



Fiscal Year
2009-2010
Annual Report
& Community
Benefits
Benchmarks
Center Spread



Celebrating
18 years of
community
partnership
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the facts?
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A Publication of West Valley Community Services

west valley CAN

Community Action Newsletter

Fall 2010

Asset Building

Give a man a fish and you feed him for a day. Teach him how to fish and you feed him for a lifetime.

For many Americans, the term “asset building” conjures images of real estate and Wall Street. At West Valley Community Services (WVCS), however, asset building does not necessitate a stock broker and instead represents the very first step in achieving financial stability, such as opening a bank account. It may even extend still farther from the traditional definition of the term to include the accumulation of a variety of resources and skills such as positive relationships, emotional well-being, and more.



From the moment an individual sits down for their first appointment with a WVCS Case Manager, the process of asset building has begun. Within the first few minutes, the case manager and client develop a family budget that reflects current income and expenditures.

Case Managers utilize this information not only to conduct eligibility, but also to develop an individual case plan in partnership with the client that includes a financial growth component. This collaboration helps the clients to look beyond finding temporary day-to-day solutions and toward long-term stability.

Access to the WVCS Food Pantry is often the first step in a case plan, as it provides an average savings of \$200-\$300 a month in food expenses. When concerns have been identified in the budget that extend beyond the Food Pantry’s capacity to assist, the case plan includes a referral to WVCS’ on-site Financial Advisor Volunteer or monthly Financial Workshops. Through these referrals,

Leveraging Community Resources

Volunteerism: A simple solution to trying times



Max Pommier and the National Honor Society of Cupertino High School collected over 750 pounds of canned goods for food pantry.

In the last year, the Giving USA Foundation and its research partner the Center on Philanthropy at Indiana University reported a 3.5% decline in charitable giving. That decline, parlayed with a substantially increased need for human services, has forced many agencies to develop new ways of maintaining services. While the equation of need against

Asset Building

(continued)

clients have access to information about credit myths and repairs, predatory lending, budgeting, planning for retirement, debt consolidation, and additional topics based on clients' individual concerns.

Due to a myriad of circumstances, some clients may express a less tangible deficit that is inhibiting their financial health. Perhaps they are struggling to cope with the difficulties of living pay check to pay check while in the midst of a legal battle for custody. Maybe they have a preexisting mental health condition that



interferes with their ability to make wise financial decisions. Resources such as free mental health counselors, legal advisors, parenting workshops and more are available to meet these needs and empower clients to overcome the barriers between them and their financial or emotional goals. The case managers approach clients where they are at physically, emotionally, and cognitively and work together to overcome barriers.

Although asset building for a WVCS client may take a different form than the traditional model, each of the services they utilize fosters the development of their financial or emotional skill-set. This process of enabling clients to build their own safety nets offers a more permanent solution to help individuals and families move towards self-sufficiency.



community in a caring and dignified manner; where individuals were treated as guests and welcomed members of the community.

In 1991, FIA joined West Valley Community Services in creating the Rotating Shelter Program for homeless men. Because the shelter "rotated" between different churches and synagogues each month, it was extremely important that representatives of each faith-based organization, or the FIA Board, met regularly. These meetings ensured that the monthly transition was seamless and that the shelter guests were well fed, well rested and given every opportunity

to achieve a permanent housing. In addition to providing meals and facilities for shelter guests, FIA members conducted fundraisers for laundry money, towels, clothing, sleeping bags, blankets, toiletries and gift cards for their guests. Having clean clothes, toiletries, and a home cooked dinner were some of the things the guests appreciated most. One of the shelter guests shared that FIA provided him a personal embroidered towel that

he now hangs in his own place as a reminder of his past homelessness and the important influence FIA had on his happy outcome. For the past 20 years, FIA has been a symbol of a great community partnership. As we now transition from the Rotating Shelter towards a broader homeless services program, we are excited to continue our relationship with the amazing volunteers that compose the FIA network!

Corporate Philanthropy: JCPenney

A partnership bringing smiles and confidence

From the age of 2 years old until adolescence, a child grows an average of 2.5 inches per year. Imagine your first day of school, you put on your favorite pair of jeans and all of the sudden they have turned into capris.

