Community is Our First Name

Here at CSA, we are and always have been about one thing: caring for those in our community who are in need. Since our early days helping migrant farm workers in 1957, now and beyond, we help anyone who needs us. All ages, all genders, all religions and all countries of origin are welcome here because we are the community serving the community.

Since our last report to the community, the County conducted its biennial homeless census, and the results were staggering. In Mountain View alone, the local homeless population grew by 46%. While this does not come as a surprise, we were not expecting to have the fourth largest homeless population in Santa Clara County. Now we must do everything we can to assist those individuals affected by the gross imbalance between housing and jobs and help them achieve a sustainable way of living.

CSA has been working hard on exactly that, assisting those individuals getting priced out of housing in this area. In the past year, the number of clients served by our Homeless Prevention Services Program has increased by nearly 10%, and the number of clients already experiencing homelessness we have assisted has increased by 18%.

I sometimes say to the CSA staff that we don’t work for an agency, we work for the community. As we move through the end of 2019 and into 2020, the community will have to weather dramatic changes. Discussions of safe parking programs, oversize vehicle bans, housing density along transit corridors, etc., will continue to dominate the headlines. For CSA, first and foremost, we must fulfill our mission to provide our services to the most vulnerable in our community.

There is a sign on my desk that says “somebody should do something.” I think that’s so true – we all should be “doing something.” These days it is easy to get swept up by the national and international news and feel powerless. That’s where the wise adage Think Globally and Act Locally comes into play. When you make a difference at the local level, your actions will have the biggest impact.

Thank you for partnering with us on the front lines fighting poverty, hunger and homelessness in our community.

Tom Myers
Executive Director

A Community for Everyone

When I think of community, I think of a sense of belonging, togetherness and neighbors helping neighbors. Every one of us wants to have a place where we belong and borrowing from the television series – Cheers – a place where everybody knows our name. Now more than ever in these busy technology-driven times, there is a real need and longing to get out of the house and get to know the people in our community. I, for one, would like to see a return to a time of taking care of our neighbors by picking up their mail when they are out of town or bringing someone a meal when they are ill because we know that’s the right way to treat people.

Enter Community Services Agency (CSA) where Community Is Our First Name. CSA is a community for everyone, no matter what, which is why we serve so many different people – the young, the old, the homeless and the poor. CSA is the living room for clients – our neighbors – who need a place that is their own. At CSA, we are a supportive community helping people navigate through the challenges they face on the journey to stability. It surprises me how many people in our community don’t know about CSA and the work that we do. We need to change that.

As Board President, I have several priorities this year, all focused on building community. I will bring this sense of community to our upcoming agency-wide planning process, as we think through what is needed to make everyone feel included. I also want to grow our CSA community by engaging a younger generation of leaders. I am a big supporter of our Young Professionals group, which is geared toward individuals in their 20s, 30s and 40s who want to address the issues of hunger, poverty and homelessness locally. Finally, I hope to bring awareness of our clients’ needs to the larger community and empower them to take action to help our neighbors.

As supporters of CSA, you are a big part of our community. Your generosity of time, talent and resources has made a huge difference in helping to create a sense of belonging that is so critical to our mission and our clients’ ability to get back on their feet – thank you. I hope we can count on your continued support in the coming year.

Jolee Crosson
Board President 2019-20

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

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Jolee Crosson
Enterprise Sales Manager, Google

Vice-President
Rise Baldwin
Human Resources Consultant

Treasurer
Emily Douglas
Program Development Manager, Engie Services

Secretary
Paul Davis
Nonprofit Organization Executive & Duplicate Bridge Club Owner

Immediate Past President
Diane Schmidt
Marketing Executive (retired)

Marketing Executive (retired)

Community Services Agency

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MC City Council (retired)

Marsha Destauriers
Executive Director, CHAC

Eugene Fram
Professor Emeritus, Saunders College of Business, Rochester Institute of Technology

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Corporate & Business Coach/President

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Public Affairs Consulting

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## 2018-19 Highlights

This year in particular has underscored how much the affordable housing crisis is impacting our community. With the recent demolition of several apartment complexes that have been home to low-income individuals and families – and more on the chopping block – CSA continues to work to meet the increasing need.

