team) 4 hours total (32 volunteer hours) to check the entire list. Another 95 volunteers checked all incoming toys as they sorted them for that year’s distribution. Fortunately only 7 toys were found as unsafe.

“Volunteering in the local community is extremely important for my team. My co-workers and I live throughout the SF Bay Area and annually I seek out opportunities to help the local community and foster team bonding. When CSA calls for Cisco employee volunteers, we make all attempts to meet their needs.”

- Anne Epperson, Cisco

Holiday Sharing Program 2007: Catalina (left) and Ana Maria (right) shopping for Christmas pajamas for their kids.
For the past fifty years Community Services Agency (CSA) has been the community’s safety net for those unable to meet their own or their family’s basic needs. A lot of these people work jobs that provide services for many of us (they’re gardeners, check-out clerks, restaurant/kitchen workers to name just a few). A lot of times they’re providing services they can’t even afford for themselves. So, when income is limited, choices have to be made: food and nutrition or dental and medical care or utilities or heat or rent or clothing. These are the choices the working poor face on a daily basis.

CSA provides critical support services to help these families survive difficult economic times. Our Food and Nutrition Center supplements the food needs of hundreds of families in our service area. The financial crisis of the nation is already affecting low income people who are the first to be laid off, and the least able to absorb a rise in costs of food, heat, gasoline and rent. We are already seeing a sharp increase in client numbers in recent months.

Your contribution to CSA is more valuable than ever in this year of anxiety over our economy. While many of us in this community may feel the “pinch” of fiscal constraint on our personal budget, there are people living in our midst who are feeling the “punch” of desperation, just trying to get by and make a living.

The mission of CSA is to preserve and promote stability, self-reliance, and dignity. Through our Emergency Assistance program we provide one-time financial assistance to help a family through a crisis. But, we also provide case managers to help people and families make choices and seek options that will lead them to self-reliance and independence.

Our Senior Nutrition Program at the Mountain View Senior Center serves subsidized hot lunches every weekday to hundreds of residents. And, equally important, we provide a place of hospitality to counter isolation and loneliness that can affect people in their elder years.

And, we do this work recognizing that all people need to be treated with dignity and respect. Our professional and highly skilled staff of social workers, along with the hundreds of volunteers provides thousands of hours of service committed to the health and well-being of all our clients.

This kind of service enriches the quality of life for all of us. CSA is a valuable asset that deserves your support and encouragement. On behalf of the Board of Directors, I encourage you to write a check, volunteer in one of our programs or serve on the Board of Directors. We must maintain the safety net for our neighbors.

Matt Broadbent
President, Board of Directors
We appreciate your generosity, whether expressed in dollars given, in time volunteered, or in the donation of food and products for our clients. Without it, we would not be able to do the work we do in support of our mission to the community.

$50,000 or more
Government
City of Mountain View
County of Santa Clara
United Way of Silicon Valley
Foundations
David & Lucile Packard Foundation
The Grove Foundation

$20,000–$49,999
Government
Council on Aging
Emergency Food & Shelter Program (FEMA)

Foundations
The Altos Foundation
Moore Family Foundation
Silicon Valley Community Foundation
The Valley Foundation

Corporations
Microsoft Corporation

$10,000–$19,999
Government
City of Los Altos
Town of Los Altos Hills
Foundations
Palo Alto Medical Foundation - Camino Division

Corporations
Applied Materials
El Camino Hospital

$5,000–$9,999
Foundations
Anonymous (1)
Dudley-Vehmeyer-Brown Memorial Foundation
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Corporations
Adobe Systems, Inc.
Comcast Cable
Nuance (formerly BeVocal)
Omnicell
Van Pelt, Yi, and James LLP

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Dinesh and Joy Desai
The Eger Family
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Mrs. Rene D. Lynch
The Staple Family Fund
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Organizations, Clubs, Schools and Faith Based
Los Altos Rotary Club
St. Nicholas Church
United Methodist Church of Los Altos

$2,500–$4,999
Foundations
Bank of America Matching Gifts
Silicon Valley Realtors Charitable Foundation
The Crumbblit Family Foundation

Corporations
Cisco Systems
Classic Communities
Foothill Disposal Company
Hewlett Packard
Pacific Gas & Electric (PG&E)

Individuals
Anonymous (1)
Joel and Wendy Bartlett
Michael and Vera Baum
Eric and Sandra Bergan

Organizations, Clubs, Schools and Faith Based
Congregation Beth Am
Junior League of Palo Alto

$1,000–$2,499
Foundations
ExxonMobil Foundation
J/J Petricciani Foundation
Leslie Family Foundation
Lockheed Martin Employee Foundation
Los Altos Community Foundation

