



ANNUAL REPORT 2014

GLOBAL CONCERNS; NATIONAL HEADLINES; LOCAL SOLUTIONS

MESSAGE FROM THE EXECUTIVE DIRECTOR

TOM MYERS



TOM MYERS
Executive Director

MISSION

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

VISION

We envision a community wherein all residents have the support and resources for a better future for themselves and for a better quality of life. We do this by engaging volunteers, donors and advocates in addressing the challenges of those in need to make a better community for all.

GOALS

Our values include: the dignity of the people we serve; financial responsibility to use public resources effectively; cultural competency and respect for cultural diversity in our community; nurtured community relationships to benefit and assist our clients; integrity and excellence in what we do and cooperation with others to achieve a common goal.

The headlines tell us the gap between rich and poor is growing. Along with that the middle class is shrinking, giving rise to a segment of the population now known as the “working poor” or as we know them, “CSA clients.”

The CSA clients you read about in the pages of this Annual Report are not coming to us seeking a handout. They are people who are scraping by, by working multiple jobs, by skipping meals or by sharing apartments and housing to make ends meet.

Why don't they move somewhere else? Over the past 6 years an average of 20% of our clients have left the area. Many others, however, can't even afford the costs of relocation. For others, especially seniors, this has been their home for years - or even generations - and to leave would mean leaving the stability and familiarity of long-time medical and social support. Still others stay because their children are doing well in local schools and they don't want to disrupt their education. They often end up in overcrowded apartments, even sharing with another family to make that happen.

As CSA continues its 57 year fight against poverty, hunger and homelessness it's imperative for us to change as an organization as the face of poverty changes to ensure that our services and programs provide real solutions to the very real problems that our clients now face.

We are embarking on our tri-annual Strategic Planning process this year to meet that need with innovative thinking and strategies for success in a wide variety of programs and services. Your input is certainly encouraged and welcomed.

With your help, we will make sure people of all ages, from children to seniors, will have food to eat and a roof over their head.

Thank you.

Tom Myers
CSA Executive Director

SENIOR CASE MANAGEMENT



The number of seniors over 65 in Silicon Valley continues to grow, especially in northern Santa Clara County. It's anticipated that by 2025 they will overwhelm the capacity of existing retirement communities, assisted living and nursing home facilities.

It has been shown that institutionalized care can be delayed, or even avoided, by linking seniors with supportive organizations such as CSA that provide such services as modifications to residences that prevent falls; information on health promotion, chronic disease management, and disability prevention; transportation to access health care; and assistance with the challenges of independent living to decrease isolation (social and educational opportunities, and shopping assistance).



CSA case manager Lisa South with George and Louise at senior friendship group meeting.



280
Number of seniors assisted by 5 CSA case managers.

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96%
of our senior clients were able to remain living independently in their own homes.

“I like my independence; but sometimes I need help...” – CSA senior client

“If it wasn’t for CSA, I’d be in a nursing home now.” – CSA senior client

EMERGENCY ASSISTANCE CASE MANAGEMENT



sanjoseinside

Nearly 300 Share Stories on High Cost of Living in Silicon Valley

by Jennifer Wadsworth | October 21, 2014

75%

Percentage of CSA clients who were able to maintain stable housing for at least 12 months.

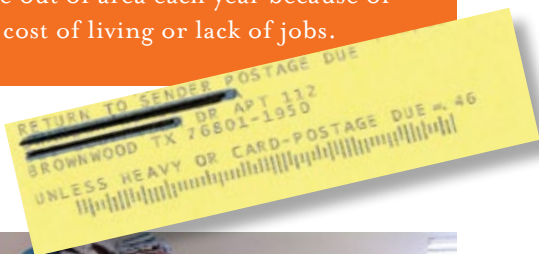
20%

Average number of clients who move out of area each year because of cost of living or lack of jobs.

Our Emergency Assistance Program is the primary intake program for low-income individuals and families needing assistance and a helping hand.