### Food and Nutrition Center

Every weekday, CSA’s Food and Nutrition Center (FNC) distributes over 1.5 tons of food to our hungry neighbors. Our pantry is open five days a week so that individuals and families can “shop” for food to stretch their budgets. Last year, we served 1,170 households – 2,454 individuals – who received food through the Food and Nutrition Center. In addition to our onsite pantry, CSA also offers a mobile food pantry at several local elementary schools to help working parents access food when they are picking up their children from school.

In Fiscal Year 2018-19, CSA served 444 households – 1,364 individuals – through our mobile food programs. Overall, the Food and Nutrition Center served 3,601 individuals, which translates into over 36,000 shopping trips to all of our sites last year.

CSA serves approximately 4 out of 10 children in need in our service area.

**688,089**

**Pounds of Donated Food**

49% Fresh Fruits and Vegetables

**32,894**

**Lunches Served**

### Senior Nutrition Program

CSA’s Senior Nutrition Program serves hot lunches five days a week, Monday through Friday, at the Mountain View Senior Center. In Fiscal Year 2018-19, 1,015 older adults enjoyed delicious food and the opportunity to socialize with their peers. In addition to planning special lunches for the holiday season, Program Director Earlene Minnis goes all out to make other days special for seniors, with events ranging from paper airplane competitions for Father’s Day to costume contests for Halloween.

### Challenge Diabetes Program

CSA is the lead agency for the Challenge Diabetes Program funded by El Camino Hospital, in partnership with Sunnyvale Community Services and West Valley Community Services. Healthy groceries are provided by Second Harvest Food Bank each month. The program offers free diabetes screenings, consultations with dietitians, healthy food, nutrition and exercise classes and educational materials. The program consistently lowers blood sugar numbers for vulnerable members of the community.

<table>
<thead>
<tr>
<th>Participants initially enrolled in the program</th>
<th>Maintained healthy blood sugar</th>
<th>Moved to healthy range</th>
<th>Participants now in the healthy range</th>
</tr>
</thead>
<tbody>
<tr>
<td>427</td>
<td>23% + 21% = 44%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**427**  
Participants initially enrolled in the program

**23%**  
Maintained healthy blood sugar

**21%**  
Moved to healthy range

**44%**  
Participants now in the healthy range

### Senior Case Management Program

CSA’s Senior Case Management Program (SCM) provides wraparound services to help seniors live in their own homes for as long as possible by coordinating the services they need to stay healthy. Our Intensive Case Management (ICM) Program, funded by the El Camino Healthcare District, seeks to prevent the rehospitalization or institutionalization of seniors with chronic health conditions. Says one 95-year-old client, “Thank you for all that you do. I am still able to cook and clean.”

### Volunteers

CSA’s team of 32 full- and part-time staff is augmented by a volunteer force of approximately 530 and counting! During Fiscal Year 2018-19, our rock star volunteers contributed over 12,000 hours toward helping our neighbors in need, putting the value of contributed time at over $310,000. Over the past few years, an increasing number of companies have been matching volunteer hours with philanthropic contributions, bringing another source of revenue to the agency for our programs and services.

<table>
<thead>
<tr>
<th>SCM clients served</th>
<th>SCM clients able to live independently</th>
<th>ICM clients served</th>
<th>ICM clients avoided rehospitalization</th>
</tr>
</thead>
<tbody>
<tr>
<td>227</td>
<td>97%</td>
<td>77</td>
<td>99%</td>
</tr>
</tbody>
</table>

**227**  
SCM clients served

**97%**  
SCM clients able to live independently

**77**  
ICM clients served

**99%**  
ICM clients avoided rehospitalization
Community Resource Navigator Program

The Community Resource Navigator Program is designed to bridge the gap between vulnerable communities and critically needed services.

CSA trains trusted leaders within these communities to help their neighbors navigate services in the areas of immigration, domestic violence, tenant rights and CSA resources.

Last year, 33 Community Navigators were trained, and 47 workshops were held, in which nearly 1,600 community members participated.

Homeless Prevention Services Program

CSA’s Homeless Prevention Services (HPS) Program helps community members who are on the brink of homelessness and those who are currently unhoused by providing food, financial assistance, case management and other services and resources to help clients get back on their feet.

HPS is divided into two areas: prevention services to help people avoid homelessness and services for the unhoused. Last year, HPS experienced an 18% increase in homeless clients and nearly a 10% increase in those receiving services to prevent homelessness, serving a total of 3,511 people.