Corporations
Acacia Property Corporation
Comerica Bank
Heritage Bank of Commerce
RSM McGladrey, Inc/McGladrey & Pullen, LLP

Adrienne Dong
King and Virginia Lear
Ms. Lee Lynch
Robert Mullenger and Rhonda Radcliff
Stanley and Joan Myers
George and Barbara Rugtiv
James and Marge Shively
Marguerite Szekely
Brown and Rosalia Taylor
Douglas and Helga Usher
Robert and Carolyn Williams
Debbie Wu and Jeff Krause

We appreciate your generosity, whether expressed in dollars given, in time volunteered, or in the donation of food and products for our clients. Without it, we would not be able to do the work we do in support of our mission to the community.

Executive Director Tom Myers presents Microsoft representatives Maryann Prouty (left) and Lisa Marie Carlson (right) with a Certificate of Appreciation for having raised over $10,000 in their employee giving campaign.

Comcast Director of Government Affairs Laura Macias presents CSA’s Tom Myers with a check for $5,000.

Organizations, Clubs, Schools and Faith Based
Congregation Beth Am
Junior League of Palo Alto

$1,000–$2,499
Foundations
ExxonMobil Foundation
J/J Petricciani Foundation
Leslie Family Foundation
Lockheed Martin Employee Foundation
Los Altos Community Foundation

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First Baptist Church of Los Altos
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$500–$999
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Kisco Senior Living
National Semiconductor
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First Church of Christ Scientist
Immanuel Lutheran Church
Mountain View Woman's Club
Quota Club of Mountain View and Los Altos
St. Joseph Elementary School Episcopal Church
St. Luke's Chapel in the Hills - Episcopal
St. Paul Lutheran Church
St. Timothy's Episcopal Church

Los Altos Tennis Club's Jack Bates (left) and Myrna Irigon (right) present Executive Director Tom Myers with member checks totalling over $2,500 from their annual "Tennis for Charity" tournament.
COMMUNITY caring for the COMMUNITY

$150–$499

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Shoreline Amphitheatre Mountain View Live Nation
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Murphy • Heather and Daniel Myers • Carol and Randy Nakamoto • Leslie and Anita Nichols • John and Elsa Nimmo • Michael Nunez • George Nyako • Paul and Elizabeth Nyberg • Fay Oliver • Charles Osborne and Joy Sleizer • Edward and Lily Oshiro • Nelson Owayong • Everett and Rebecca Palmer • Thomas M. and Marta Pamilla • David and Karen Paradise • Stuart and Harriet Parsons • Ben and Joan Passarelli • James and Catherine Payne • Douglas and Shirley Pearson • Ed Perry and Laurie Bonilla • Robert and Carolyn Peters • Ms. Bonnie Pica • Rita Piklenkon • David and Barbara Plum • Ms. Gwendolyn Potter • Donna and Darwin Poulos • Allen and Carol Price • Rita Prine • Maryann Prouty • Audrey Purvnea • Marshall and Joy Reed • Helen Reist • Neil Reiter • Joyce and Richard Reynolds • Ms. Barbara Rice • Dr. Janice Richar • Lawrence and Carol Rivers • Jeff and Laura Robbins • Jerome and Joanne Robertson • Paul and Lynne Romeo • Gerard and Candace Roney • Mrs. Alice Rowland • Alvin and Phyllis Rutner • Estela Salgado • Nicola Sandras • Barbara Sawyer • Ms. Sarah Scheldwacht • Fritz Schneider • Joanne Schott • Laura Schuster • Julie Scott • Mickey and Jerry Sheavey • R. W. and Suzanne Shaffer • Ms. Katrinka Smathers • Mrs. Evelyn Smith • Dr. Robert Smithwick • Dave and Sharon Smullen • David Snow and Rosemary Elliott-Snow • Martin and Suzanne Spangle • Louise Spanger • Ms. Cynthia May Spahn • Joan and Edward Sprague • Jean Stafford • William and Patricia Statsky • Maynard and Shirley Stevenson • Hide Tanigami and Judy Bogor-Tanigami • Jim and Emily Thurber, Jr. • Mr. Peter Trottier and Dorothy Herrera • Charles and Cornelia Utley • AJ and Marcene Van Dierenhod • Joel and Robert Varney • Rudolph Vest and Emilie Connor Vest • Ms. Rosemary Walczak • Regina and Cecil Waltz • Gary and Cathy Waltz • Kevin Wandryk and Julia Caulfield • Robert and Paula Weaver, II • Stein and Leinen Woessnerberger • L.E. and Peggy Hayes Wester • Edward and Patricia White • Lawrence and Judith William • David and Diane Willwerth • Christopher and Dolores Wood • John and Leola Woolridge • Kay and John Woolfolk • Stephen and Marielle Wu • Mr. Ted Wuerthner • Cindy Yee • Mr. Greg Yost

Organizations, Clubs, schools and Faith Based

FOE Ladies Auxiliary #2356 Foothill Covenant Church Senior New Ways

Up to $149

Foundations
Kalbach Family Foundation Michael and Ina Korek Foundation Trust
TRIPLE the impact of your donation to CSA this year.

