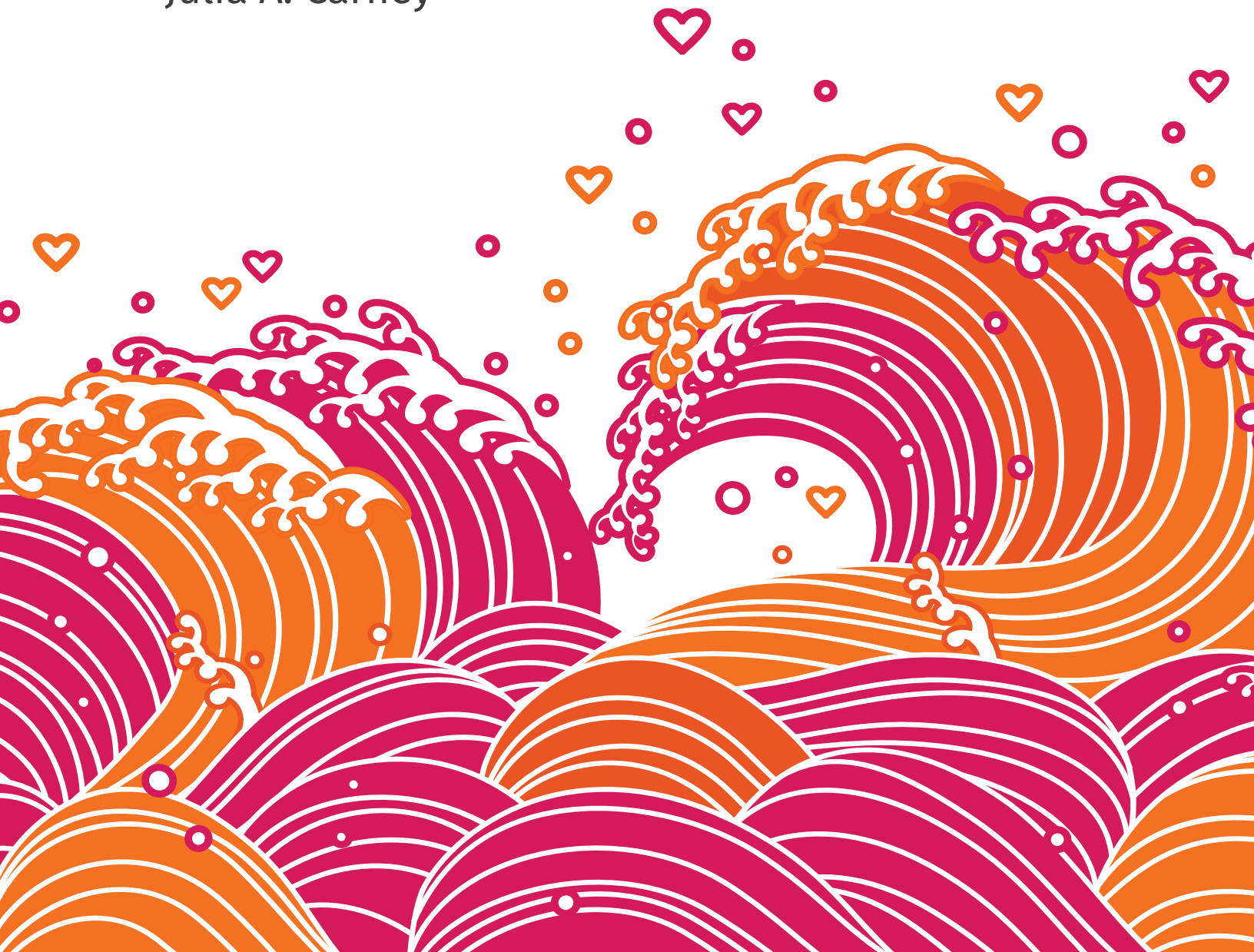




♥ Little drops of water
make a mighty ocean.

- Julia A. Carney



We Are the Mighty Ocean

Time and again, whether in my previous role, CEO of the Mountain View Chamber of Commerce, or in my current volunteer position as President of the CSA Board of Directors, I have been amazed to see the communities of Mountain View, Los Altos, and Los Altos Hills come together to support those facing hardship. Whether it's organizing a food drive, bringing in a group of neighbors or coworkers to volunteer, or sending in a gift in response to an urgent appeal, this community comes through.

