



20 11 Continuing our MISSION

From the Executive Director

7:30 AM. Would you be willing to be up, at the store and waiting in line at 7:30 AM to get your groceries even if the store doesn't open until 10 AM? This is what many of our clients at WVCS do every week. Although our Food Pantry doesn't open until 10 AM, many people are here around 7:30 AM to ensure their spot in line.

For our clients, the ability that most of us have to shop at our convenience and getting what we want is a luxury. Shopping for what we may want is very different than being able to minimally get what you need, and hope that it will be nutritious and safe. In the past few years, I have seen our clients using the Food Pantry to supplement their food source to now being their only source of food.

As we come to the end of 2011, I'd like to thank you for your support in helping WVCS to prevent hunger and homelessness here in the west valley region. This has been a hard year for WVCS, but even more for those we serve. The gift of your time as a volunteer or as a donor or as an advocate/supporter has helped us to stretch those limited resources to ensure that we serve as many as we can. We look forward to a more optimistic 2012 and I hope that the days that I do arrive at 7:30 AM, there is no one there waiting for the doors to open.

In partnership,

Naomi Nakano-Matsumoto, LCSW
Executive Director



From the Board President

It's no secret that times are tough in our area, and the issues we address - housing, food, emergency services - are more pressing than ever. At the same time, traditional sources of funding have been drying up across the board. But I'm pleased to tell you that WVCS remains strong. We have a capable and innovative staff. We have a large cadre of volunteers, who help us stretch our limited funds and increase our resources. We also have a wonderful network of donors who, time after time, respond to our calls for help. I'm proud of what this organization does, how well we do it, and how this community works together in support of those in need. I wish all of you a wonderful holiday season, and look forward to the good we will all accomplish in 2012.

In community spirit,

George Tyson
President of the Board

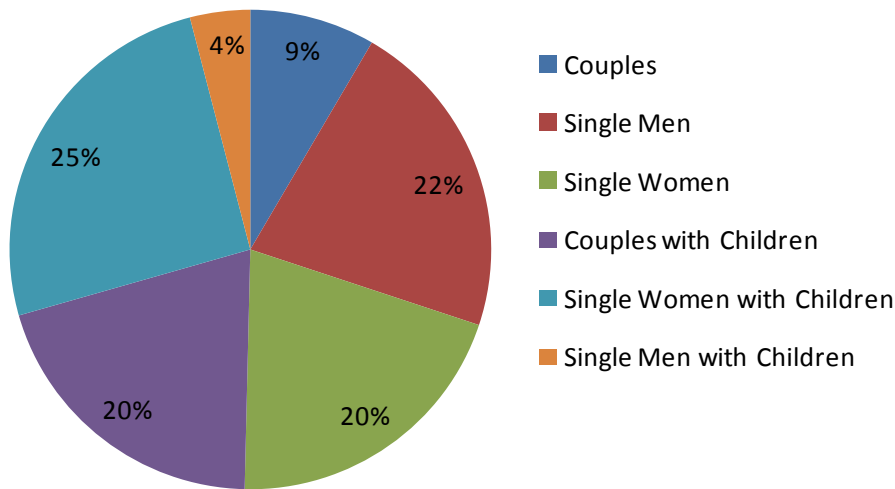
About West Valley Community Services

West Valley Community Services, Inc. (WVCS) is a private nonprofit, community-based agency that has been providing direct assistance and referral services to the west valley communities of Santa Clara County for over 38 years. We provides a continuum of basic needs, family support services and housing services including: information and referrals, food pantry, homeless services, transitional housing, affordable housing, emergency financial assistance, family support programs, and case management services. WVCS serves the west valley communities of Cupertino, Los Gatos, Monte Sereno, Saratoga, West San Jose and the surrounding mountain regions.