TRIPLE the impact for someone in need.

Every dollar you donate over your last year’s donation will be matched 2x through a challenge grant from the Sobrato Family Foundation. Their challenge to us and to our community is to raise $40,000 more than we raised last year. If we achieve that goal, they will give us $80,000.

Every dollar donated by new donors or anyone who hasn’t contributed within the last 12 months will count towards this goal.

What exactly does your contribution mean to someone in need? Go to www.CSAcares.org/html/donate.html

and Lara Daetz • Virginia Daetz • Judy and Bob Dahl • Peter Dahlgren • Douglas Dahm • Ms. Kathleen Danaher • Jay and Kristin Dance • Josephine Darius • Julie David • Roderick and Virginia Davies • Cynthia Davis • Ms. Julia Davis • James and Shari Day • Colleen and Anthony De Lizza • James and Sue DeLong • Denise DeSomer • Stanley and Robin DeVaughn • Ms. Adela Di Canio • Mary Ellen Dick • Ray and Lauren Arnold Dickson • Janet and John Dobson • Robert and Lu Dodds • Hugh Donahue • Shannon and Marilyn Drew • Jerome and Sylvia Drexler • Frank and Maureen Drobit • Alfred Drumm • William Drummond • Mark Duarte • Brent and Robyn Duby • William Dudley • Nancy Dunaway • Charles and Myrl Dunker • David and Jane Duperrault • Fred and Lois Duperrault • James Duty and Carolyn Ellis • Ms. Joanne Lang Dyall • F.D. and Mary Lou Eastwood • Jackson and Patricia Eaves • Susanne Edgerton • John and Mary Jane Edwards • Mrs. Maxine Eggerth • Robert and Janet Eglington • Roy and Barbara Endlich • Allan and Suzanne Epstein • Lawrence and Monica Epstein • Rebecca and Sid Everett • Ms. Virginia Eyroond • Jennifer and John Ezzell • Philip and Sheila Faillace • Craig and Sally Falkenhagen • Wayne Feick • Mrs. Geraldine Felix • J.T. and Loretta Fennell • Jim and Kenna Fenton • Ms. Michelle Feraud • Mrs. Orpha Fessler • Richard Fields and Rose Ashford • Dora W. Fishman • Jo Ann and Jerome Fishpaw • Diane Fletcher • Elsie Floriani • Michael and Cynthia Flynn • Dolores Foley • Thomas and Gunilla Follett • John Ford • Rose and Teresa Forrest • Randall and Karen Fowler • D.M. and B.B. Fox • Steve and Jean Fraguglia • Mrs. Katherine Franger • Gail Frankel • Franke Fraser • Mr. Nelson Frick • Kenneth Frier • Rex Michael Froebius • Mr. Stanley Froid • Edith Frost • Ivan and Judith Fuccilla • Dolores Fuller • Mary Fuller • Mikio and Junko Funuki • Leo and Grace Furtwangler • John and Amy Gaffney • Renee Gama • Lloyd and Shirley Gano • Larry and Deanna Gardner • Rex and Ann Garr • Stephen Geisheker and Kathleen Hanson • H.B. and Carol Gelatt • J. Gentry • Barbara and Terry Gibbon • Ms. Hazel Gibson • Abraham and Natalie Goetz • William and Lee Goines • Marguerite Gold Glenn and Susan Goldberg • Leonard and Terri Goldberg • Rachel Goldeen • Jerre and Carol Gonzales • Francine and Mark Goodwin • Mark Goodwin and Laurie Anderson • Charles and Dorothea Gordon • Claire Gosly • Mr. Herschel Gott • Bernon and Carol Gottlieb • Frances Grabau • Bert and Gudrun Graeve • Jack and Mary Graf • Kim and Susan Graham • Gardner Gray • Marshall Greene and Marlene Levenson • Ronald and Virginia Greene • Mr. Tom Gregory • Eugene and Norma Greider • Juley Ann Griffith • Richard and Eileen Grindel • Dave and Judith Grometer • Jane Gross • Aaron and Anita Grossman • Ms. Trudy Grossman • Ms. Dorothy Guibransen • Kent and Mary Gustafson • Ronni Haderle • Hyeong Hahn • Dexter and Carol Hake • Daniel and Olivia Haley • Steven and Trudy Haley • Roger and Kathryn Halliday • Sue Hamm • Paul and Roma Hammel • John Hammett • Mr. George Hammda • Lorraine and Noble Hancock • Elaine and Dean Hanson • Samuel and Janet Harding • Milton and Nancy Hardycy • Andrea Harris • Joana Harris • Paul E. and Yvonne Vitalis