



## From Crisis to Stability: Jean's Story

Sometimes, it takes a multidisciplinary team, creative problem-solving, and genuine relationship-building to help someone move from crisis to stability. That's exactly what Jean needed.

Jean was referred to us through eviction court after receiving a notice that put her on the brink of homelessness. Having worked with several agencies without success and without family, she had lost hope, believing no one could help her.

Building trust with Jean became our priority. We reassured her that we would work together to improve her situation. During a visit to her home, it became clear that she needed more than grocery and rental assistance. Her home required a deep cleaning, and her beloved dogs had been neglected because she had no one to help care for them.

With the support of volunteers, donors, and partner organizations, the WVCS staff assembled a comprehensive and multidisciplinary team to address her needs. To stabilize her housing situation, we coordinated a deep cleaning of her home, arranged care for her dogs, and paid her overdue rent. We partnered with social services and her lawyer to secure long-term support for her well-being.

As Thanksgiving approached, Jean received a warm Thanksgiving meal. For the first time in months, she expressed hope. With newfound trust, she worked closely with our case manager to reconnect with her family and access critical social services.

Through this collaborative effort, Jean regained stability. WVCS supported her with housing, pet care, and groceries. Most importantly, she rediscovered a sense of trust and community, paving the way for a brighter future.

*This story is a testament to the power of compassion, teamwork, and persistence in transforming lives. Together, we can continue to make this kind of impact.*

## WVCS BY THE NUMBERS

**1,124,300**

meals were made possible through food distributed in our food markets



**4,203**

individuals received food from the WVCS Market and the mobile Park-It Market



**2,100**

people came to WVCS for the first time for help



**4,303**

men, women, and children received critical help from WVCS



**1,501**

students, seniors, and families were served from the mobile Park-It Market



**1,145**

people received clothing, toys, food, and household items at Gift of Hope 2023



**563**

children in K-12th grade received clothing, shoes, school supplies, and backpacks at Back to School 2023



**\$1,066,119**

in emergency assistance helped 573 individuals avoid homelessness or move into stable housing



**\$281,930**

received in returns for 288 clients who participated in our free tax filing program



*These achievements were only possible because of your unwavering support.*

*Together, we are creating lasting change in the fight against hunger and homelessness. THANK YOU for being an essential part of this journey.*



## Year In Review: 2023-2024

Together with YOU—our compassionate and generous community of donors, volunteers, funders, and partners—we rose to face the complex challenges of the year, like the growing demand for our food services, a decrease in in-kind food support, a decline in volunteers, a rapidly changing funding landscape, and staffing challenges. We continue to make significant progress towards our organizational strategic goals.

Thanks to YOU, we accomplished so much, ensuring our programs, services, and deliveries met clients' evolving needs while maintaining organizational and financial sustainability.

Here are some highlights:

- Powering Up Support for the Unhoused: We've expanded resources to provide hot meals and spaces to warm food, ensuring our unhoused neighbors receive care and dignity. We're here for you—your well-being is our priority. Your support makes a difference.
- Celebrating 50 Years of Impact: Half a century of service, growth, and community transformation! We celebrated our milestone by honoring three incredible nurses who continue to reflect the compassion of our founders. As we look forward, your contributions continue to shape the future.
- Shaping a Bold Future: We're creating a strategic plan for 2024-2027 to enhance our services and better meet our community's needs.
- Broadened Advocacy Efforts: Our focus on public policy is stronger than ever, pushing to transform systems and tackle hunger and homelessness head-on. Every effort counts—together, we can create lasting change.
- Building Bridges with the Community: Initiatives like Action Hour and Sacramento Day deepen connections with the Lived Experience Advisory Committee. Engagement strengthens our community.