CSA offers a number of programs providing the safety-net for more than 6,500 people every year.

- Emergency financial assistance for rent, utilities, prescriptive medications, dental care and eye exams.
- Our Holiday Sharing Program in December engages the community in food, clothing and toy drives.
- Our Back-to-School distribution in August of backpacks, school supplies and shoe vouchers.
- Fee waivers for Mountain View Park & Recreation programs.



*“If it hadn’t been for CSA I’d be out on the streets again...”
CSA client*

“When we came to CSA we couldn’t even afford food for our children...” – CSA client

The Holiday Sharing program provides clothing and gifts and food items for 1,100/year, along with volunteer opportunities for 100s in the community. Employees from TrailPay (left) help sort and set up for the Holiday Sharing Program.

FOOD & NUTRITION CENTER



“When you’re hungry nothing else matters”

More than 45 million Americans use food stamps. The Department of Agriculture reports that 17 million Americans skip meals because of lack of money to buy food. Half of CSA’s 6,700 clients benefit from our Food & Nutrition Center. Money not spent on food pays for clothing, education, school supplies, medical bills and transportation.



Volunteers help distribute the food to clients.



The Second Harvest Food Bank “Produce Mobile” delivers fresh vegetables and produce 2x/month to CSA.

90%
of the 300,000 pounds of fresh produce donated to CSA comes from Second Harvest Food Bank, Village Harvest, Hidden Villa, the Mountain View and Palo Alto farmer’s market and the Google Food Team.

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600,000
pounds of food items were donated, distributed and fed over 3,500 people (40% of whom are children) in our local community.



Chefs Who Care is our monthly dine-around fundraising event that supports our Food & Nutrition Center with funds to purchase fresh dairy and protein items.

*“I never thought I’d be coming here.”
CSA client*

“Every little bit helps.” – CSA client

“I was surprised to see an employee from a local business I frequent ...” – CSA volunteer



245

Number of homeless individuals assisted by CSA case management.

12

Number of people who were housed last year.

167

Number of homeless individuals on waitlists for affordable housing.

You are defined as homeless if you and your family lack a fixed, regular, and/or adequate nighttime residence. You are still defined as homeless if your nighttime residence is an emergency shelter, transitional housing, a car, motel, and/or you share the housing of others (a.k.a. couch surfing), however temporary, due to loss of housing, economic hardship, or other similar reasons.

Housing is ultimately dependent on income (a living wage), the stability of that income and affordable housing. Only then can a homeless person/family move ahead with self-reliance and dignity.

"...everything was overwhelming...financially, emotionally, physically...and spiritually..." - CSA client



credit: "Coalition for the Homeless"



The 24rd annual CSA fundraiser "Empty Bowls," soup supper to raise funds to assist the homeless, will be held on Sunday afternoon March 22, 2015.



SENIOR LUNCH & NUTRITION PROGRAM

“Eating a well-planned, balanced mix of foods every day has many health benefits. For instance, eating well may reduce the risk of heart disease, stroke, type 2 diabetes, bone loss, some kinds of cancer, and anemia. If you already have one or more of these chronic diseases, eating well and being physically active may help you better manage them. Healthy eating may also help you reduce high blood pressure, lower high cholesterol, and manage diabetes.” - *National Institute of Health*



The CSA senior lunch program serves both a hot and nutritious lunch for those over 60 years of age 5 days a week at the Mountain View Senior Center. It not only provides sustenance for the body but opportunities for socialization and friendships for many seniors who live alone.



CSA Kitchen staff

1,264

Number of seniors who had lunch at the Mountain View Senior Center last year.

.....

25

Average numbers of times a senior comes for lunch in the course of the year.

.....

31,015

Number of lunches served.

“I can’t afford to go to a restaurant every day, but I can afford to come here!”

CSA senior client

“At home all I do is look at four walls.”