In partnership with JCPenney, 78 children went shopping for new clothes to start their new school year. Children from Kindergarten to 8th grade received \$100 and children in high school received \$150 to shop on their own without their parents. A volunteer chaperon helped each child maximize every dollar possible, getting the clothes they needed and wanted. This was the second year JCPenney opened its door in support

of this program. JCPenney staff opened the store 2 hours earlier just for the event and helped children find the right sizes and the best deals. When JCPenney heard that there was no funding this year for the program, corporate headquarters donated \$2,000 to sponsor 20 children. JCPenney staff also held several



fundraisers and raised an additional \$400 to allow 4 more children the opportunity to participate

in the shopping spree. Thank you JCPenney for your continual support and partnership in providing children with the right clothes for school. *"Thank you for this great shopping experience"* - Jen, age 16

Leveraging Community Resources (continued)

revenue continues to prove lopsided, agencies like West Valley Community Services (WVCS) have sought out an increase in volunteerism to better leverage those limited and ever-decreasing funds to provide services for our most vulnerable populations.

The Corporation for National and Community Service (CNCS) reported in 2008 that 1.6 million additional individuals had joined the volunteer work force, marking the single largest volunteer increase in recent history. In 2009, CNCS reported that 63.4 million volunteers contributed 8.1 billion hours of community service with an estimated value of \$169 billion.

Correspondingly, WVCS has seen a dramatic increase in volunteer service. In the 2008-2009 fiscal year, 291 volunteers logged approximately 7646 hours with an estimated value of \$178,075, and in 2009-2010, 416 different volunteers tallied an impressive 16,273 hours in total service not including group volunteer hours. The hard work and dedication of these volunteers, while not entirely summed up with a dollar amount, is estimated to be worth approximately \$378,998.

Leveraging volunteerism enables WVCS to serve more than 4130 clients with only 13 full-time staff. Each hour of volunteer support to maintain operations at the front desk, food pantry, back office,

and IT support results in WVCS staff being able to work more efficiently and in turn better serve their clients. Additionally, there is a large contingent of volunteers who donate their valuable time to provide legal advice, financial consultation, tax preparation assistance, and translation services. The skill sets of these volunteers extend the WVCS safety net and provide services that would not otherwise be offered.

As trends in volunteerism throughout the United States continue to evolve, WVCS will continue to explore new and innovative ways to involve its community partners and volunteer base. The generous participation of these groups stretches the money and in-kind donations obtained from foundations and grants, corporations, faith-based organizations, service clubs, local, state and federal governments, and from individual community members and reveals a sense of solidarity and willingness to give among our community.

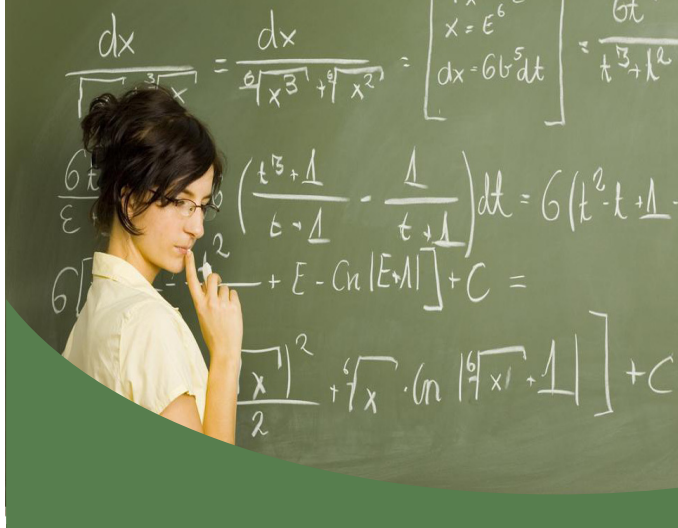
“Economic recovery is as much about what you’re doing in your communities as what we’re doing in Washington – and it’s going to take all of us, working together.” President Barack Obama



Executive Director, Naomi Nakano-Matsumoto and WVCS staff along with Ebay employees who volunteered to paint the community room.



Food pantry volunteers, Lisa Kohli and Heather Gaukel restocks the shelves.



5 do you know the facts? WVCS Quiz of Fiscal Year 2009-2010

1 ASSISTANCE

How many families received financial assistance to maintain housing, utilities, or to move into affordable housing?

2 FOOD

How many pounds of food was distributed that was received through Second Harvest, gleanings from local stores, and donated by the community?

