CONFRONTING TODAY’S ECONOMIC PRESSURE

ANNUAL REPORT 2016
First and most importantly, a big thank you to our many volunteers and donors. Without your support, CSA could not provide the breadth of services for the clients we serve.

Last year was a critical year at CSA. The CSA staff and board members (past and present) worked tirelessly on a three-year strategic plan to better serve our community. There are many challenges we face locally—from addressing the housing and homeless crisis to finding new solutions to support our seniors and family members. We came to the conclusion that CSA has to be engaged long term with our clients to help them stabilize the myriad situations they encounter. We recognize that we are in a new era of challenges and the organization has to shift its thinking and approach. That includes collaborating closely with our counterparts in other cities and looking to serve others in new areas.

My call out to you is to please continue to support CSA. We need your financial support to accomplish our bold goals and continue to bring dynamic and positive change.

I am honored to take the role of president of the board this fiscal year, and I look forward to seeing you in the near future at a CSA event.

Michelle Rogers
Board President 2016–17

EXECUTIVE COMMITTEE 2016-2017: PRESIDENT: Michelle Rogers, Business Owner & CEO; VICE-PRESIDENT: Cathy Lazarus, Public Works Director (retired); TREASURER: Kevin Duggan, City Manager (retired); SECRETARY: Diane Schmidt, Marketing Executive; Tom Myers, Executive Director, CSA

BOARD MEMBERS 2016-2017: Ronit Bryant, MV City Council (retired); Jolee Crosson, Sales Director, Microsoft; Marsha Deslauriers, Executive Director, CHAC; Emily Douglas, Program Development Manager, OpTerra Energy Services; Eugene Fram, Professor Emeritus, Saunders College of Business, Rochester Institute of Technology; Margot Harrigan, Development Director, CHAC; Supriya Iyer, Global Partner Operational Excellence Leader, Google; David Joud, Corporate/Business Coach; Michael Love, Minister, Trinity United Methodist Church; Gavin O’Duffy, Engineer, Microsoft; Vicki Oldberg, Sr. Associate Dean for Finance & Administration (retired), Stanford University; Jonathan Prosnit, Rabbi, Congregation Beth Am; Walt Rau, Electronics Industry (retired); Tom Smith, Real Estate Broker; Stephen Sullivan, Patent Attorney
In January, 2016, CSA’s Board of Directors approved a three-year strategic plan. The plan will guide CSA as we cope with the economic pressures that are bringing more and more Silicon Valley residents to our doors.

Our new strategic priorities are:

- **Evaluate and test, if warranted, expanding and redefining client eligibility to help meet the needs of people in the community.** One possibility is extending our services to those who work in Mountain View, Los Altos, or Los Altos Hills but do not live here.

- **Reimagine and reinvent services to meet changing client needs and circumstances.** We are looking for ways to provide services in more locations and outside of normal business hours. Already, we have partnered with West Valley Community Services to take their mobile pantry to North County locations two days a week, along with a CSA case manager.

- **Strengthen and enhance CSA’s brand and marketing efforts to increase community support and understanding of CSA’s work.** In order for CSA to meet the increasing demand for our services, we need to make more members of the local community aware of the importance of what we do and how they can support our efforts.

- **Invest in staff, board, and infrastructure to provide effective and efficient services.** We are ensuring not only that we have the right people on our staff, but also that our agency is organized for maximum effectiveness and efficiency.

As part of implementing the priorities of our new Strategic Plan, CSA is streamlining the way we help people who are either currently unhoused or in danger of becoming so. We are merging our Emergency Assistance and Homeless Services programs into a single department called Homeless Prevention and Services.

This consolidation enables staff members who are experienced in certain functions to assist case managers for both housed and unhoused clients. For example, EA and HS case managers used to be responsible for finding suitable housing for all their clients, whether it was an initial apartment for a homeless individual or a less-expensive unit for a family facing a rent increase. This meant not only searching daily for available rental units, but also constantly tracking waitlists. Now, two CSA staff members handle housing searches, freeing the case managers to spend more time helping their clients get social services, healthcare, and so on.

This streamlined approach also enables case managers to spend more time doing outreach in the community to find people who need CSA’s services. We have already been able to assign a Homeless Prevention and Services case manager to Hope’s Corner in Mountain View when unhoused people come in for free showers on Thursday mornings.