CSA senior client

MESSAGE FROM THE BOARD PRESIDENT

DARELDA MEDINA



DARELDA MEDINA

Board President

2014-2015 EXECUTIVE COMMITTEE

President: **DarelDA Medina**

HR Representative

PSSI/Stanford Recycling Center

Vice-President: **Tom Smith**

Real estate Broker

Treasurer: **Vicki Oldberg**

Sr. Associate Dean

Finance & Administration (retired)

Stanford University

Secretary: **Michelle Rogers**

Business owner/CEO

Past Board President: **Jeannie Richter**

Teacher (retired)

Executive Director: **Tom Myers**

I grew up here in Mountain View and know all too well how the community has changed over the years. What hasn't changed, however, is CSA's commitment and dedication in providing a solid safety-net for those in need for the last 57 years.

And now, although the economy is finally getting better, many people are still faced with the same serious and continuing issues of increasing housing costs and low-incomes.

Families continue to struggle. Down the street from all the successful and globally-known tech companies is a homeless man sleeping in the cold, a single mother trying to feed her children, and a lonely elderly woman trying to find the resources to stay in her own home.

Our services, today, are just as vital to these people as they were to those who lived and struggled in this area 57 years ago.

I am honored to be Board President this year with a great team of community members serving with me to oversee this organization and a CSA staff that is professional with a commitment, passion and dedication which is inspiring to all of us.

But, none of what we do would be possible without your generous financial support at this time of year.

Join me in supporting CSA financially, in volunteering and/or in donating to one of our many food, toy or clothing drives at this time or throughout the year. Coming together to help our neighbors in need is what makes our community so vibrant, rich and great.

The issues we address here at CSA are global; our solutions are local and your support means the world to people in our community more than you can imagine.

To learn more and stay updated, please LIKE us on Facebook.

DarelDA Medina
Board President 2014-15

2014-2015 BOARD MEMBERS

Robert Capriles, Technical Education (retired); **Emily Douglas**, Business Development Manager, Chevron; **Kevin Duggan**, City Management (retired); **Karen Fox**, Marketing Professor (retired) Santa Clara University, Leavey School of Business; **Eugene Fram**, Professor Emeritus, Saunders College of Business, Rochester Institute of Technology; **Oscar Garcia**, President/CEO, Mountain View Chamber of Commerce; **Margot Harrigan**, Director of Development, Habitat for Humanity; **Tilmin Hudson**, Divisional Director, US Sales, CPP, Inc.; **Cathy Lazarus**, Public Works Director (retired); **Sandra Lee**, Community Volunteer; **Gavin O'Duffy**, Senior Program Manager, Lab126; **Walt Rau**, Electronics Industry (retired); **Diane Schmidt**, Marketing Executive; **Deepak Sharma**, Strategy & Operations, Deloitte Consulting LLP

THE HEART OF THE MATTER

Our supporters are the real heart of Community Services Agency. As individuals and organizations you embrace our mission as the vital safety net for all the less fortunate among us.

Some of you choose to work alongside us and our clients, keeping the agency running or providing direct assistance such as transpiration. Many of you offer generous financial donations that enable us to focus our resources where they are most needed.

Regardless of what you share, you give hope to the desperate, dignity to the overlooked and a helping hand to people who so want to live independently.



CONTRIBUTIONS & GRANTS: July 1, 2013 - June 30, 2014

\$50,000 OR MORE

INDIVIDUALS

Lucian and Jean Taylor

CORPORATIONS

El Camino Healthcare District

GOVERNMENT

City of Mountain View, County of Santa Clara

FOUNDATIONS

Hurlbut-Johnson Charitable Trusts, Sobrato Family Foundation, Ronald and Ann Williams Charitable Foundation

The Staple Family Fund

CORPORATIONS

Home Instead Senior Care, Los Altos Town Crier, Mountain View Voice, Stanford Hospital & Clinic

GOVERNMENT

Sourcewise (Council on Aging)

ORGANIZATIONS

Foothills Congregational Church

\$5,000-\$9,999

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Los Altos Community Foundation, SKB Foundation, The Dauber Foundation

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ORGANIZATIONS

United Methodist Church of Los Altos

\$20,000-\$49,999

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FOUNDATIONS

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GOVERNMENT

Emergency Food & Shelter Program (FEMA)

\$10,000-\$19,999

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\$2,500-\$4,999

INDIVIDUALS

Joel and Wendy Bartlett, Frank and Karen Bowers, Jeannie Bruins, Lucille Glassman, Fred and Ann Haeckl, Urs

LEGACY SOCIETY

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 have allowed us to stretch even more in addressing our client's needs. Such a gift is truly a testament to the work we do, the impact we have on people's lives, and the sense of community we all share.

