



Annual Report 2021-22

CSA: Serving the Community Every Step of the Way



Responding to Need

Protecting Health

Stabilizing Housing

Feeding the Hungry

Caring for Seniors

Fighting Poverty

65

YEARS
and counting

As We Step into the Future Together, CSA Will Be Here for Those in Need

Over the past few years, we have seen the community come together to help one another throughout the acute financial crisis generated by the pandemic. CSA pivoted and adapted to quickly distribute relief to those short on food, housing insecure or otherwise in economic distress, with the help of local cities and generous donors, many of whom contributed for the first time or increased their longstanding levels of support.

Helping our neighbors in need through difficult times is not new for CSA. For 65 years, CSA has served the low-income, unhoused, and senior members of the community of Mountain View, Los Altos, and Los Altos Hills. From serving migrant farmworkers in the early days to fighting the impacts of economic crises ranging from stagflation to the dotcom bust to the Great Recession, CSA has been there for those in need every step of the way.

While the pandemic has waned, the community need has not. In fact, in several programs, CSA is serving more people than ever before, providing critical services for the elderly, working poor, and unstably housed.

As supporters, we cannot walk away from the need when it is so urgent and critical.

While we don't know what the future will bring, we do know that with your help, CSA will be here for this community. As we look ahead to CSA continuing to serve as the community safety net, the need for funds will grow to meet increasing demand as well as to update aging infrastructure.

On the CSA Board of Directors, we are focused on guiding the agency into the future sustainably. To do so, we rely on the ongoing generosity of this community to help those facing the unexpected as well as others managing ongoing difficulties. We deeply appreciate your past support in service of those most in need and hope you will walk with us along the way as we step into the future together.



Paul Davis
Board President, 2022-23



Board Of Directors

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Deal Pricing Principal,
Google Cloud

Fiscal Year 21-22 saw lingering impacts of the pandemic plus sky-high inflation and fuel prices, leading to challenging circumstances for CSA's clients. In fact, CSA faced increased demands for services across nearly all programs, with a 47% increase in individuals served among our most vulnerable client population, those experiencing homelessness. With the support of our community, we have met and continue to meet the significant need.

Homeless Prevention Services (HPS)

CSA served 1,903 households, totaling over 5,000 men, women and children in Fiscal Year 21-22. This number is above the already high numbers served last year, in the most challenging phase of the pandemic. HPS served over 400 households with rental, utility, or direct financial assistance totaling approximately \$1.6 million, still well above the norm for a pre-pandemic year. The data shows that while the pandemic may be waning, the needs of our clients are not.

5,070 Clients Served

1,903 Households Benefited



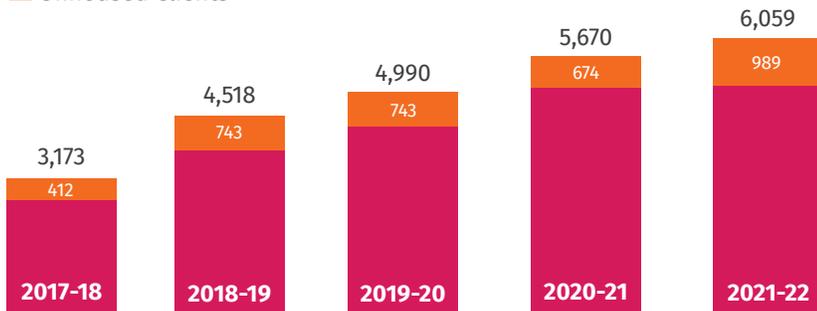
1,120

Individuals in 407 households received rental and/or utility assistance

HPS Over 5 Years

■ Housed Clients
■ Unhoused Clients

! Unhoused individuals served increased by 47% in the last year.



Note: CSA began including unregistered people served in 2018-19.

There has been no break for staff even as the pandemic has waned. Yet they have risen to the challenge every step of the way, meeting staggering community need with compassion and professionalism every day, making me proud to be a leader at CSA.

- Brandi Jothimani
Director of Client Programs

Homeless Services

CSA served 664 households who lack stable housing, for a total of 989 neighbors in need served, a 47% increase over the previous year. Over \$161,000 in direct financial assistance was provided to unhoused clients, and case managers helped house 32 individuals.