This past year also saw several new initiatives in the HPS department. Unhoused clients participated in an unhoused support group, allowing them to share resources and connect with others in similar situations, as well as the first-ever Treat Yourself event, where they received lunch and toiletries, created art and interacted with volunteers and other members of the community.

The holiday season was a little brighter for local families, thanks to an expanded collaboration between CSA and Hope’s Corner. The two organizations joined forces in December 2018 to host a weekend of seasonal activities for low-income families, including opportunities for CSA clients to select toys and other gifts for their children and pick up a special holiday grocery bag. Children from low-income families throughout the community were invited to enjoy holiday crafts and refreshments and “shop” for presents for their parents through a gift drive organized by Leadership Mountain View.

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Young Professionals

Our Young Professionals (YP) group was founded in 2017 to attract individuals in their 20s, 30s and 40s who want to address the issues of hunger, poverty and homelessness in our local community.

“Skyrocketing inequality continues to be a reality in the Bay Area. I witness this biking to work every morning and seeing the RVs on Shoreline or the people lining up to receive food at CSA,” says Nicole Schreiber, who currently chairs the group. “We have an opportunity and responsibility to our community to work towards a better solution, to give back to those in need and to leverage our networks through YP to get us there faster.”

YP members volunteer at events, plan small fundraisers to support CSA’s work and serve as ambassadors in the community. This past year, the YP group held the first-ever Empty Glasses fundraising event at Portola Vineyards, which raised over $3,600 for CSA programs.

Community is Our First Name in Action

CSA is hard at work finding creative ways to share more information about our programs and services and engage the community in meaningful volunteer activities. In addition to having a presence at Thursday Night Live in downtown Mountain View and First Fridays in Los Altos during the summer months, CSA staff and volunteers are likely to be found at the local farmer’s market, senior events, schools, faith organizations and other public venues.

Two new CSA initiatives, now entering their third year, have garnered a great deal of interest and participation.

Mountain View/Los Altos CAN Challenge

In a response to the lull of food donations during the summer months when people are on vacation, CSA launched a canned food drive with a twist: participants bring in donations and post a photo or video of themselves doing so on social media. Modeled after the ice bucket challenge, the campaign has attracted both individual and corporate interest, with an increasing number of local companies requesting food bins and encouraging their employees to participate.

Says CSA Executive Director Tom Myers, “Our vision for this campaign is to inspire people everywhere to help others by donating to their local food pantry. Imagine the impact upon hunger if everyone in the country donated just one can of food.”

Plans are in place to expand the campaign to include other emergency assistance agencies serving similar populations.
Thank You To Our Donors

Contributions and Grants July 1, 2018 - June 30, 2019
Community Services Agency thanks the following individuals, businesses, foundations and organizations who provided financial and/or in-kind support during our most recent fiscal year.

As we strive to meet the continuing need for our services, we are so grateful to those who support our mission to be the safety net for the less fortunate in our area. Please note that we value every contribution and work hard to put each gift to the best possible use.

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 at (650) 968-0836, extension 115.

$20,000 – $49,999
- Acacia Property Corporation
- American Leadership Forum
- Apple Computer
- Congregation Beth Am
- Sunlight Giving Foundation
- Atlassian Inc.

$10,000 – $19,999
- Mike and Diana Bronzowski
- Community Services Agency Annual Report 2018–19
- Google, Inc.
- Matching Gifts
- Richard and Kathy Hoovers

$5,000 – $9,999
- Anonymous (2)
- John and Jessica Bachrach
- Amazon
- Epic
- United Way of the Bay Area
- Alaska Community Foundation

$1,000 – $2,499
- Anonymous (11)
- Adele Strauss
- Avera Health Foundation
- Bay Area Community Foundation
- John and Ken Adams

Legacy Giving
Since 1957, we have been the safety net for Mountain View, Los Altos and Los Altos Hills. While the client populations we serve have changed over the years, there will always be those in need in our community. And CSA will continue to be there for them.

As we look to the future, CSA’s ability to continue serving our neighbors in need – the unhoused and those teetering on the brink of homelessness – will increasingly depend upon the generosity of our donors. Over the past few years, CSA has been the beneficiary of several legacy gifts that enhance our ability to serve the community now and in the future.

If you are interested in joining our Legacy Society, please contact the Development Office at (650) 968-0836, extension 115.