3 HOUSING

How many BMR units did WVCS manage?

4 SPECIAL PROGRAMS

How many families were able to participate in the Adopt-A-Family program due to the generosity of adopters throughout the community?

5 VOLUNTEER

How many volunteer hours were put in to assist WVCS’ food pantry operations, front desk, computer assistance, office support, programs, and events?

ANSWERS

All answers can be found within this newsletter. If you would like the answers to these questions directly, please visit WVCS’ Facebook page. Or you can go to the WVCS website at www.wvcommunityservices.com and click on “Become a Facebook Fan.”



To find out more about volunteering opportunities please contact Paul Stanfield at 408.255.8033 x304 or visit our website at www.wvcommunityservices.com

San Jose Residents Face Possibility of Hunger and Homelessness

West Valley Community Services forced to stop food pantry services and basic needs emergency assistance to West San Jose residents.

“You would think that by paying your taxes you would have something to fall back on. San Jose has basically taken it away. These are the only 2 zip codes that don’t have an agency to fall back on.” - West San Jose resident, father of 3 children



Empty bags were displayed in the San Jose City Hall Plaza representing the 2000 clients that are no longer receiving services

For the first time in its 37 years of assisting individuals and families facing possible eviction or hunger, West Valley Community Services (WVCS) will be forced to deny services to eligible clients who reside in their West San Jose service area due to drastic cuts made by the City of San Jose. WVCS no longer has funds to assist San Jose residents. These cuts mean that WVCS has lost the ability to provide basic needs and emergency assistance to those facing financial crisis in West San Jose, impacting more than 2,000 clients from zip codes 95129 and 95130.

Based on the County’s Emergency Assistance Network (EAN), WVCS is the only designated basic needs and emergency assistance agency to serve the residents of these areas. Due to this, affected residents can’t and won’t qualify anywhere else.

“We are worried about what will happen, as they have no place to go,” said Naomi Nakano-Matsumoto, WVCS Executive Director. “Needy families and individuals will no longer be able to access the food pantry and other vital safety net services offered at WVCS. This cut also means that WVCS will no longer be able to take on new clients from West San Jose, a population that already makes up 43 percent of our clientele.”

Seniors and families with children who rely on the WVCS Food Pantry will be hardest hit, as well as those facing possible eviction or utility shut-offs.

“I’m really upset that we have no funding for the area that I’ve lived in for 3 years. I’m facing eviction if I don’t get help to pay past due rent. Because of my loss of hours at work.” - signed by Ileana Bracken



West San Jose residents asked city officials to remember those living in the 95129 and 95130 zip codes

“These crucial services help prevent hunger and homelessness to the most vulnerable in our community,” Nakano-Matsumoto said. Although seen as a relatively higher income area of San Jose needing less social services, the faces and data at WVCS paint a different picture. “Now, more than ever, the community is looking for your support,” she added. “The fight to secure funding for West San Jose residents continues until we can ensure that no one will have to face hunger, utility shut-off or the possibility of homelessness.”

To demonstrate the impact of how the City of San Jose budget cuts have affected residents of West San Jose, 2000 empty grocery bags were displayed in front of San Jose City Hall. Each bag represented an individual that is now without food, services, and other assistance.

“I am a single person household. I live solely on social security. I became disabled 5 years ago and have not really been able to find any employment that I can physically be able to do. So after I pay my rent with my social security, I have less than \$500 a month to live on, paying [for] my utilities and medical expenses and the drugs that I need—it cuts my spendable money almost down to \$0, to the point where I was not able to buy food. So, I had been going to [West Valley Community Services] to get food from the pantry with fresh vegetables and other staples that I need. So these services are extremely important to me. I am still trying to find some type of employment considering my limitations. I would hope that the City of San Jose would take into consideration the impact the cut of services has had on myself as well as our community.” - Anita



West San Jose residents attended an informational meeting regarding their suspended services



Despite the wind, this child came prepared in her jacket and gloves to remind city officials that children like her need support and services

THANK YOU to our Fiscal Year 2009-2010 Donors!

(Fiscal year is from July 2009 - June 2010)

Thank you so very much to all of our generous donors, funders, and volunteers.
We apologize if we have mistakenly overlooked recognition of your generosity.