If you would like to designate an estate gift to CSA, 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.

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Christ Episcopal Church, Kiwanis Club of Mountain View, Los Altos Rotary Endowment Fund, Mountain View Rotary Club

\$1,000-\$2,499

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\$150-\$499

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FOUNDATIONS

Tektronix Foundation, The Touchstone Golf Foundation, VMware Foundation

ORGANIZATIONS

Hermenia Rebekah Lodge #49, Ladies Auxiliary F.O.E. No. 2356, Los Altos Lutheran Church

UP TO \$149

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Over 600 volunteers every year help CSA provide many needed and critical safety-net services.

NEEDED: volunteers to help home-bound seniors with doctor appointments, grocery shopping and errands.

CONTACT: Alison Hopkins, Volunteer Director for more information. ahopkins@csacares.org.

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These corporations and businesses support Community Services Agency by generously matching contributions by their employees.

Abbott Laboratories Fund, Agilent Technologies, Annual Reviews, Apple Computer, Chevron Humankind, Cisco Systems, eBay Inc. Foundation, Electronic Arts Incorporated, Google, Inc., Hewlett-Packard, Juniper Networks, Microsoft Corporation, Shell Oil Company Foundation, Tektronix Foundation, Varian Medical Systems, VMware Foundation

IN MEMORY OF

The following individuals are remembered through the generosity of their friends and family.

Amy Lane, Bob & Jan Scott, Donald Roy Sanders, Joe Critchfield, John Eilers, Joseph T O'Connell, Geoff Rau, Mickey Wheat, Renato G Martinez, Norman Greenberg, Spencer "Buck" Gregory, Vera Campbell, William Rogge

IN HONOR OF

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

Cornelia Lovette, Children of Sandy Hook, Elizabeth Medina, Hometown Heroes, Maureen & Al Lane, Marge Bruno's 80th B-day, Martha McClatchie, Jean & Barbara Mordo, Richard Leroy Slocum, Tom Myers & Hartono Sutanto wedding

IN-KIND CONTRIBUTIONS

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.

Bonnie Adams, Almond School, Alto View Alpha, American Association of University Women, American Legion, Valeria Anawalt, Mr. and Mrs. Richard Anderson, Mariana Antcheva, George and Jeannine Antypas, Priyanka Ashar, Stacey Ashland, Atheer Labs, Joel and Wendy Bartlett, Patricia Beck, Hortense Bekker, Jane and Robert Bessin, Phillip and Kathy Besuner, Rich Boltizar, Joan Bowersock, Ms. Kay Boynton, Braintree, Laura Brown, Bubb School, Buddhist Temple of Mountain View, Bullis Charter School, Bushido Restaurant, Delia Caasi, California Water Service Company, Josephine Campbell, Campi Properties, Robert and Margaret Capriles, Cathy Carlson, Castro School, Deepak Chandra, Hsiao Chen, Christ Episcopal Church, Joan and Peter Ciardella, Citrus Lane, City of Mountain View, Glenn Coffman, Steve and Cathy Combs, Community School of Music and Arts at Finn Center, Jaime Cordera, Costco, Cranberry Scoop, James and Carol Crowther, Cuesta Park Neighborhood Association, Jeanne Cullip, Richard and Marian Davies, James and Sue De Long, Marilyn Degrasse, Dr. Lisa Devlin, Jane Divinski and John Alexander, David Dolfi, Draegers (Los Altos), Edie Drobny, Kevin and Robin Duggan, Egan School Student Body, El Camino Hospital, El Camino YMCA, John Elrod and Carol Skarda, Paul and Mary Engstrom, Ms. Myra Enkelis, Farmers

We make every effort to keep as complete and accurate donor list as possible. Should there be any errors of either commission or omission please accept our sincere apology and contact: Jim Boin, Development Director at 650.968.0836 x 115 or jboin@csacares.org. Corrections will be acknowledged in the summer 2015 newsletter.