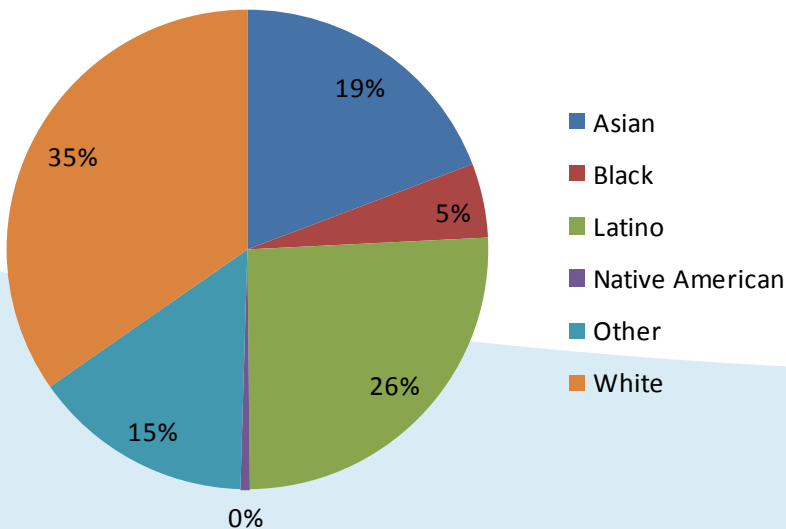
Our Mission

The mission of West Valley Community Services is to encourage the sharing of community resources, to provide basic human needs in a caring and dignified environment, and to provide opportunities for volunteers to participate in West Valley Community Services' activities.

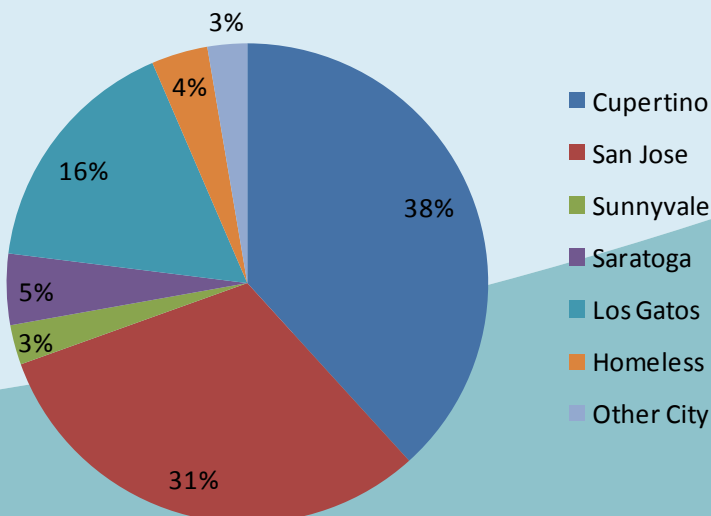
Clients served by Family Type



Clients served by Ethnicity



Clients served by City



Fiscal Year 2010-2011

community benefits

5,463 clients served

220,391 lbs. of food distributed

\$174,484 financial aid provided

- 22,221 volunteer hours
- 380 families received financial aid
- \$8,603 value of in-kind donations for Special programs
- 148 children received Spring Baskets filled with school supplies
- 186 families received Holiday Food Baskets
- 235 families participated in the Holiday Adopt-A-Family and Holiday Shopping Spree
- 102 school-aged children participated in the Back-to-School Programs
- 75 homeless individuals received information and referral services
- 32 homeless individuals successfully placed into permanent housing
- 20 placed in BMR rentals
- 2 placed in BMR sales

Health- Providing Food & Nutrition Services



Food Pantry distributed over 220,000 pounds of food to more than 2,000 clients who access food weekly at our food pantries in Cupertino and Los Gatos. Qualified clients access the food pantry in order to supplement their needs and reduce grocery expenses. Every visit to the food pantry includes fresh fruit and vegetables, fresh bread, eggs, a source of protein, and milk, sourced from Second Harvest Food Bank and generous donations from local grocery stores such as Safeway, Trader Joe's, and Whole Foods.

Community Access to Resources and Education (CARE) project provided access to valuable health and nutrition resources during times of need. CARE provides education on existing services and resources in the community such as Food Stamps, SSI, SSID, CalWorks, and Earn Income Tax Credit (EITC) that will help provide long term solutions to families and individuals in need.

Last year our VITA program volunteers filed 60 returns for our clients and a total of \$102,812 came in as refund. CARE also aims to make public assistance more accessible. The benefit clinic model helps client's apply for assistance such as food stamps, free/reduced lunches, Medicare and Medicaid faster.



Apart from the regular food pantry services **WVCS Mobile Food Pantry** provided services to 500 individuals through our weekly food drop off program. WVCS refrigerated van provides nutritious food to individuals and families with barriers to transportation, in order to help make ends meet. The Mobile Food Pantry also provides case management and referrals in remote areas on a weekly or bi-weekly basis. WVCS partners include Montebello residents, DeAnza and West Valley college students



"I have enjoyed every [financial] workshop attended. I have applied the class information in my financial situation and feel so much better. I am on the road to financial freedom. Thank you WVCS"

Home - *Providing Shelter & Housing Assistance*



Haven to Home program provided supportive services and stable housing to 50 homeless and chronically homeless individuals and families. 32 homeless persons were moved to permanent housing.