Every spring, the Empty Bowls Soup Supper raises valuable funds for CSA while sending participants home with a beautiful handmade ceramic bowl.
FEEDING OUR NEIGHBORS

Every weekday, CSA’s Food & Nutrition Center distributes food to our hungry neighbors—over one ton of food each day. The FNC also offers nutrition classes (where we send clients home with a delicious recipe and all the ingredients needed to make it) and the Challenge Diabetes healthy-eating program.

Even families who get food stamps often struggle to put food on the table—and every dollar they have to spend on food is one less dollar available for housing, medical care, clothing, work transportation, and other living expenses. Food from the F&NC helps these families create nutritious meals while freeing up money for other essentials.

We receive food donations from generous local grocery stores and distributors. Your monetary contributions give us the flexibility to purchase other items as we need them so that we can keep the FNC’s shelves filled with a wide range of nutritious, culturally appropriate groceries.

“The FNC serves the biggest percentage of CSA clients. The supplemental food we provide is a huge help to them. It gives them a cushion to help them pay much-needed rent or other bills.”

LaDrea Clark, FNC Coordinator

<table>
<thead>
<tr>
<th>2,655</th>
<th>645,168</th>
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<tbody>
<tr>
<td>Number of people who received food from CSA last year</td>
<td>Pounds of food donated to and distributed by CSA last year</td>
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<tr>
<th>32%</th>
<th>24%</th>
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<tr>
<td>Percentage of recipients who were children</td>
<td>Percentage of recipients who were seniors</td>
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ARE YOU AT RISK FOR DIABETES?

A FREE program to help you eat right to prevent or manage diabetes.

The Challenge Diabetes Program can help you and your family remain healthy for years to come. We’ll show you how to eat right and stay physically active — even if you are short on money and time. As a participant in our FREE program, you will receive:

- FREE diabetes screenings
- Healthy food bags every month
- A $40 gift card as your “graduation present” for completing the program
- Tasty, affordable recipes
- Educational materials
- Healthcare referrals if needed

For more information call Vanessa Isreal at 650-861-5630.

CSA has received funding from El Camino Hospital for a program to help prevent diabetes in low-income communities.

Enjoy some of Mountain View’s best restaurants while benefiting CSA through our monthly Chefs Who Care dinners.

Brandi Jothimani greets clients in the CSA Welcome Center.
KEEPING SENIORS HEALTHY AT HOME

Even in higher-income towns in this area, seniors on fixed incomes are being squeezed by the rising cost of living. Our Senior Case Management program integrates social and medical care for senior adults under the direction of a case manager. SCM clients have fewer hospitalizations and stay in their own homes longer, so the program provides both economic and psychological benefits.

 Related to SCM is our Intensive Case Management program, funded by the El Camino Healthcare District. The goals of this program are to reduce re-hospitalizations, lower hypertension, and prevent falls.

“SCM case managers find housing for those who can no longer afford their current residence, contact Adult Protective Services if they’re not safe in their home, pay for a medical alert pendant if they can’t afford it, refer them to Rebuilding Together or Catholic Charities for free home repairs and upgrades, and much more.”

Lisa South, Senior Services Case Manager

<table>
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<th>263</th>
<th>98</th>
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<tr>
<td>Number of Senior Case Management clients served last year</td>
<td>Number of Intensive Case Management clients served last year</td>
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<tr>
<th>95%</th>
<th>83%</th>
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<tr>
<td>Percentage of SCM clients who were able to keep living independently in their own homes</td>
<td>Percentage of ICM clients referred during discharge who avoided re-hospitalization</td>
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PROVIDING LUNCHES FOR BODY AND SOUL

CSA’s Senior Nutrition Program serves hot lunches five days a week at the Mountain View Senior Center. More than just food, SNP offers nutrition and health education and referrals to other CSA services. The program also provides socialization opportunities that are vital in keeping isolated seniors happy and productive. Before and after meals, attendees are invited to participate in dance sessions, movie-watching, book clubs, and other activities.

“We’re seeing an increasing number of homeless seniors at our lunch program. Most of them are living in their vehicles. CSA staff reach out to these attendees to help them find housing.”