Market - Mountain View, Betty Farrell, Stuart and Jeanne Farwell, Fae Fatemi, Federated Women's Club of Los Altos, First Presbyterian Church of Mountain View and ODC, Bill Fisher, Wayne and Donna Fleming, Foothill Baptist Church of Los Altos, Foothills Congregational Church, Karen Fox, Fraternal Order of Eagles 2356, Audrey and W.C. Frederic, Elena Frishberg, Ronald and Irene Garrett, Zee Garrett, Cathy Gates, Atreyee Ghosh, Peter Giannini, Lynne Giovinazzo, Girl Scouts, Leonard and Terri Goldberg, Google, Inc., Karen Gordon, Bijan Goshtasebi, Michael Graham, Graham Middle School, Matt and Joanne Griffis, Dee and David Gustavson, Tom and Dianne Hancock, Michael and Mary Harding, Milton and Nancy Hardyck, Harrell Remodeling Inc., Kevin and Kristen Hayes, Emmett and Ruth Hearn, Lindsay Hengehold, Hermania Rebekah, Lodge #49, Hidden Villa Farm & Wilderness Preserve, Home Dialysis Plus, LTD, Home Instead Senior Care, Paula Hunter, Ronald and Ann Ibaraki, Immanuel Lutheran Church, Intero Real Estate Services, Paula Ishak, Meredith Ittner, Jackie's Aerobic Dancing, Dennis Jespersen and Donna Davies-Jespersen, Ms. Melinda Joffe, Anne Johnston, Danielle Johnston, Bruce and Twana Karney, Robbin Kawabata, Sherry Keating, Edison (E.G.) and Janice Kerswill, Kiwanis Club of Mountain View, Tina Klaassen, KMVT / Mountain View Community Television, Knotty Threads Quilt Group, Gilbert and Martha Kojima, Sandy Koo, M. Kroha, Irving and Susana Krulevitch, Seth La Forge and Anna Mitros, Lisa Lakata, Joyce Lau, Mr. and Mrs. Stephen Lazarus, Michael and Marilyn Levy, Jing Li, Nellie Lieu, Sarah Livnat, Wayne Lockhart, Jenna Loh, Claudia Loo, Los Altos High School, Los Altos Parent Preschool, Los Altos Rotary Club, Derek Lubich, Virginia and Jim Lyons, Wallace and Joan MacDonald, Elizabeth Maciag, Magic, Ralph and Diana Marimon, Bill Massoni, Master Gardeners of Santa Clara County, Maverick IT Solutions, Ken Mc Connell, Ms. Anne B. McDevitt, Frank McKee, Meckler/Shapero Family, Ramsey and Marlene Melugin, Kim Merry, Loretta Merry, Merry Maids, Susan Mickel, Milk Pail Market, Ms. Debbie Miller, Lynn Miller, Ms. Pamela

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CHEFS WHO CARE

Pineapple Grill, Estrillita, Morocco's, Don Giovanni, Los Charros, Scott's Seafood, Stein's Beer Garden, Armadillo Willy's BBQ

Over 600 volunteers every year help CSA provide many needed and critical safety-net services.

NEEDED: volunteers to help pickup, receive/log/receipt and sort food, toy and clothing donations.