Government

City of Cupertino
City of San Jose
City of Saratoga
City of Sunnyvale

County of Santa Clara
U.S. Department of Homeland
Security, Federal Emergency
Management Agency

Town of Los Gatos
U.S. Department of Housing & Urban
Development

Foundations

Cupertino Rotary Endowment
Foundation
El Camino Hospital Foundation
FIRST 5 of Santa Clara County
Housing Trust of Santa Clara
County
Hurlbut-Johnson Charitable
Trusts
The James Irvine Foundation

Kaiser Permanente, Kaiser
Foundation Health Plan, Inc.
The Lee Living Trust
Palo Alto Medical Foundation
Robert N. & Florence Slinger
Foundation Fund
Silicon Valley Community
Foundation
Sobrato Family Foundation

The Salvation Army Golden State
Division
United Way California Capital
Region
United Way for Southeastern
Michigan
United Way of Silicon Valley

Businesses

Abdalah Law Offices
Allied Waste Services
Alotta's Delicatessen, Inc.
Amici's East Coast Pizzeria
Apple, Inc.
Armstrong Retirement Planning,
LLC
Arya Global Cuisine
Azuma Japanese Cuisine
Beard Papa's, Cupertino
biz 2 biz Services
BJ's Restaurant & Brewery
Blue Pheasant Restaurant
Cadance Design Systems
Chili's, Cupertino
Cupertino Bakery
Dry Clean Pro
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Foley & Lardner LLP
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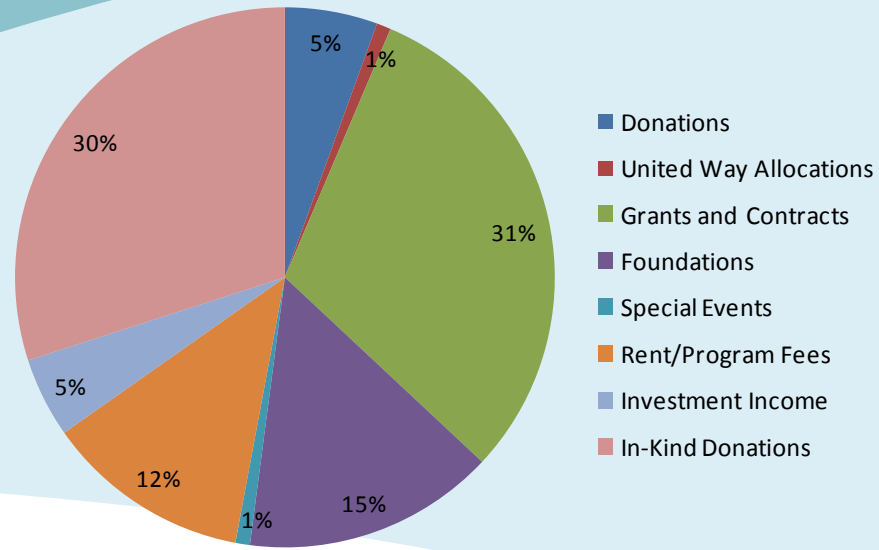
GS Management Company
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Merlion Restuarant
Morgan Stanley
National Semiconductor
New World Learning Center, LLC
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Pacific Gas & Electric
Park Place Restaurant
Philadelphia Indemnity Insurance
Company

Pizza Party
Preston's Candy & Ice Cream
PW Market, Cupertino
Recology South Bay
Roasted Coffee Bean
S. L. I. Systems
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Silicon Valley Newspaper
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Site for Sore Eyes
Starbucks, Stevens Creek Boulevard,
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Fiscal Year 2009-2010 Annual Report