CSA is an incredible organization for many reasons: professional staff, caring volunteers, and generous donors, to name a few. The power of CSA lies in its ability to bring these groups together and multiply the impact of each individual in the service of those seeking help. As Helen Keller once said, "Alone we can do so little; together we can do so much."

Coming out of the pandemic, so much is still up in the air. The nonprofit sector faces funding

cuts, yet the demand for assistance is still immense. Those who are struggling have been hit by multiple waves: the pandemic, inflation, and layoffs, and the severity of their needs has increased.

What's clear is if everyone who is able contributes, this community can meet any challenge that comes our way. No gift is too small: every drop is crucial in forming this mighty ocean. My primary goal this year is to spread this message across the community: With everyone's help, we can come together to care for those facing adversity.

Please join me and my fellow board members in supporting this truly special organization that cares for those most in need in our own community. Together, we are the mighty ocean.



Bruce Humphrey
Board President , 2023-24



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Consultant/Air Force (retired)

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Attorney

Tom Myers

Executive Director

Fiscal Year 22–23 saw a deepening in the severity of need for CSA’s most vulnerable clients while external economic factors continued to cause challenges. CSA is meeting the need, serving an increased number of mobile pantry clients and assisting community members who have not gotten back on their feet following the pandemic. Every contribution is essential for CSA to continue our work, and we are grateful for the support of the community.

Homeless Prevention Services (HPS)

CSA served 1,697 households, totaling 4,272 people in need in FY22-23 in the Homeless Prevention Program. While the numbers served have dropped from pandemic highs, the level of need among those receiving services is more severe. HPS served nearly 400 individuals in 167 households with rental, utility, or direct financial assistance totaling over \$813,000.

4,272

Clients served

1,697

Households benefited

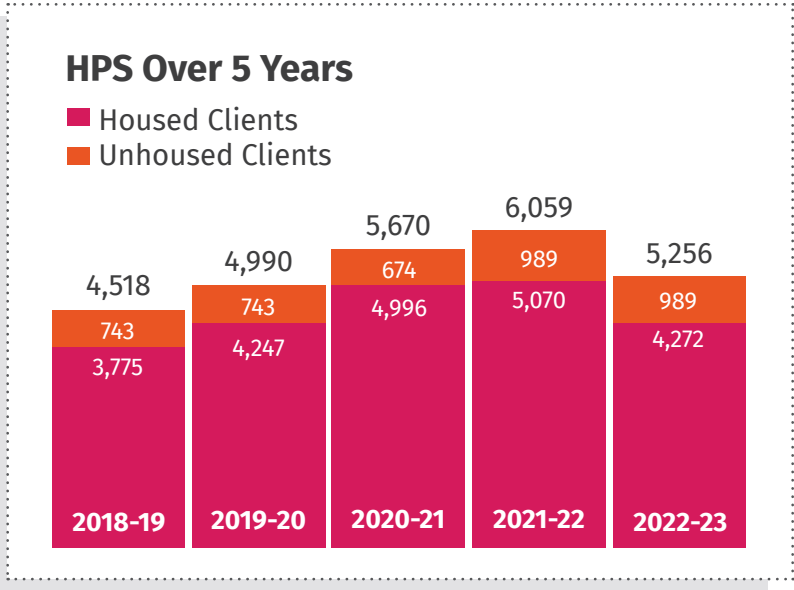
Over

\$813,000

In financial assistance provided to keep community members stably housed

396

Individuals in 167 households received rental and/or utility assistance



While for many of us, the pandemic is over and we are back to “normal,” the majority of our clients earn less than 30% of the Area Median Income, or \$50,000 for a family of four. Many have not had steady employment since 2020, many were evicted from their homes or owe back rent, and most will need support to overcome these long-lasting impacts.

- Sary Soltero
Director of Homeless Prevention Services

Homeless Services

CSA served 586 households who lack stable housing, for a total of 984 neighbors in need served. Nearly \$279,000 in financial assistance was provided to nearly 200 unhoused clients, and case managers helped house 66 individuals in 26 households.