Earlene Minnis, Site Manager, Senior Nutrition Program

Our Hometown Heroes breakfast each fall honors local businesses and individuals who have had an impact for the better on our community.
THANK YOU TO OUR DONORS

Community Services Agency thanks the following individuals and organizations who provided financial or in-kind gifts during our most recent fiscal year.

As we strive to meet the increasing demand for our services, we are grateful to those who support our mission as the safety net for the less fortunate in our area.

Please know that we value every contribution and work hard to put it to the best possible use.

CONTRIBUTIONS & GRANTS
July 1, 2015 – June 30, 2016

We make every effort to make these donor lists as complete and accurate as possible. If you find an error, please accept our sincere apologies and contact us. Corrections will be acknowledged in our Summer 2017 newsletter.

$50,000 OR MORE

INDIVIDUALS
The Staple Family Fund

CORPORATIONS
El Camino Healthcare District, Google, Inc.

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

GOVERNMENT
City of Mountain View, County of Santa Clara

$20,000-$49,999

INDIVIDUALS
Jeannie Bruins, Lucian and Jean Taylor

CORPORATIONS
Sereno Properties-Los Altos, LP

FOUNDATIONS
Anonymous, Moore Family Foundation, Vanguard Charitable Fund

ORGANIZATIONS
Emergency Food and Shelter Program, Silicon Valley Community Foundation, United Way of Silicon Valley

$10,000 - $19,999

INDIVIDUALS
Anonymous, Virginia and Jim Lyons, George and Judy Marcus, Gordon and Betty Moore, Stanley and Joan Myers, Mary Nichols, Jerry and Lois Rosenblum, David and Jerilyn Schricker, Caleb and Johanna Wright

CORPORATIONS
LinkedIn, Los Altos Town Crier, Mountain View Voice, Sourcewise, Well Fargo Advisors, LLC

ORGANIZATIONS
Foothills Congregational Church, St. Nicholas Church

$5,000-$9,999

INDIVIDUALS
George and Jeannine Antypas, Robert and Mona Armistead, George and Susan Crow, Charles and Nancy Geschke, Joseph and Mary Golemme, Rene Lynch, Kimble Smith, Theron Tock, Suzanne and Tom Werner

CORPORATIONS
Apple Matching Gifts, Microsoft

FOUNDATIONS
The Dauber Foundation, Dudley-Vehmeyer-Brown Memorial Foundation, Merriam Fund Vadass Family Foundation, Yen Chuang Foundation

ORGANIZATIONS
Los Altos United Methodist Church, Los Altos Rotary Endowment Fund

$2,500 - $4,999

INDIVIDUALS

CORPORATIONS
Home Instead Senior Care, Recology Mountain View, Tied House

FOUNDATIONS
J/J Petricciani Foundation, Larson Family Fund, Los Altos Community Foundation

ORGANIZATIONS
Christ Episcopal Church, Congregation Beth Am, First Presbyterian Church of Mountain View, Second Harvest Food Bank

$1,000 - $2,499

INDIVIDUALS
Thelmer and Patricia Aalgaard, David and Kathryn Arnold, Ayres Family Fund, Paul and Deborah Baker, Geoffrey and Christine Bate, Alan Baum, Fred Bedard, Sanford and Ann Benett, Anne and Lucas Bergstrom, David and Anne Bernstein, Phillip and Kathy Besuner, David and Patricia Bubenik, John and Stevie Day III, Tony and Kamrin Desmond, Mark and Jenny Brandemuehl, Stuart and Jeanne Farwell, Karen Fox, Lonnie Gary, Stephen Geisheker and Kathleen Hanson, Heather and Frank Grillo, William and Phyllis Hall, Chris Halvorsen and Genevieve Fire Halvorsen, Greg Hecht, Eileen Ho, Anne Infeld, Maureen Kelly, Richard and Jill Klein, Michael and Ina Korek, William and Donna Krepick, Mark Kroll, Peter and Suzanne LaTourrette, Sharon Levine, Glenn Louie, Julie and John McKellar, Jack Miller and Randa Mulford, Thomas E. Miller and Barbara A. Rosen, Djuki Muliawan and Linda Dewi, Robert Mullenger and Rhonda Radcliff, Ernesto Nassau, Randall and Barbara Niemeyer, Nancy Noel, Paul and Elizabeth Nyberg, Terry and Vicki Oldberg, David and Barbara Plum, Donna and Darwin Poulos, Thomas and Cathleen Prieto, Mary Prochnow, Walter Rau and Carol Raymond, H. E. and Marjorie Rauch, Maura Rees, Peter and Julie Reynolds, Heather and Matthew Robbins, R. Carlton Robinson, Michelle Rogers and Phil Marechal, Bradley and Tanya Rowe, Joseph Rozier, Mike Sasnett and Roberta Saxon, Diane Schmidt and Jeff Vadass, Kandis Scott, James and Marge Shively, Roger and Josephine Skinner, Raymond and Yvonne Skitt, Thomas and Karen Smith, David and Lenelle Smith, Daniel Tellep, Betsy Templeton, Brendan Timmer, William and Suzanne Worthington, John and Dulcenia Zink