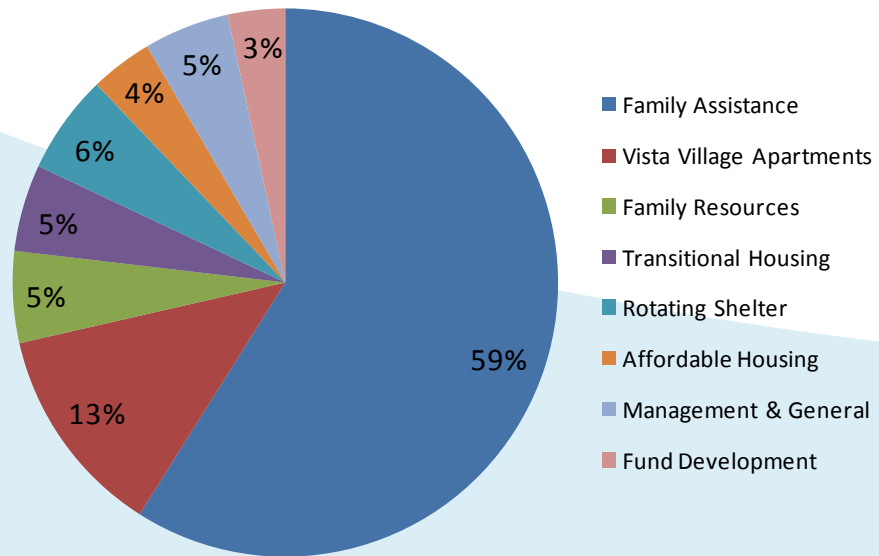
REVENUES

| | |
|------------------------|--------------------|
| Donations | \$142,502 |
| United Way Allocations | \$21,987 |
| Grants and Contracts | \$785,692 |
| Foundations | \$388,399 |
| Special Events | \$22,306 |
| Rent/Program Fees | \$316,137 |
| Investment Income | \$123,080 |
| In-Kind Donations | \$770,420 |
| TOTAL REVENUES: | \$2,550,525 |



EXPENSES

| | |
|--------------------------|--------------------|
| Family Assistance | \$1,515,611 |
| Vista Village Apartments | \$321,127 |
| Family Resources | \$139,372 |
| Transitional Housing | \$132,581 |
| Rotating Shelter | \$151,074 |
| Affordable Housing | \$94,637 |
| Management & General | \$129,742 |
| Fund Development | \$87,135 |
| TOTAL EXPENSES: | \$2,571,280 |



NET ASSETS

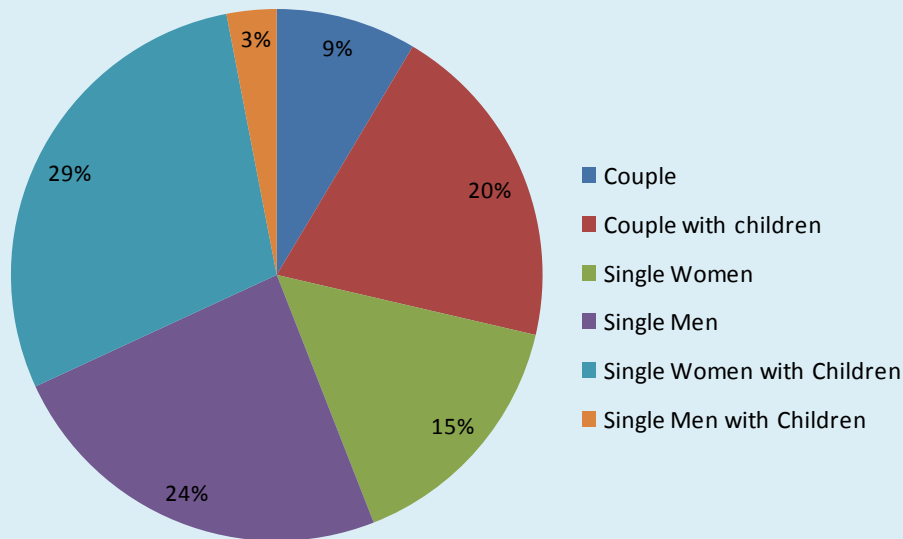
| | |
|-------------------------|-------------|
| Increase/Decrease | (\$20,755) |
| At Start of Fiscal Year | \$1,768,682 |
| At End of Fiscal Year | \$1,747,927 |
| Endowment Fund Balance | \$1,088,498 |

