



Community Services Agency
The community's safety net since 1957

Annual Report
2024-25
www.csacares.org

There's No Place Like Home



Home is the starting point of **love, hopes and dreams.**

Welcome Home

These two simple words have taken on a profound new meaning for CSA this year. As staff, volunteers, clients and community members step into a newly remodeled, light-filled space, we feel a renewed sense of purpose and possibility.

Thanks to the generosity of the community and a huge team effort, we successfully completed the transformation of our building—a space that now radiates warmth, hope, and unmistakable positive energy. Every corner—especially the beautiful new mural!— reflects our commitment to creating a welcoming, inclusive environment for the individuals and families we serve. This remodel wasn’t just about bricks and mortar—it was about building a home for connection and community.

But this past year also brought significant challenges. Funding freezes and cuts created uncertainty. Yet, even in the face of these trials,

our community showed up—volunteering, donating, and supporting CSA to ensure we could continue providing essential services. Because of you, CSA thrived.

As we look ahead, we ask you to continue walking beside us. Your ongoing support—financial, emotional, and vocal—is vital. With your help, we can serve those in need, invest in our programs, and ensure everyone who enters our doors is met with dignity, care, and a heartfelt “Welcome Home.”

From all of us at CSA, thank you for making this home and this work possible.



With gratitude,
Kuljeet Kalkat
Board President, 2025-26

Board Of Directors

President
Kuljeet Kalkat
*Product Development Exec.
(retired)*

Vice-President
Tenny Tsai
*Senior Managing Director
Cushman & Wakefield*

Treasurer
Ita Brennan,
CFO (retired)

Secretary
Mikaela Burkhardt
*Attorney, Wilson Sonsini
Goodrich & Rosati*

Past President
Dan Rich
City Manager (retired)
Jane Bessin
Philanthropic Consultant

Deborah Blackburn
Human Resources
Jocelyn Chadwell
Community Volunteer
Judy Crates
Educator
Peter Katz
*President & CEO, MV
Chamber of Commerce and
Foundation*

Brian Leong
Pastor, Lord’s Grace Church
Aila Malik
*Business Owner,
Nonprofit Executive*

María Marroquín
*Executive Director,
Day Worker Center of MV*

Barbara Poyer
Corporate Finance
Jannie Quinn
Attorney

IdaRose Sylvester
Nonprofit Leader, Educator
Katie Zoglin
*Senior Deputy City Attorney
(retired)*
.....
Tom Myers
Executive Director



Spotlight on CSA's Building Remodel

CSA held a ribbon-cutting on May 9, 2025 to celebrate our newly renovated headquarters. The remodel project was made possible through generous support from the City of Mountain View, the State of California, Google, and the Federal Government. Their investment will help ensure CSA continues to meet the growing needs of the community with dignity and compassion. The upgrades improved space

efficiency across the facility—from the ground-floor food program to the upstairs offices.

More than 100 attendees—including Congressman Sam Liccardo, Assemblymember Marc Berman, Senator Josh Becker, former Congresswoman Anna Eshoo, and city council members from Mountain View and Los Altos—joined the celebration.

Our Volunteers

CSA's team of **33** full and part-time staff is augmented by a volunteer force of **364** volunteers. Last year, our dedicated volunteers contributed nearly **13,000** hours, putting the value of contributed time at **\$446,197**.



Our temporary relocation and move back into our remodeled building presented huge challenges for operations. CSA's volunteers remained committed and adaptable, ensuring core services continued without interruption.

- Maria Ferreira, Volunteer Coordinator

12,826 | **\$446,197**

Volunteer
contributed hours

Value of
contributed time

3,763

Clients Served

395

Individuals in 169 households received rental and/or utility assistance



Homeless Prevention Services

CSA's Homeless Prevention Program plays a vital role in supporting the community through challenging financial times by offering compassionate and professional assistance with housing stability solutions to over **3,700** vulnerable individuals.

In addition to case management, transportation passes, nutritious groceries, fee waivers for children's activities, and special distributions for the holidays and back to school, a critical service offered is coverage of rent and utility bills to stabilize those at risk of homelessness to the extent resources allow. Nearly **400** individuals received financial assistance totaling **\$816,263** last year.

Homeless Services

The Homeless Services Program provides crucial support to individuals and families experiencing homelessness through intensive case management and financial assistance to the extent resources allow. Covering essential fees and deposits and facilitating access to stable housing, the program served over **1,000** unhoused individuals last year.

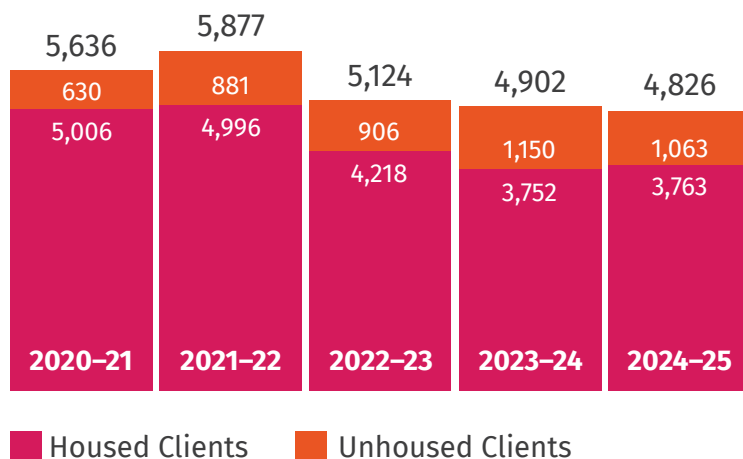
Case managers assisted **144** individuals with securing housing through referrals or financial assistance. Last year, financial assistance distributed in this program totaled **\$150,873** and benefited **113** individuals.