CORPORATIONS
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Jenney, Dean and Patricia Johnson, Melvin and Madeline Kahn, Joseph and Patricia Kapp, Hiroji and Yasuko Kariya, Mark and Barbara Karp, Michael Kasperzak, Jr., Mariza and Max Kim, Alan Kostinsky, Andrea Kothari, Paul and Jackie Kuckein, Ralph and Carol Kuiper, Paul and Margaret Lansky, Natalie LaRosa, Alice Larse, Jan and Sofia Laskowski, Elizabeth A. Latta, Roy and Penny Lave, Robert Lawrence, Andrew and Janet Lederer, Susan Levenberg and Paul Podrid, Shirley Liebhaber, George and Ann Limbach, Luke Liss, Elaine and Thomas London, Charles and Marty Loughran, Steven Lovett, Cornelia Lovette, Wendy Lowengrub, William and Donna Lowes, Joan MacDonald, Rosanne and Dale Macek, Fred Maddalena, John and Sally Mandle, Richard and Beverly Marconi, Craig and Andrea Marquardt, Myrna Marshall and Jon Saxe, Julia Martin, Paul Gerhard and Gena Mayer, Bruce and Nancy McClain, Allan and Harriett McLeod, Fergal Meade and Sharon Lacey, John Miaullis, Bill and Pam Milam, Timothy Miller, Linda Miller, Paul Milo, Thomas and Diane Mooney, Tom and Iris Moran, Jean and Barbara Mordo, Thomas and Patrice Morrow, Mimi Mourkas, Tom and Shirley Mucha, Maria Mulkey, June L. Munro, Todd Nagengast, Kathy and Vance Nahman, Henry Nattras, Cynthia Spann and Edward North, Regina Alioto North and Nirvana Nwokiodu, Dave Offen and Gail Nyhan, Joan and John O’Rourke, Everett and Rebecca Palmer, Karen Parker, Douglas and Shirley Pearson, Ray and Angie Peck, Shirley and Daniel Pefley, Ed Perry and Laurie Bonilla, Gwendolyn Potter, Anne Prescott, Angie Ramirez, John Raymond, Rosario Moises Reyes, Barbara Rice, Daniel Rich, Douglas and Susan Roberts, Jerome and Joanne Robertson, Phillip and Patti Rose, Timothy and Ceanne Ruehle, Alan Russell, Sally Ryan, Estela Salgado, Denis and Kristine Salmon, Daniel and Karen Salzberg, James and Andrea Sandstrom, John and Anita Savides, Pam Scarberry, Dorothy Schafer, Robert and Kay Schroer, Irving and Angelina Schynert, Bernadine Scoles, Edward and Elisabeth Sesek, Audrey Shafer, Lee and Maria Shahinian, Marge Shapiro, Stephen and Joanne Shapiro, Jacqueline Siegel, Robert and Annette Simon, Jade Simonson, Joy Sleizer, Beverly Smolich, Dave and Sharon Smullin, Eva Stern, Dennis and Jan Switick, Terry and Nancy Tadlock, Taylor Survivor’s Trust, Page and Kathy Thibodeaux, Susan and Alan Thomson, Kathleen Thornton, Jim and Emily Thurber, Jr., Victor Tirva, Janet Tornow, Peter and Janet Turnbull, Devin and Carol Uter, Joel and Roberta Varney, Jackie Wallace, Gary and Cathy Walz, Thomas Wang, Susan Ware and Carlie Ware Horne, Emily Weak, Donald Weden, Stein and Lenore Weissberger, John and Cynthia Weyms, Diane Westgate, Nicholas and Lisa Weyland, Olga and R Scott Wills, Gary Winiger and Catherine Vonnegut, Michael Wong and Emma Low, Henry and Nina Wood, Chet and Elzene Yancy, Greg Yost, Peter and Patricia Zales, Dan and Lucy Zemanek

