

We Will Get Through This Together

In a year marked by extraordinary circumstances and a staggering increase in the number of people needing help, CSA, with support from our community, has risen to the occasion. These pages show what we were able to accomplish together.

- Tom Myers, *Executive Director*

Coming Together at a Time of Great Need

We are experiencing the worst public health crisis in more than a century, and for many, possibly the most serious global crisis in our lifetimes. At the same time, the pandemic has brought out the power of the human spirit, especially at the local level. I am touched and amazed by our community's generosity, resilience, courage, and self-sacrifice for the safety, stability and health of others. Our community will get through this together.

2019-20 was an unprecedented year for CSA. In response to COVID-19, the demand for rental and food assistance increased threefold and 27% respectively, with an additional 800 new households registering for services through June 30. Thanks to our donors, volunteers and staff, CSA was able to adapt programs to meet these challenges head on. On behalf of the CSA Board of Directors, thank you to the caring communities of Mountain View, Los Altos and Los Altos Hills for partnering with us to provide critical services to the most vulnerable members of our communities during a time of great need.

Going forward, there are many unknowns facing the community and CSA. There is the ever-present possibility of another widespread COVID outbreak and ongoing effects of the economic crisis impacting the service sector and local small businesses – both of which will further increase the economic divide in Silicon Valley and demand for CSA services. In these

times of uncertainty in an ever-changing environment, CSA remains guided by its mission, with a continued focus on our clients and their needs.

As this year's board president, I have three priorities in this new fiscal year. The first is staying laser-focused on our mission of preserving our clients' stability, self-reliance and dignity in a time of many competing priorities. The second is educating ourselves about the issues of racial equity that impact both our clients and the community at large and advocating on behalf of the worth of all people.

The third is ensuring the agency's financial and operational resilience. CSA's largest source of funding is the community. In response to COVID-19, CSA has formed new partnerships to extend our reach and impact and shifted the way we deliver programs and services to adapt to changing conditions. This would not be possible without the support of our donors, volunteers and community partners. We are grateful for your generosity and hope we can count on you again this year.



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Board President, 2020-21

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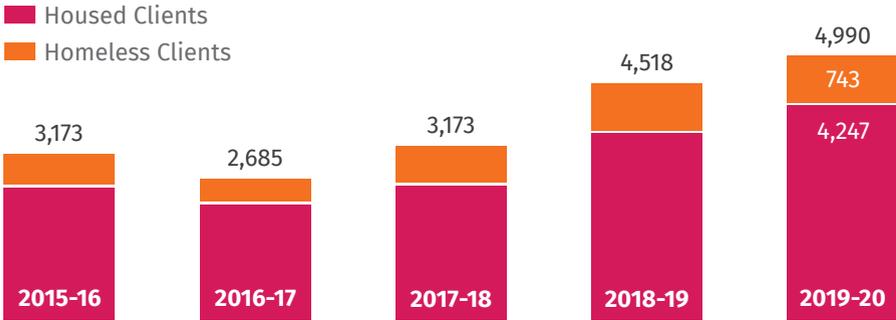
Fiscal Year 2019-20 was a busy time for CSA. When the COVID-19 crisis hit in March, every program and service was impacted. CSA met the challenge, quickly pivoting to address both increased demand and new safety protocols. We worked closely with the city of Mountain View to administer a multi-million dollar rent relief fund for those at risk of losing their homes and received significant community support to help with increasing rent and nutrition needs.

Homeless Prevention Services (HPS) and Homeless Services Program

We experienced an increase in the number of people looking to CSA for assistance to avoid losing their housing in the wake of the COVID-19 crisis. Over 800 new households registered for services between March and June 2020.



HPS Over 5 Years



Note: 2018-19 and 2019-20 include non-registered clients.



Bless you all who are helping us out. I did not know what I was going to do. My family and I live paycheck to paycheck. I went from having two jobs to not working at all. You do not know how many sleepless nights have gone by worrying how I would provide for my family. Thank you so much for all the work you do.

- HPS Client



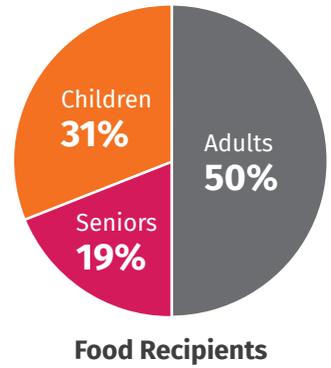
Mission: We are the community's safety net,

Food and Nutrition Center

At each grocery distribution, CSA's Food and Nutrition Center (FNC) provides over 1.5 tons of food to our hungry neighbors. The CSA Pantry served 1,635 households - 3,110 individuals - who made nearly 34,000 shopping trips onsite.