community benefits

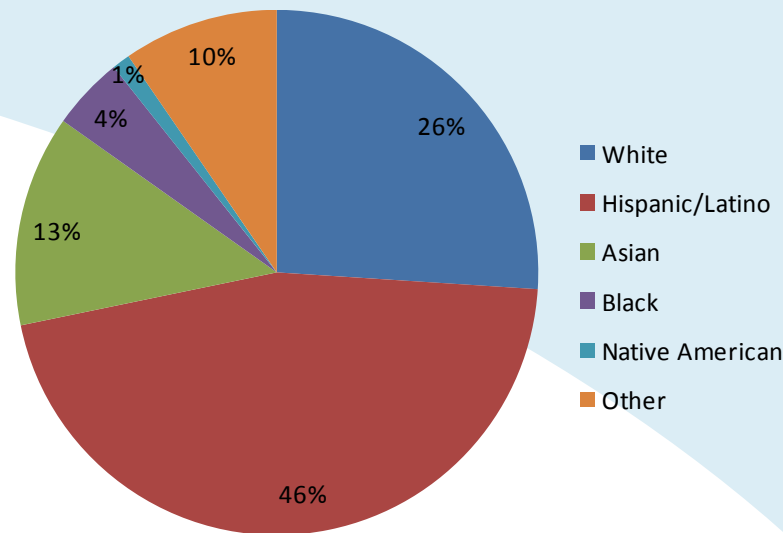
4,160 clients served

397,420 lbs. of food distributed

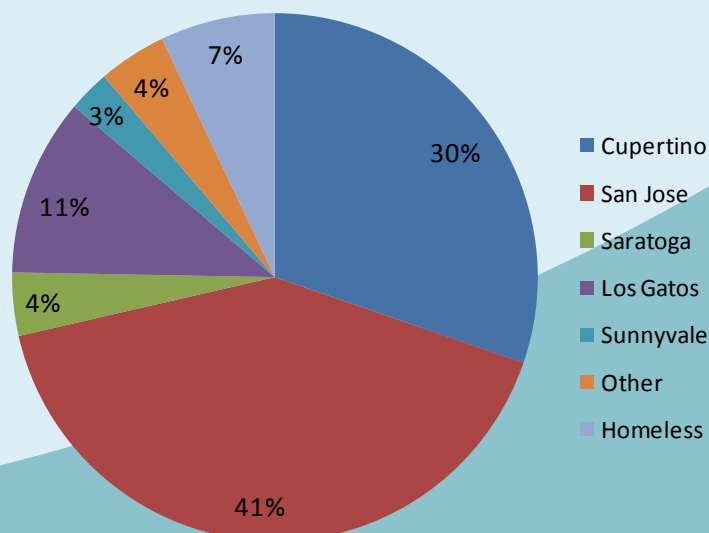
\$444,611 financial aid provided



Clients Served by Family Type



Clients Served by Ethnicity



Clients Served by City

- 16,691 volunteer hours
- 597 families received financial aid
- \$4,500 value of in-kind donations
- 114 families received Spring Baskets
- 146 families received Holiday Food Baskets
- 199 families participated in the Holiday Adopt-A-Family and Holiday Shopping Spree
- 119 families participated in the August Back-to-School Programs
- 80 homeless individuals received information and referral services
- 51 homeless men received daily meals and nightly shelter
- 5400 nightly shelter beds provided
- 16,200 meals served to the homeless
- 120 monthly bus passes provided
- 17 placed in BMR rentals
- 7 placed in BMR sales

THANK YOU to our Fiscal Year 2009-2010 Donors!