Nearly

1,000

Individuals served

66

Individuals housed

Nearly

\$279,000

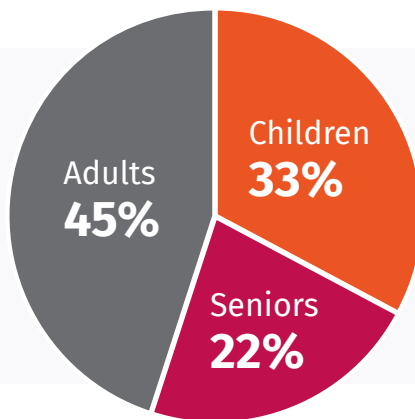
In direct financial assistance provided to unhoused clients

Food and Nutrition Center

CSA's Food and Nutrition Center returned to a client choice model where community members in need come inside and "shop" the pantry for the items they prefer. This model is preferable to pre-bagged groceries (utilized as part of Covid safety procedures) because it respects client choice and dignity and reduces food waste. The mobile pantry has been very effective in reaching new clients who face barriers to accessing services; individuals served are up 11% from last year. Overall, 3,117 individuals received nutritious groceries from CSA, one-third of whom are children.

I was touched when I saw an older woman smile as she filled her grocery bag with veggies. She wouldn't have to sleep hungry that night.

- Archana
CSA Food and Nutrition
Center Volunteer



Food Recipients

610,928

Pounds of Donated Food

Over 500,000 meals

63% Fresh Fruits and Vegetables

3,117 individuals received nutritious groceries

Outreach and Engagement Program

The Outreach and Engagement Program provides access to information about CSA programs and services and reached 1,310 individuals through 128 events last year. It also provides client support for services in the Community Resource Navigator Program and English Language Learner Case Management.

The program helps mitigate barriers that CSA faces with potential clients who are fearful about accessing services or lacking knowledge of community resources.

24

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

59

English Language Learners connected to resources to support academic success

1,310 Individuals reached through 128 outreach events

Mission: We are the community's safety net, providing critical support

Senior Nutrition Program

CSA's Senior Nutrition Program (SNP) returned to serving lunch five days a week in the dining room at the Mountain View Senior Center after operating as a drive-through program during the pandemic. The popular program continues to serve delicious and nutritious meals and provide fun opportunities for seniors to enjoy meals and holidays together.



39,712

Meals served

912

Seniors ate
nutritious lunches



CSA Senior Services goes above and beyond and quickly responds when services are needed. They make sure I don't feel lonely. Because of them, my quality of life has improved so much.

- CSA Senior Case Management Client

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. Case managers continued to offer critical services such as advocacy during medical appointments, transportation coordination, and assistance in public benefit program applications and interviews. Twelve flower-arranging events were held at local Senior Living Communities, providing an opportunity for socialization.

247

Senior
participants
served

98%

Seniors
able to live
independently

75

Enrolled in
Intensive Case
Management (ICM)

88%

ICM clients avoided
rehospitalization

services that preserve and promote stability, self-reliance and dignity.

Guaranteed Basic Income

CSA is partnering with the city of Mountain View on a Guaranteed Basic Income (GBI) Pilot to support some of the lowest income members of the community with \$500 monthly payments over two years. CSA enrolled 166 participants, who began receiving monthly payments December 15th, 2022. Part of a national study, this pilot will inform a comprehensive report by the University of Pennsylvania available in 2025 on the effects of providing unconditional guaranteed income.

CSA is thrilled to partner with the City of Mountain View on this exciting project both assisting our most vulnerable neighbors and contributing to the national body of research on GBI.

- Brandi Jothimani
Director of Client Programs

166 participants receive \$500/month for 2 years.



Participant Spotlight

Veronica came to the US from Guatemala 9 years ago and is the mother of two girls ages four and six. She lost her job during the pandemic and is appreciative of the payments from the program, which allow her to purchase food for her family.



Our Volunteers

CSA's team of 37 full and part-time staff is augmented by a volunteer force of over 724 community members. During Fiscal Year 22-23, our dedicated volunteers contributed 13,754 hours, putting the value of contributed time at \$437,377.