Transitional Housing Program provides housing for 12 homeless men and 6 single mothers with a child. Tenants receive budget coaching, case management and assistance to secure permanent housing and our Homeless Supportive Services program helps chronically homeless persons with resources and supportive services. This case management helps address the needs of homeless individuals and families and helps them secure permanent affordable housing in the West Valley area. The main goals of this program are to secure permanent housing, find and maintain employment, and enhance income opportunity.

The 2011 Homeless Point In Time survey counts an estimated 7,042 individuals experience homelessness in Santa Clara County each night.

Below Market Rate Housing (BMR) Program places over 450 low-income households into affordable rental housing units in Cupertino. Two families became first time homebuyers in the City of Cupertino. The BMR program administers the affordable housing sales program for the City of Cupertino, targeting moderate and median income families. WVCS' also owns and operate its Vista Village Apartment Complex, permanent housing for low-income households.



Stories of success

At age 52, Jake became homeless when he lost the business he had for 30 years and his mobile home where he lived after his wife was murdered. He hunted for cans to recycle and on a good day he was able to make a couple dollars. Jake never thought he would be pushing around a shopping cart or sleeping on the streets. On cold nights, Jake slept in abandoned refrigerators to keep warm. At the end of 2009, Jake entered WVCS' rotating shelter and stayed for 3 months before moving into WVCS' Transitional Housing Program. In 2010, Jake found a job at a local store where he can take the bus to. Jake proved himself to be a hard and reliable worker so the store increased his hours. Today, Jake is living in his own place and working at a full time job that he enjoys. His stay at the Transitional Housing Program allowed him to save over \$1500 and get connected to other resources such as Food Stamps. Even though Jake lives in a small studio, he couldn't be happier. He recently called his case manager and shared that he is doing well and is so thankful for everyone and everything that has helped him get to where he is today.

Heart - Providing Family Support & Emergency Assistance

Last year 380 individuals benefited from the financial aid assistance and \$ 174,484 in financial aid was provided. Our one-time Emergency Financial Assistance helps prevent evictions, utility cutoffs, transportation needs, clothing vouchers and other basic needs. Case managers work closely with families and individuals to determine qualifications, needs and capability to stabilize. In addition to the financial assistance we provided \$ 8,603 in kind vouchers for gas, bus, laundry, parks and recreation, vouchers to beginner swimming and karate for young kids. The goal of our Comprehensive Emergency Assistance program is to stabilize individuals and families during times of trouble and help them return to self-sufficiency. Ongoing financial workshops are offered free of charge and provide valuable information on budgeting, credit, and more. In addition, counseling services and legal consultation are provided from qualified volunteer specialists and partner agencies.



*"They gave me two big boxes filled with food and my kids were so happy and excited to help me fill the cupboards with everything we got. This helped me so much because it had everything I needed to make a Thanksgiving meal for my family."
– Mother of 2 children*

WVCS also offers families the opportunity to celebrate different events and holidays throughout the year that they would not otherwise be able to. Some of these programs include: distribution of Thanksgiving, spring, and holiday food baskets, back-to-school backpacks, children's back-to-school shopping sprees, as well as the "Adopt-a-Family" program during December in collaboration with various faith-based and community-based organizations. Last year 148 individuals benefited from the Spring Basket program; 488 received holiday food baskets; 439 household participated in the holiday shopping spree and Adopt a Family program; 78 school age students benefited from back to School program.