CONTACT: Alison Hopkins, Volunteer Director for more information. ahopkins@csacares.org



FINANCIAL POSITION AS OF JUNE 30, 2014

Current Assets: \$873,618
 Fixed Assets: \$391,535
 Investments: \$2,141,900

Current Current Liabilities: \$144,128
 Unrestricted Net Assets: \$2,786,026
 Temporarily Restricted Net Assets: \$476,899

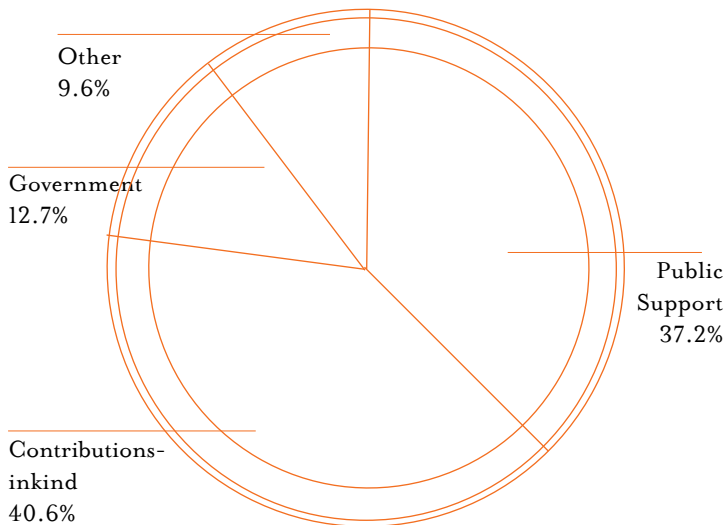
TOTAL ASSETS: \$3,407,053

TOTAL LIABILITY & NET ASSETS: \$3,407,053

CONSOLIDATED STATEMENT OF ACTIVITIES FOR THE YEAR-ENDED JUNE 30, 2014

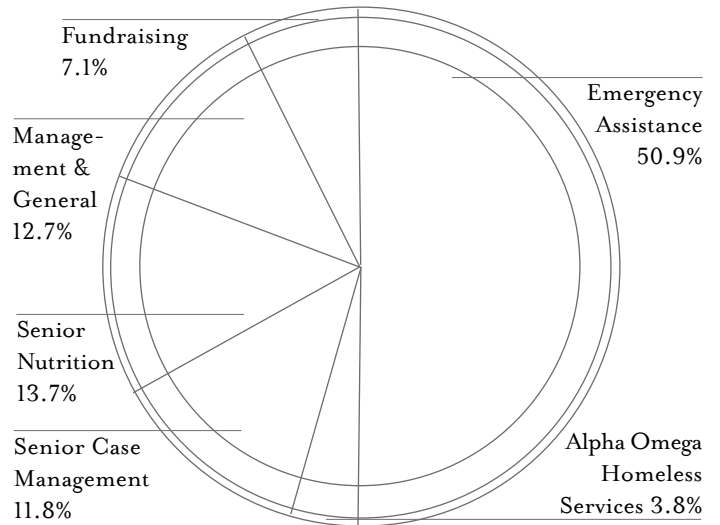
REVENUES

Where The Money Comes From



EXPENSES

Where The Money Goes



Public Support*	\$ 1,297,835	37.2%
Contributions-in-kind	\$ 1,415,675	40.6%
Government	\$ 444,454	12.7%
Special Events	\$ (3,904)	-0.1%
Other (Interest/Dividends, Investment gains and losses, etc.)	\$ 336,546	9.6%

Emergency Assistance	\$ 1,663,282	50.9%
Alpha Omega Homeless Services	\$ 122,905	3.8%
Senior Case Management	\$ 385,397	11.8%
Senior Nutrition	\$ 445,832	13.7%
Management and General	\$ 415,044	12.7%
Fundraising	\$ 232,986	7.1%

TOTAL REVENUES **\$ 3,490,606** **100%**

EXPENSES **\$ 3,265,446** **100%**

Includes contributions from individuals, foundations, organizations and businesses.

\$.80 CENTS OF EVERY DOLLAR IS SPENT ON CLIENT PROGRAMS AND ASSISTANCE

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



heart. hand. hope.

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