Harris • Richard Harrison • Kira and Daniel Hartz • Ms. Mary Ellen Hasbrouck • Amanda Hashfield • Jean and Paule Hassan • Jacqueline Haugh • Keiko and Stephen Hayashi • Miao He • Emmett and Ruth Hearn • Jeff Hechter • Helen Helson • Mr. William Helson • William and Frances Henderson • Bruce Hermansen and Kathryn Mason • William and Marcia Hermannsfeldt • Richard and Christine Herzog • Mr. Don Hildenbrand • James and Dawn Hill • Charles and Mary Lee Hilly, Jr. • Larri and Michael Hirschklau • Ms. Carolyn Hobbs • Edwin Hodges • Randall and Regina Hoffman • Shulamit Hoffman • Dave and Judy Hoffmann • Norma Hofmeister • Edward and Sarah Hoover • Alison Hopkins • Ms. NancyHora • Marilyn Horton • Ms. Carol Hoskins • Florence and Franklin Howard • John Ta Hsiung Hsia • Samuel Hsiao and • Shu Fang Fan • Raymond and Mary Hudson • Alfred and Else Hughes • Richard and Cynthia Hume • Ronald and Ann Ibaraki • Joshua and Amy Imperio • Arthur and Karen Ingram • Ms. Connie Fritz and Alice Lenhardt • Marie Leung and Diana Hsu • Sari Levine and Scott Thur • Mrs. Shirley Liebhaber • Ms. Alison Lindell • Mrs. Roberta London • Carolyn Loonan • Ms. Rosalie Lopez • Anne Marie Louie • Ruth Lundquist • Mark and Judith Lurie • Ms. Yeh-Lih Lyman • Lori MacEwan • Paul and Christi Macias • Ms. Jennie Madlamb • Elizabeth Maher • Janette Brodie Main • Val Wallace • Ms. Mary Marchman • Ms. Martha Maris • Billie Markim • Craig and Marsha Markward • Irwin and Louise Martin • John and Mary Mason • Edward and Terrie Masuda • Marie Mathews • Haukro and Ken Matsuda • Robert and Charlene Matthews • Donald and Barbara Mattson • Don and Teresa Maxwell • Ms. Norma Mc Bride • Ms. Louise McClain • Janet McClure Lyman • Mark and Kathleen McCoy • John and Mary McCue • Mr. Clark Mcderrid • W.G. 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Mercer • James and Karen Merchant • Ms. Sumi Metz • Donald and Amalie Meyer • Laine and Claudia Meyer • Paul Meyer • Mary Jo Milks and Clyde Lefter Jr. • Mariethew Millares • Rabbi Jay Miller • Dal Miranda • Nicole Mitchell • William Moniz • Donald and Ann Morey • Robert and Sallie Morgan • Melinda Mathis and Michael Morishima • Mark and Jo Anne Morris • Robert Morris • Janet and David Morrison • Tom and Patricia Morrison • Marilyn Moyer • Ms. Miriam Munro • Ted and Mary Jo Nakashima • Deborah Nansen • Allison Nelson • Mr. Robert Netkin • Polly Neumann • Mr. Hu Nguyen • Alfred Nowack • Katherine Nutter • Richard and Alice Nuzzo • R.F. and Mary O’Brien • Ms. Dona O’Bryan • Mary O’Connor and Thomas Hatrak • Daniel and Patricia O’Donnell • David Offen and Gall Nyhan • John and Noel O’Halloran • Mr. and Mrs. Lloyd Oki • F.F. and Ann Oliver • Orval and Dolores Oliver • Mrs. Mary O’Malley • Charles Osborn • Judy Ott • Leo and Charlene Ott • Jane Otto • Allan and Olga Outz • Karen Owen • Hunter and Bessie Owens • Wendy Page • Maria Pafalox • Harriet Palmer • Pat Pershagen • Robert Parsons • Ms. Silvia Patrick • Don and Norma Patterson • Marvin Patterson • Ms. Carla Paul • Peter and Carole Pavlina • Christopher and Rebecca Payne • Mr. Bob Pearl • Nicholas M. Pegueros • Rosalie Person • Mrs. Mary Peterson • Nancy Peterson • Bernard Pfefer and R Pfefer • Mr. Chris Phelps-Munson • Floyd and Virginia Phillips • Paul and Katherine Pickert • Reginald and Betty Pickett • Marilyn and Leon Pirofalo • Marlene Plummer • Anthony and Linda Pluymski • Debhunil and Ruth Polata • Graham and Margaret Poor • Monroe and Frederica Postman • William and Marlys Powell • Dr. StevenPrecop • Dorothy Puder • Albert Rabinovitch • Louise and Donald Rauch • Jerry and Pamela Rawls • Ms. Cinders Reed • Robert and Patricia Reed • Leann Reelfs • Dr. William Reeves • Sharon Reeves • Joy Reist • Gerald Rhodes and Mary Holland