1,063

Clients served

144

Individuals housed



As part of our ongoing commitment to transparency and data integrity, we conducted an internal audit of program data. During this process, we revised the data from previous years to reflect greater accuracy. Updated data is included in this report.



Food and Nutrition Center

Now back in full operation at the beautifully remodeled 204 Stierlin facility, CSA's Food and Nutrition Center (FNC) spent most of the year serving clients out of a temporary location on San Antonio Road. Despite the construction, the FNC provided **3,312** individuals with nearly **670,000** pounds of donated food over the year. With robust volunteer support, CSA's Mobile Pantry served **780** individuals at Castro and Mistral Elementary Schools. Clients received essential staples like beans, pasta, and rice, and a large supply of fresh produce.

Client Spotlight

I had a great job and enough money until I was injured. Workers' compensation only lasted for two years and then I was on my own with no income. I used to starve because I needed money for rent, so I couldn't pay for food. Now, I am getting help from my case manager and I have excellent food available. Most importantly, I feel comfortable coming to CSA.

668,045

Pounds of
donated food

75%

Fresh fruits
and vegetables

3,312

Individuals received
nutritious groceries

780

Individuals accessed
CSA's mobile pantry

\$500

Monthly
payments

166

Families
enrolled

2 yrs

Length of program

Guaranteed Basic Income

Mountain View's Guaranteed Basic Income (GBI) pilot ran from December 2022-December 2024. Monthly stipends of **\$500** were provided to **166** of Mountain View's extremely low-income families with children, totaling \$2,000,000 invested. Results are forthcoming.



1,014

Community members served
through workshops

21

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

88

English language learners
connected to resources to
support academic success

Outreach and Engagement Program

The Community Resource Coordinator guided **1,014** members of the community in how to access a variety of programs and services and trained **21** community leaders. The program also organized the Educational Volunteer Opportunity for AVID students from Mountain View and Los Altos High Schools to learn about CSA's critical work in the community and explore volunteer opportunities. CSA's English Language Learner Case Manager assisted 88 families whose children attend local schools. Some of the resources provided or referred to include job training, mental health support, legal services, and free or low cost dental and vision care.



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 team offered critical in-home case management services to keep seniors living in their homes safely for as long as possible. These services include comprehensive assessments: in-home safety, bio-psycho-social, nutrition risk, and fall risk. Case managers connected clients with partner agencies for meals, basic home repairs, and cleaning services. The team also assisted with rental and financial assistance to help seniors remain in their homes.

207

participants served
in Senior Case
Management (SCM)

97%

Seniors
able to live
independently

73

Enrolled in
Intensive Case
Management (ICM)

98%

ICM clients
avoid
re-hospitalization

Client Spotlight

When Ms. Lopez*, a 79-year-old retired teacher, reached out to CSA's Senior Services team, years of declining mobility and chronic illness had left her home cluttered and increasingly unsafe. The CSA team helped coordinate decluttering her home and making critical repairs and advocated on her behalf with doctors. Today, Ms. Lopez is thriving in a clean, safe, and comfortable home — and she no longer faces her health challenges alone. "CSA didn't just help me fix my house," she said. "They helped me take my life back."

**Name changed*

Senior Nutrition Program

CSA's Senior Nutrition Program (SNP) served an average of **196** seniors per day every weekday in the dining room at the Mountain View Senior Center over the past year. This popular program continues to grow its daily attendance because of its nutritious, delicious meals and fun opportunities for seniors to socialize at meals and holidays.

799

Seniors ate
nutritious lunches

45,384

Meals served



It means so much to have a place like the Senior Nutrition Program, where I can come every day and enjoy a warm, home-cooked meal. It's more than just food — it's comfort, community, and a reminder that I'm not alone.

-Senior Nutrition Program client

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

Back to School

On July 26, 2024, CSA hosted the annual Back to School event. Unhoused and low-income families with children received Target gift cards to purchase school supplies for the upcoming school year. Nearly **600** children benefited.



Holiday Sharing

Nearly **2,500** individuals in over **1,000** households benefited from CSA's Holiday Sharing Program, which kicked off on December 6, 2024. Families enjoyed hot chocolate, received books, and entered a raffle for bikes in addition to picking up special food items and gift cards.



Tom Myers' 25th Anniversary

Former Santa Clara County Supervisor Joe Simitan and guests toasted CSA Executive Director Tom Myers on his 25th anniversary leading the agency at a small gathering on October 24, 2024. Tom has led the organization through the Dot Com Bust, Great Recession, Pandemic, and more since taking the helm in October of 1999.



Legacy Luncheon

CSA hosted Legacy Circle members at a luncheon at LinkedIn on March 26, 2025. Santa Clara County Supervisor Margaret Abe-Koga highlighted the importance of CSA to the community. The Legacy Circle helps CSA continue our work for generations to come.



Empty Glasses

On October 27, 2024, CSA's Young Professionals group hosted their annual Empty Glasses fundraiser for CSA. During the sold-out event, guests enjoyed exclusive selections from Portola Vineyards and toured the beautiful winery. Kathi Minden, a dedicated CSA volunteer, shared the importance of community involvement. Katherine Cagat, Research and Program Officer at Mayors for Guaranteed Income, spoke on her organization's work to support economic security through guaranteed income initiatives.



Empty Bowls

CSA welcomed over **200** community members to Empty Bowls: Sundaes on a Sunday on April 27, 2025 at Rengstorff Park. Now in its fourth year, the ice cream event has become a beloved tradition, offering an afternoon of family fun and beautiful pottery in support of local homeless services. This year's event raised a record-breaking **\$41,000!**

Community Services Agency
204 Stierlin Road
Mountain View, CA 94043

Phone 650-968-0836
csacares.org

Tax ID 94-1422465
facebook.com/CSAcares