Nearly **1,000** Individuals Served

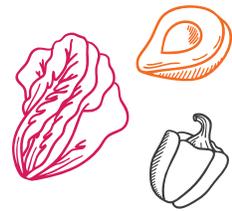
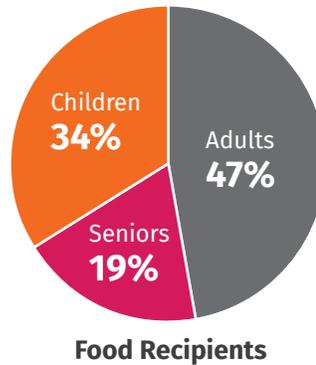
32 Individuals Housed

Over **\$161,000**

In Direct Financial Assistance Provided to Unhoused Clients

Food and Nutrition Center

CSA's Food and Nutrition Center continued to offer pre-bagged groceries distributed outdoors in the parking lot to maintain Covid safety protocols. Mobile pantries at local schools and parks were reinstated this year, which led to an increase in utilization of food services. Overall, CSA provided nutritious groceries to 3,610 individuals, a 34% increase over the previous year. Children comprised one-third of those receiving food.



755,949

Pounds of Donated Food
61% Fresh Fruits and Vegetables

I am extremely grateful that this agency provides opportunities to help keep families afloat especially during times like these. Every staff member I have encountered has been so helpful and caring. I am beyond appreciative.

- CSA Food and Nutrition Client

Outreach and Engagement Program

The Outreach and Engagement Program provides access to information about CSA programs and services and reached 2,186 individuals through 88 outreach events last year. It also provides client support for services in three areas:

1. The Community Resource Navigator Program
2. English Language Learner Case Management
3. The Covid-19 Positive Relief Team

Together, the program helps mitigate barriers that CSA faces with potential clients by establishing trust and familiarity directly in the community, especially critical among the undocumented population which is often fearful about accessing services.

20 Volunteer Community Navigators trained to help hard-to-reach communities access services

38 English Language Learners connected to resources to support academic success

48 Households' needs met while in quarantine

2,186 Individuals reached through 88 outreach events

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

Senior Services Program

The Senior Services Program saw continued high demand for case management and other services to meet basic needs and combat isolation experienced by seniors in the community, resulting in a 10% increase in overall caseload. Some services returned to normal after a pandemic-related pause. Ten ever-popular social events featuring flower arranging were held at Senior Living Communities in the area. Case managers continued to offer critical services that did not stop during the pandemic, such as driving seniors to medical appointments.



276

Senior participants served

96%

Seniors able to live independently

93

Enrolled in Intensive Case Management (ICM)

98%

ICM clients avoided rehospitalization

For several years, my case manager has seen to it that I have transportation to medical appointments. I can't imagine how I would have managed without her dedicated support. I count her among my blessings.

- CSA Senior Case Management Client

Senior Nutrition Program

CSA's Senior Nutrition Program (SNP) continued to serve lunch five days a week at the Mountain View Senior Center, operating as a drive-through program due to pandemic safety concerns. In Fiscal Year 2021-22, the SNP saw an increase of 23% in meals served above already higher than usual numbers due to increased demand during the pandemic.

57,110

Meals served – 10,000 more than last year

1,322

Seniors ate nutritious lunches



I have been volunteering at CSA for about two years now, and I have seen a lot of changes throughout the pandemic. What makes me want to volunteer is that I get to give back to my community and see the positive work we do. When people come in for groceries and stop to say hi, that makes me smile because I made a difference in someone's day.

- CSA Volunteer

Our Volunteers

CSA's team of 36 full- and part- time staff is augmented by a volunteer force of over 500 community members. During Fiscal Year 21-22, our dedicated volunteers contributed over 12,334 hours, putting the value of contributed time at \$369,418.



12,334

Volunteer
contributed hours

Sundaes on a Sunday

CSA Welcomed the Community
to a Re-Imagined Empty Bowls



CSA held our first in-person event since the start of the pandemic in April 2022, our Empty Bowls fundraiser benefiting the Homeless Services Program. Baskin Robbins donated ice cream for the event, which was held at Rengstorff Park on a beautiful spring day. Community members were delighted to enjoy ice cream and select a bowl handcrafted by the Orchard Valley Ceramic Arts Guild while socializing in person again after a three-year hiatus.

CSA's Legacy Circle

CSA formalized our legacy giving program, known as CSA's Legacy Circle, this year. This program will allow our services to continue for generations to come. We would like to thank the founding members of our Legacy Circle, listed below, and encourage others to join them in naming CSA as a beneficiary of your estate. Please contact us for more information on joining at development@csacares.org.

CSA Legacy Circle Founding Members

Anonymous (10)	Joan MacDonald
Karen Campbell	Tom Myers and Hart Sutanto
Judith Gable	Karen and Tom Smith
Mike and Margot Harrigan	Jean Taylor*
Mike Kasperzak	Elizabeth Ruth Wallace*
Cathy and Steve Lazarus	Dennis Young

* Remembered Forever

I can't think of a better way to help ensure the long term ability of CSA to provide for our community than through including this essential organization in my will.

- Mike Kasperzak
Founding Legacy Circle Member



Community Services Agency
The community's safety net since 1957

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