COMMUNITY SERVICES AGENCY • 2007-2008 Annual Report
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Organizations, Clubs, Schools and Faith Based
AARP • Palo Alto Chapter 929 • Central California Conference • City of Los Altos • Congregation Kol Emeth • County of Santa Clara • Friends of Ira Ruskin Girl Scouts • Girl Scouts of Santa Clara Troop 853 • Hermenia Rebekah Lodge #49 • Los Altos Chamber of Commerce • Mountain View Buddhist Temple • Mountain View Chamber of Commerce • Orthodox Church of the Redeemer • Pilgrim Haven Resident Association • Rock for a Remedy, Inc.

Matching Gift Companies
Adobe Systems, Inc. • Bank of America* • ExxonMobil Foundation* • Genentech • Google, Inc. • Hewlett Packard • Microsoft Corporation • National Semiconductor • Adobe Systems, Inc. • Bank of America* • ExxonMobil Foundation* • Genentech • Google, Inc. • Hewlett Packard • Microsoft Corporation • National Semiconductor • Sun Microsystems
*These companies match employee volunteer hours with a cash donation to CSA.

In Memory Of
The following people are remembered in their death through the generosity of friends and family.

Andy Achermann • Duane Billiet • Richard A. Billings • Angelo Collazo • William Donn Colson • Ruth Dabney • Vincent and Theresa Di Muccio • Jane Gott • Norman S. Greenberg • Parents of Norman and Bette Greenberg • Richard Gross • Nancy Hildenbrand

In Honor Of
The following people have inspired others to honor them with a gift in their name.

Marilyn Cheng • Diane Cho • Christ Episcopal Church • Joan Celebrity Forum • Charles Schwab & Co. • Loren Cheng • Diana Cho • Christ Episcopal Church • Joan
Community Services Agency

2007–2008 FINANCIAL HIGHLIGHTS

Financial Position as of June 30, 2008

<table>
<thead>
<tr>
<th>Current Assets: Fixed</th>
<th>$ 840,344</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assets:</td>
<td>$ 585,017</td>
</tr>
<tr>
<td>Investments:</td>
<td>$ 1,277,746</td>
</tr>
<tr>
<td><strong>Total Assets:</strong></td>
<td><strong>$ 2,703,107</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Current Liabilities: Unrestricted</th>
<th>$ 94,192</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Assets:</td>
<td>$ 2,314,000</td>
</tr>
<tr>
<td>Temporarily Restricted Net Assets:</td>
<td>$ 294,915</td>
</tr>
<tr>
<td><strong>Total Liabilities &amp; Net Assets:</strong></td>
<td><strong>$ 2,703,107</strong></td>
</tr>
</tbody>
</table>

Consolidated Statement of Activities for the Year-ended June 30, 2008

**REVENUES**

*Where The Money Comes From*

- Public Support *: $800,879 (30.3%)
- Contributions-in-kind: $1,131,288 (42.8%)
- Government: $608,848 (23.0%)
- Special Events: $176,001 (6.7%)
- Other (Interest/Dividends, Investment gains and losses, etc.): $(72,879) (-2.8%)

**Total Revenues**: $2,644,137 (100%)

* includes: contributions from individuals, foundations, organizations and businesses

**EXPENSES**

*Where The Money Goes*

- Emergency Assistance *: $1,714,340 (58.1%)
- Alpha Omega Homeless Services: $105,828 (3.6%)
- Senior Services: $218,000 (7.4%)
- Senior Nutrition Program: $298,179 (10.1%)
- Management and General: $393,239 (13.3%)
- Fundraising: $220,526 (7.5%)

**Total Expenses**: $2,950,112 (100%)

* includes: Food & Nutrition Center

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