Community Services Agency Annual Report 2018–19
www.csacares.org
Matching Gifts

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

**Bridge Bank**
**Cisco Systems**
**Elden Fisher Company**
**Giled Sciences, Inc.**
**Google, Inc.**
**Heartland Richard Enterprise**
**HP Inc.**
**Intuit**
**Jasper Networks**
**LinkedIn**
**Microsoft Corporation**
**Pegul**
**Symantec**
**Vista, Inc.**
**Vikware Foundation**

In Memory Of

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

**Ernesto Alejandro**
**Jean and Louis Desprez**
**John B. and Mary L. Forbes**
**Melinda Frank**
**Leonard Goldberg**
**Arthur Hollely**
**Laurens Jess Hevel**
**Roberto Hoppe**
**David J. Lynch**
**Uldred Kaplan**
**Shirley Kehan**
**Robert Kender**
**Frank Kramer**
**Zetta Kraus**
**David Porter**
**Geoffrey Rau**
**Don and Helen Rogers**
**Jeff Taylor**
**Devan Truitt**
**Andrea C. DeCosto**
**Harry Wong**
**Chris Wood**

In Honor Of

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

**Laura Jean Hevel**
**Ernesto Alejandro**
**Donations of food items for our Food and Nutrition Center, as well as gift cards and other supplies for our Holiday Sharing Program and throughout the year, **

In-Kind Contributions

Donations of food items for our Food and Nutrition Center, as well as gift cards and other supplies for our Holiday Sharing Program and throughout the year, involve many volunteers, local potters from the Orchard Valley Ceramic Arts Guild donate bowls for this fundraiser benefitting homeless services. Local restaurants contribute soup, bread and cake, and the Mountain View Central Seventh-day Adventist Church donates full use of their facilities. After enjoying a delicious meal, supporters take home their handcrafted bowls included in the ticket price. This year, CSA expanded the event to two seatings, and, for the second year,
Financial Position as of June 30, 2019

CSA strives to be a responsible steward of the community’s donations. To this end, the agency has diversified revenue streams, keeps sufficient reserves and tailors expenses to provide the services that our community needs. Your partnership through your contributions of time, philanthropic support and in-kind donations is very much appreciated. A copy of the complete audit report is available upon request.

Revenues Where The Money Comes From

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Support *</td>
<td>$1,779,766</td>
<td>37%</td>
</tr>
<tr>
<td>Contributions-in-kind</td>
<td>$1,448,475</td>
<td>31%</td>
</tr>
<tr>
<td>Government</td>
<td>$999,283</td>
<td>21%</td>
</tr>
<tr>
<td>Other Grants</td>
<td>$25,376</td>
<td>1%</td>
</tr>
<tr>
<td>United Way Bay Area</td>
<td>$50,365</td>
<td>1%</td>
</tr>
<tr>
<td>Special Events</td>
<td>$86,886</td>
<td>2%</td>
</tr>
<tr>
<td>Other (Interest/Dividends,</td>
<td>$359,202</td>
<td>7%</td>
</tr>
<tr>
<td>Investment gains and losses, etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$4,749,353</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

* Includes: Contributions from individuals, foundations, organizations, and businesses.

Expenses Where The Money Goes

<table>
<thead>
<tr>
<th>Department</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Assistance*</td>
<td>$2,309,062</td>
<td>50%</td>
</tr>
<tr>
<td>Alpha Omega Homeless Services</td>
<td>$346,545</td>
<td>7%</td>
</tr>
<tr>
<td>Senior Case Management</td>
<td>$653,923</td>
<td>14%</td>
</tr>
<tr>
<td>Senior Nutrition Program</td>
<td>$553,570</td>
<td>12%</td>
</tr>
<tr>
<td>Management and General</td>
<td>$481,363</td>
<td>10%</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$322,344</td>
<td>7%</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$4,666,807</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

* Includes: Food and Nutrition Center.

83 Cents/Dollar is Spent on Client Programs and Assistance

Current Assets $1,462,578
Property and Equipment, net $450,238
Investments - Current $260,000
Investments - Long Term Operating & Capital Reserve $2,638,710
Investments - Long Term Restricted Bequests $2,669,849
Total Assets $7,481,375

Total Current Liabilities $549,894
Net Assets without Donor Restrictions
- Undesignated $1,097,590
- Board Designated $3,363,588
Net Assets with Donor Restrictions $2,470,303
Total Liabilities and Net Assets $7,481,375

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