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 inspired by the actions of our community—a community defined by generosity, resilience, courage, and self-sacrifice for the safety, stability, and health of others. Our community will get through this together.

2020–21 was an unprecedented year for CSA. As in response to COVID-19, the demand for rental and food assistance increased threefold and 27%, respectively, with an additional 40,000 households registering for services through June. 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.

Facing Fiscal Year 2020–21, our supporters blanched at the news of the COVID outbreak and ongoing effects of the pandemic, and CSA. There is the ever-present possibility of another COVID strain or another rising COVID wave in the future. Our community will get through this together.

Generosity and hope we can count on you again this year.

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 2020–21, our supporters blanketed us with generosity. We received $993,900, or an increase of 7% from the previous year. Of those, $80,000 came from the COVID-relief funding. Listing so many donors would make for an incredibly long list; instead we invite you to visit our website to name and thank all our supporters.

Our Volunteers

 CSA’s team of 10 full-time and part-time staff is augmented by a volunteer force of approximately 700 community members. During Fiscal Year 2020–21, our risk volunteer contributed over 10,000 hours, putting the value of contributed time at over $562,000.

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 year. Pastor Carl H. Church, who helped launch the event and current Pastor Sharon O’Connor joined us for the festivities.

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.

For CSA, 2019-20 was an unprecedented year. In response to COVID-19, the demand for rental and food assistance increased, and 27% respectively, with an additional 46% new households registering for services since June 2019. This year, we witnessed a direct and immediate impact 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 providing our clients’ stability, self-reliance and dignity in a time of many competing priorities. The second is educating ourselves about the issues of social 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 expand 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.

During Fiscal Year 2019-20, our supporters blanketed us with generosity. We received $3,209,091, 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 honor all our supporters.

In our community, has risen to the occasion. These pages show what we were able to accomplish together.

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
Mission: We are the community’s safety net, providing critical support services that preserve and promote stability, self-reliance and dignity.
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 FNC helps serve 415 households - 1,260 individuals who made nearly 9,800 shopping trips each year. In addition to our onsite pantry and up until the pandemic, CSA offered a mobile pantry at seven local elementary schools to help serving families access food when they are picking up their children from school. 360 households consisting of 1,160 individuals benefited. Overall, including the onsite and mobile pantry program, CSA provided 1,346 households - 3,960 individuals - with nutritious groceries during Fiscal Year 2019-20.

Challenges 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 language are receiving the resources they need to lower their blood sugar levels and improve their health.

Senior Case Management Program
CSA’s Senior Case Management Program serves lunch five days a week at the Mountain View Senior Center in Fiscal Year 2019-20 to the Site saw an increase of 0.5% in meals served over last year.

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 62 Community Navigators held for volunteers.

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

- 2015-16: 3,173 Homeless Clients
- 2016-17: 4,247 Homeless Clients
- 2017-18: 5,360 Homeless Clients
- 2018-19: 6,590 Homeless Clients
- 2019-20: 7,775 Homeless Clients

*Increase over last year (household participants)*

**Increased over last year (household participants)**

- 2016-17: 2,685
- 2017-18: 4,350
- 2018-19: 5,590
- 2019-20: 6,775

*Participants in HPS (household)*

**HPS Over 5 Years**

- 2015-16: 775 Homeless Clients
- 2016-17: 2,252 Homeless Clients
- 2017-18: 4,731 Homeless Clients
- 2018-19: 6,590 Homeless Clients
- 2019-20: 9,313 Homeless Clients

*Increase over last year (household participants)*

**Increased over last year (household participants)**

- 2016-17: 21 Household Clients
- 2017-18: 221 Household Clients
- 2018-19: 430 Household Clients
- 2019-20: 743 Household Clients

*Participants without homes*

- **HPS Client**

<table>
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<tr>
<th>Fiscal Year</th>
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<th>HPS Over 5 Years</th>
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<td>9,313</td>
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**Food and Nutrition Center**

At each1 distribution, CSA’s Food and Nutrition Center (FNC) provides over 1 ton of food to nearly 200 families. The FNC saw 3,160 households - 9,313 individuals who made nearly 5,490 shopping trips each year.

In addition to our onsite pantry and up until the pandemic, CSA offered a mobile pantry at several local elementary schools to help working parents access food when they are picking up their children from school. 360 households consisting of 1,387 individuals benefited.

Overall, including the onsite and mobile pantry program, CSA provided 1,364 households - 4,350 individuals - with nutritious groceries during fiscal year 2019-20.

**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 a $1 million grant, 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 language are receiving the resources they need to lower their blood sugar levels and improve their health.

**Senior Case Management Program**

Senior Case Management (SCM) numbers held steady compared to last year. This program is instrumental in preventing hospital re-admissions. The Community Navigator 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.

**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 SNAP saw an increase of 5.5% in meals served over last year.

**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 health care.

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2019-20 was an unprecedented year for CSA. In response to COVID-19, the demand for rental and food assistance increased 10-fold and 27%, respectively, with an additional 6,000 new households registering for services through June. Thanks to our donors, volunteers, and staff, CSA was able to adapt swiftly to meet these challenges.

As our board president, I have three priorities in this new fiscal year. The first is staying laser-focused on our mission to provide critical services to the most vulnerable members of our community. The second 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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- Tom Myers, Executive Director

San Francisco Chronicle
The non-profit community service agency

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