13,754

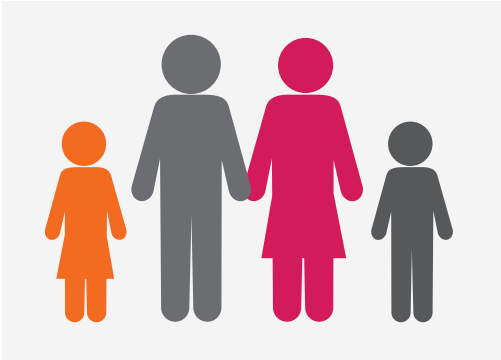
Volunteer
contributed hours

\$437,377

Value of
Contributed Time

Every gift matters. We could not do the work we do without every single supporter, no matter how large or small their donations.

- Tom Myers
CSA Executive Director



85% Extremely low income

12% Very low income

3% Low income

Client Demographics

CSA serves clients with very low incomes who struggle to get by in this high-cost area. This year, the Area Median Income (AMI) for Santa Clara County is \$181,300 for a family of four. Most of CSA's clients, 85%, earn 0-30% of AMI, meaning they are extremely low income. An additional 12% are very low income (earning 31-50% of AMI) and 3% are low income (earning 51-80% of AMI).

CSA's Legacy Circle

Please join the members of CSA's Legacy Circle in naming CSA as a beneficiary of your estate. We are grateful for their support, which will allow CSA services to continue for generations to come.



Members

Anonymous (7)
Karen Campbell
Judith Gable and David Bell
Mike and Margot Harrigan
Mike Kasperzak
Arlyne Lambach*
Cathy and Steve Lazarus
Joan MacDonald
Stan and Joan Myers
Daniel Rich and Abbie Dorosin

Rey and Andrea Rodriguez
Karen and Tom Smith
Hart Sutanto and Tom Myers
Jean Taylor*
Charles Thompson
Elizabeth Ruth Wallace*
Dennis Young
Katie Zoglin

CSA does a phenomenal job helping those in need who are often hidden in Mountain View and Los Altos, especially seniors and the homeless. What does homelessness look like? You can't always know. Naming CSA in our estate assures the continuation of this important work.

- Mike and Margot Harrigan

* Remembered Forever

Contact development@csacares.org for more information.

Thank you to all the **generous sponsors**, named in our Donor Lists, who made these events possible.

Back to School

CSA's Back to School event is held each year in late July. The 2022 event featured **\$50 gift cards** so participating families could purchase needed supplies for each of their school-aged children. Ice cream was donated by the Miramonte Ave Baskin Robbins for all attendees.



— HOMETOWN — **HEROES**

We were delighted to see so many supporters at Hometown Heroes on September 21, 2022. It was truly wonderful to celebrate our heroes Bruce Barsi, St. Athanasius Church, and LinkedIn. We thank them for their outstanding contributions to the community. Table sponsorships and ticket purchases go a long way to fund our programs. The **\$90,000** raised from the generous support of this event set a new record.



Empty Bowls: Sundaes on a Sunday

Empty Bowls is CSA's only annual fundraiser supporting Homeless Services. Featuring bottomless ice cream provided by Baskin Robbins, beautiful bowls donated by the Orchard Valley Ceramic Arts Guild, and fun children's activities, this year's event took place on Sunday, April 30th from 2-4pm in Rengstorff Park.

Empty Glasses

The CSA Young Professionals' (YP) signature fundraising event Empty Glasses was held on Saturday, October 15th at Portola Vineyards.



YP is a group of socially conscious young professionals motivated to take action and bring awareness to local poverty through fundraising, advocacy, social, and volunteer efforts on behalf of CSA.

For more info contact joinscayp@gmail.com

Holiday Sharing Program

Nearly **900** households, consisting of over **2,200** individuals, benefited from CSA's Holiday Sharing Program. In addition to families with children, seniors and individuals also received gift cards for a brighter holiday season.

Over **\$44,000** in Safeway and Target gift cards were distributed along with **\$34,000** in vouchers to local restaurants. Clients were grateful for the assistance at the end of what was for many a difficult year.



Community Services Agency

204 Stierlin Road, Mountain View, CA 94043

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