In addition to our onsite pantry and up until the pandemic, CSA offered a mobile food pantry at several local elementary schools to help working parents access food when they are picking up their children from school. 380 households consisting of 1,387 individuals benefited.

Overall, including the onsite and mobile pantry program, CSA provided 1,936 households - 3,983 individuals - with nutritious groceries during Fiscal Year 2019-20.



653,669

Pounds of Donated Food
49% Fresh Fruits and Vegetables



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



I spent this afternoon volunteering at CSA distributing food, and I will be back! They are completely ON IT as far as social distancing. They had handwashing stations, masks, and gloves and we were also wiping down tables, staggering clients, had one-way foot traffic, and all food distribution was done outside. I felt completely safe, and honestly it was the most connected to the community and productive I've felt all week.

- CSA Volunteer

Challenge Diabetes Program

Community members are improving their health through participation in the Challenge Diabetes Program, a partnership with Sunnyvale Community Services and West Valley Services funded by El Camino Hospital, with healthy food provided by Second Harvest Food Bank each month. Thanks to this program, clients who otherwise would not have access to healthy food and nutrition information in their native languages are receiving the resources they need to lower their blood sugar levels and improve their health.

321

Participants initially enrolled in the Challenge Diabetes Program

113

Participants who received diabetes screenings and dietitian consultations

44%

Percentage of participants who have lowered blood sugar levels into a healthy range since the program inception in 2015

providing **critical support** services that preserve and

Senior Case Management Program

Senior Case Management (SCMP) numbers held steady compared to last year. This program is instrumental in preventing hospital re-admission with a nearly perfect success rate. Case Management has continued in the Senior Services program mostly over the phone and in person when absolutely needed since the COVID-19 crisis. Case Managers increased the number of clients receiving grocery bag delivery at home since many are unable to make it out to grocery stores.



223

Senior participants served

97%

Seniors able to live independently

86

Enrolled in Intensive Case Management (ICM)

99%

ICM clients avoided rehospitalization



I am so grateful for my case manager. She takes time to talk with me, which lifts my spirits, and coached me on finding Internet resources. I am the elder, but she has shown me strength.

- SCMP Client

Senior Nutrition Program

CSA's Senior Nutrition Program serves lunches five days a week at the Mountain View Senior Center. In Fiscal Year 2019-20 the SNP saw an increase of 3.5% in meals served over last year.



34,046

Meals served
(transitioned to a drive-through service in March due to COVID-19)

Community Navigator Program

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

The Community Navigator Program (CNP) has grown and thrived this year, training nearly five times as many navigators as last year and pivoting to holding online information sessions and releasing weekly video logs in English and Spanish to keep the community informed in this time of constantly changing information.



Thank you so much for the new updates during COVID-19, and for working diligently to serve our community. You are a blessing.

- Community Navigator

62

CNP workshops held for volunteers

4,245

Participants attended CNP workshops

159

Community Navigators trained

and promote **stability, self-reliance and dignity.**

Helping Our Community, Together

Whether you volunteered, donated, or did what you could, you made a difference in how our community banded together in a time of uncertainty to protect and uplift the most vulnerable.

Our Supporters

During Fiscal Year 2019-20, our supporters blanketed us with generosity. We received **3,209 gifts**, an **increase of 74%** from the previous year. Of those, **37% were for COVID relief**. Listing so many donors would make for an incredibly long annual report, so instead we have created a space on our website to name and thank all our supporters.

Our Volunteers

CSA's team of **38 full and part-time staff** is augmented by a volunteer force of approximately **760 community members**. During Fiscal Year 2019-20, our **rock star volunteers** contributed over **10,306** hours, putting the value of contributed time at **over \$262,000**.



Tom Myers (center) honors CSA's 2019 Hometown Heroes award recipients – from left, Curtis Church, Mallory Burke, Shion O'Connor and Mary Prochnow.

— HOMETOWN — HEROES

Our Heroes | Every year, CSA hosts a Hometown Heroes event to honor businesses, individuals, and organizations for their contributions to CSA and our local community. The 2019 event raised \$70,000 for CSA programs and services, the largest amount and most event sponsors in recent years.

Mountain View Central Seventh-day Adventist Church

This faith community helped create our annual Empty Bowls fundraising event and provided the facilities throughout the last 29 years. Pastor Curtis Church who helped launch the event and current Pastor Shion O'Connor joined us for the festivities.

Atlassian

Atlassian, a software enterprise company headquartered in Sydney, has made a big splash at CSA, helping out at food distributions and generously donating as a company and from employees to support agency operations.

Mary Prochnow

A trailblazer in real estate, Mary started her own firm when few women were in executive positions. Among her many achievements was her role on a documentary profiling Los Altos Rotarians whose lives were impacted by AIDS and changing fear and bias against people with the disease.