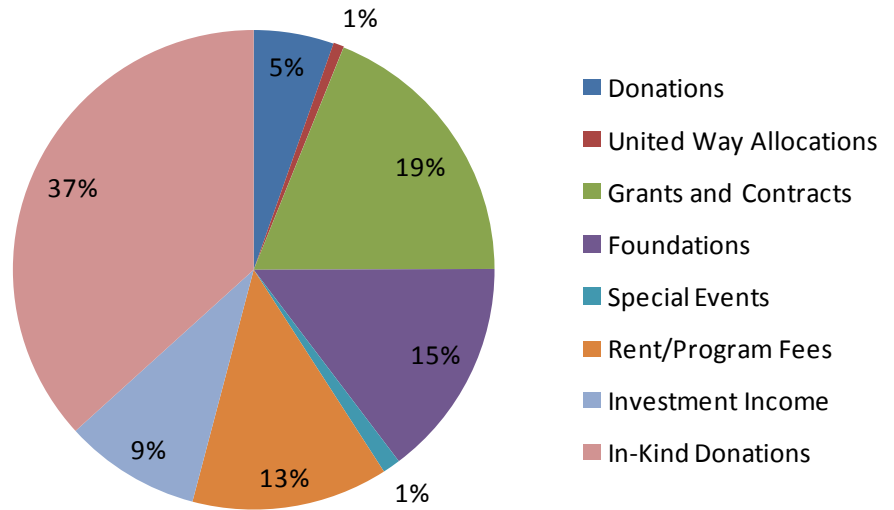
Stories of success

Kaitlin, a single mom with a 10 year old special needs son, originally came to WVCS seeking deposit assistance. Her only income is \$700 from CalWork and CalFresh, which is barely enough to provide for herself and her family. Kaitlin received deposit assistance to move into a small cottage in Los Gatos for \$490 a month, but it was still a challenge for her to get by. A few months after her first appointment, Kaitlin called her case manager with a request: Her son, Daniel, had no more clothing. His only two pairs of pants were several inches too short, and had large holes in the knees. His shoes no longer fit, and he had only a few t-shirts remaining. Daniel had become so ashamed that he was asking to stay home from school. Luckily, there were extra funds from Special Programs which enabled his worker to purchase new clothing for him to get him through the school year. Daniel and Kaitlin are both very thankful for WVCS' services.

Year ending June 30, 2011

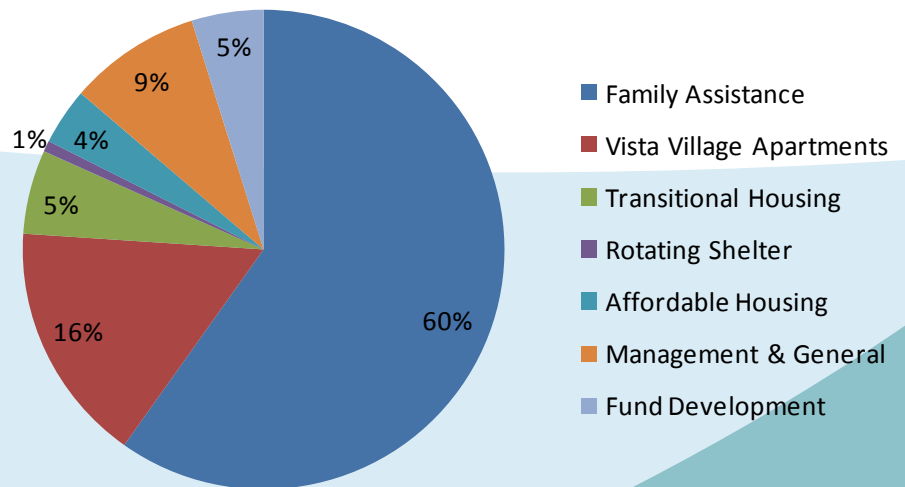
Revenues

Donations	\$131,036
United Way Allocations	\$17,325
Grants and Contracts	\$457,603
Foundations	\$358,135
Special Events	\$29,222
Rent/Program Fees	\$321,643
Investment Income	\$223,316
In-Kind Donations	\$891,692
TOTAL REVENUES:	\$2,429,843



Expenses

Family Assistance	\$1,426,474
Vista Village Apartments	\$385,803
Transitional Housing	\$134,515
Rotating Shelter	\$17,706
Affordable Housing	\$91,005
Management & General	\$212,100
Fund Development	\$115,407
TOTAL EXPENSES:	\$2,383,010



Net Assets

Increase/Decrease	\$46,962
At Start of Fiscal Year	\$1,697,445
At End of Fiscal Year	\$1,744,407
Endowment Fund Balance	\$1,257,236

Thank you to the following funders, organizations, and individual donors for their generous monetary support

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Sunnyvale Sunrise Rotary
Swenson Development & Construction
Trinity United Methodist Church
United Way California Capital Region
United Way for Southeastern Michigan
West Valley Presbyterian Church
Whole Foods Cupertino
Whole Foods Los Gatos

Legacy Society

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George and Stephanie Tyson

We regret any omissions and appreciate all of our generous supporters.

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