Community Partners

| | | |
|---|--|--|
| 4H El Sereno | Girl Scout Troop 60475 | Rebuilding Together |
| Adult Community Education | Girl Scout Troop 60544 | Rolling Hills 4H Club |
| Area 8 Rotary | Girl Scout Troop 60598 | Rotary Club of Cupertino |
| Ascension Catholic Church | Girl Scout Troop 60616 | Rotary Club of Saratoga |
| Bethel Lutheran Church & School | Girl Scout Troop 60720 | Sacred Heart Catholic Church |
| Birthday Group | Girl Scout Troop 60832 | Sacred Heart Community Services |
| Calvary Church Los Gatos | Girl Scout Troop 60878 | San Jose State University |
| Church of Jesus Christ of Latter Day Saints | Girl Scout Troop 60965 | Santa Clara Valley Alumnae, Club of Alpha Gamma Delta |
| Church of the Ascension | Girl Scout Troop 60988 | Saratoga Country Club |
| Church of the Valley | Girl Scout Troop 61206 | Saratoga Country Club Junior Group |
| Collins School | Girl Scout Troop 61262 | Saratoga Foothill Club |
| Community Technology Alliance | Girl Scout Troop 61403 | Second Harvest Food Bank |
| Congregation Beth David | Girl Scout Troop 61404 | Silicon Valley Kiwanis |
| Congregational Community Church | Girl Scout Troop 61405 | St. Cyprian Catholic Church |
| Cupertino Chamber of Commerce | Girl Scout Troop 61439 | St. John Lutheran Church |
| Cupertino DeAnza Lions Charities Inc. | Girl Scout Troop 61440 | St. Joseph of Cupertino Parish |
| Cupertino Grange | Girl Scout Troop 61441 | St. Jude Youth Group |
| Cupertino Host Lions Charities | Girl Scout Troop 61615 | St. Jude's Episcopal Church |
| Cupertino Kiwanis | Girl Scout Troop 61616 | St. Luke Lutheran Church |
| Cupertino Odd Fellows Lodge 70 | Girl Scout Troop 64137 | St. Thomas Episcopal Church |
| Cupertino Parks & Recreation | Girl Scout Troop 921 | Stanford Law School |
| Cupertino Union School District | Good Samaritan United Methodist Church | Sunnyvale Cupertino Adult Ed-Parent Education Department |
| De Anza College Auto Club | Hidden Villa | Sunnyvale Presbyterian Church |
| De Oro Club | Kennedy Middle School | Sunnyview Lutheran Retirement Home |
| DeAnza Kiwanis | Korean Baptist Church of World Mission | Sustainable Living Group |
| DeAnza Optimist Club | Krazy Dazy Square Dance Club | Teen Commission |
| Delor Montessori | Leads to Success | The Optimist Club of Santa Clara |
| Diaper Barrell | Los Altos United Methodist Church | Tradewinds Ship |
| Dilworth Brownies Troop | Los Gatos Morning Rotary | Trinity United Methodist Church |
| Faria School | Los Gatos United Methodist Church | Union Church of Cupertino |
| First Church of Christ, Scientist | Metropolitan Arts Partnership | Unitarian Universalist Fellowship of Sunnyvale |
| First United Methodist Church | Midori Kai | Village Harvest |
| Foothills Congregational Church | Mission City Charities, Inc. | West Hope Presbyterian Church |
| Fremont Union High School District | Monta Vista High School | West Valley Presbyterian Church |
| Girl Scout Troop 60024 | Monta Vista High School Spirit Team | Ye Olde Bridge Club |
| Girl Scout Troop 60100 | Northwest YMCA | YMCA Meyerholz |
| Girl Scout Troop 60217 | Optimist Volunteers for Youth | Zhu Chi |
| Girl Scout Troop 60253 | Prince of Peace Lutheran Church | |
| Girl Scout Troop 60267 | Quota International of Cupertino | |
| Girl Scout Troop 60400 | | |

Individuals

| | | |
|---------------------------|------------------------|---------------------------------|
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Another Success Story

Shelly and her son Tommy entered WVCS' Transitional Housing Unit Program (THU) two years ago after escaping a domestic violence situation. When she first arrived, she spoke very little English and struggled with the tasks of daily living. She required a translator to communicate and was unemployed. Through WVCS, Shelly accessed the food pantry, participated in Special Programs, attended parent support groups, and regularly met with a case manager. Due to Shelly's determination, her English improved dramatically while attending De Anza College's ESL program. She then enrolled in the work-study program at De Anza, where she developed her skills as a receptionist and child care assistant. Her life skills also grew during the program as she learned how to accomplish tasks like writing checks and taking the bus. Two months ago, Shelly successfully graduated from the program and was able to move into her own apartment with Tommy. Shelly received move-in deposit assistance and even a new bed for her son using the CalWORKs ARRA funding. She is continuing her education at De Anza and plans to get a full time job as soon as she graduates. She no longer needs a translator to communicate and has achieved great success!

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Taste of Compassion: GET INVOLVED!

For those who dine out once a month, or are part of a group who socialize regularly, a Taste of Compassion dinner night is an ideal opportunity. There are no appeals or speeches - just a nice night out for a good cause. Guests can take pride in knowing that their participation makes a big difference in minimizing food insecurity and hunger for many, as Taste of Compassion restaurants contribute 50 percent of the ticket price to WVCS. If you are interested in learning more about Taste of Compassion or making your reservation, please contact us at 408-255-8033 ext 152 or visit us at www.wvcommunityservices.org/taste.



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