**CORPORATIONS**


**ORGANIZATIONS**

Crittenden Middle School, Ladies Auxiliary F.O.E. No. 2356, Los Altos Lutheran Church, Miramonte School, Oak School

**INDIVIDUALS**

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**IN MEMORY OF**

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

Lorraine Beatty, Suzi Blackman, Betsy Crossman, Elizabeth Jane Darrow, Mary Jo DiMuccio, John Eilers, David Hanttula, Margaret Patricia Hennessy, Joyce Herauf, Steve Hussey, Renato G. Martinez, Gwen Meier, Jack Navarrete, Robert Ropp, Christina Sudairy, Alex Swetka, Rose E. Talmage, Gayle Tyson

**IN HONOR OF**

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

Carol Borgardt and Keith Beck, Gisela Daetz, Frank and Maureen Drobot, Eugene Fram, Mike and Mary Harding, Ida Heller, Marijl Karlgard, Cornelia Lovette, Karin Molander and Svein Olslund, Ashwin Peach, Brian and Marilyn Smith, Rose E. Talmage, Maureen Wadiak, Gloria Wing, Dee Wood, Bill and Sue Worthington

**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.

Karen Allendoerfer, Sandhill Angels, Emmy Arcolino, Ortal Arel, Manijeh Assadi-Marhamat, Assisteens, James and Betsy Balassone, Elizabeth Barkdaze, Bruce Barsi, Joel and Wendy Bartlett, Jack and Bette Bates, Alan Baum, Donna White and Allen Baum, Ryan Beasley, Beau-

**Foundations**

- Amazon Smile Foundation
- eBay Inc. Foundation
- Tektronix Foundation
- Matching Gift Program

**Organizations**

- Family Engagement Institute
- Hermenia Rebekah Lodge #49, Stevenson School
- Sunnyvale Chapter 1283 Women of the Moose

**Matching Gift Companies**

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


**Corporations**

- California Environmental Management Service Co. Inc., Creative Concept, Dynamic Strategic Alignment
- Eldercare Resources, Home Care Options, Yahoo Inc., SALESX, Inc.

**Coping**


**Coping**

- CSA’s long-time Development Director, Jim Boin, retired in September. We thank him for his dedication to the agency for 11 years.

- Our new Development Director, Anita Grossman, will start in December.

- If you have any questions, comments, or concerns about CSA’s fundraising activities in the interim, please contact the Executive Director, Tom Myers.
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: LaDrea Clark, Volunteer Director, for more information: lclark@csacares.org

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 where 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.

values: 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.

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FINANCIAL POSITION AS OF JUNE 30, 2016

Current Assets: $1,357,002
Fixed Assets: $445,092
Investments: $2,182,561

TOTAL ASSETS: $3,984,655

Current Current Liabilities: $275,777
Unrestricted Net Assets: $3,411,872
Temporarily Restricted Net Assets: $297,006

TOTAL LIABILITY & NET ASSETS: $3,984,655

CONSOLIDATED STATEMENT OF ACTIVITIES FOR THE YEAR ENDING JUNE 30, 2016

REVENUES

Where the Money Comes From

- Public Support* $1,828,673 45%
- In-kind Contributions $1,524,842 37%
- Government $610,737 15%
- Special Events $(17,877) 0%
- Other (interest/dividends, investment gains and losses, etc.) $103,314 3%

TOTAL REVENUES $4,049,689 100%

EXPENSES

Where the Money Goes

- Emergency Assistance $1,918,944 52%
- Alpha Omega Homeless Services $239,055 6%
- Senior Case Management $445,605 12%
- Senior Nutrition $459,881 12%
- Management and General $427,072 12%
- Fundraising $211,576 6%

TOTAL EXPENSES $3,702,133 100%

* Includes contributions from individuals, foundations, organizations, and businesses.
A copy of the complete audit report is available upon request.

82 CENTS OF EVERY DOLLAR IS SPENT ON CLIENT PROGRAMS AND ASSISTANCE