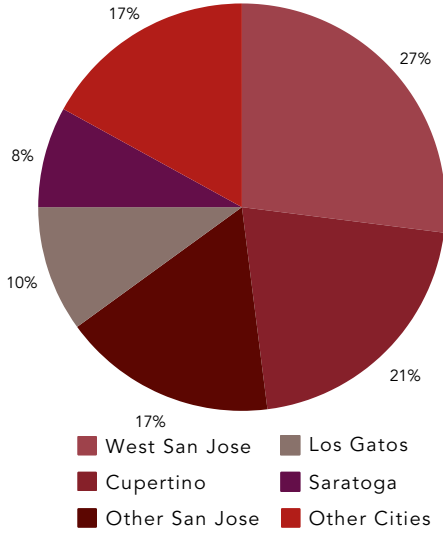
## ABOUT OUR CLIENTS



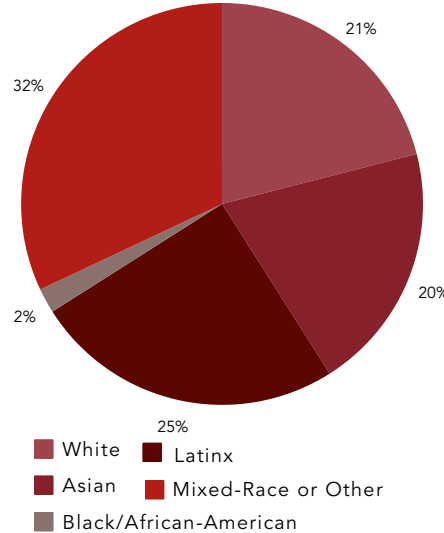
West Valley Community Services helps families who earn less than 250% of the Federal Poverty Line. This means people who make about \$39,125 or less each year, or families of four making \$80,375 or less. These amounts are much lower than what is needed to live in Santa Clara County.

Note: All client demographic data is self-reported at registration for services.

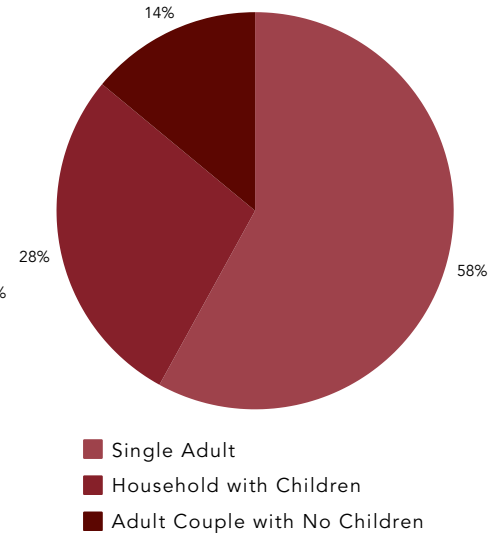
### Home Community



### Race/Ethnicity







### Household Composition



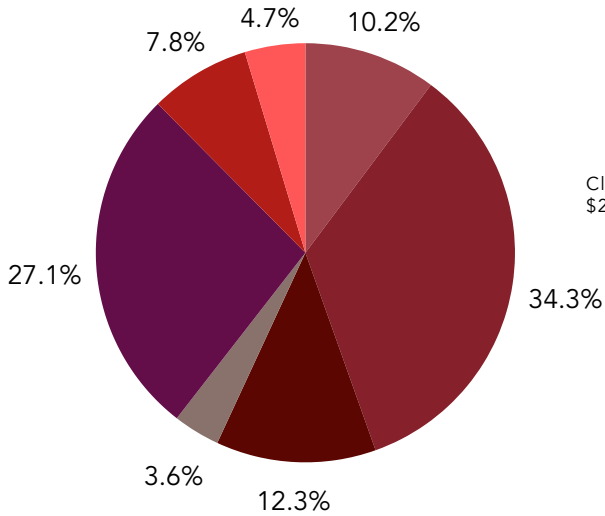
In addition to serving as the only provider of essential needs programs to West Valley residents, West Valley Community Services provides food assistance and referrals to students who attend schools in the West Valley area.

## IMPACT BY CITY: 2023-2024

	 Cupertino	 West San Jose	 Saratoga	 Los Gatos
ZIP Code	95014	95129, 95130	95070	95030, 95032, 95033
% of New Clients in 2023-24	28%	55%	5%	12%
% of Food Pantry Users	29%	48%	10%	13%
# of Clients Receiving Financial Assistance	107	135	9	65
# of Clients Participating in Special Programs	400	760	180	156
Household Composition	66% single adult 14% household w/ children 19% adult only household	50% single adult 34% household w/ children 16% adult only household	61% single adult 4% household w/ children 19% adult only household	63% single adult 20% household w/ children 17% adult only household

# FINANCIALS: 2023-2024

## Revenue - \$7,138,520



- Foundations
- Government Funding
- Individuals
- Corporations
- In-Kind Donations
- Earned Income
- Special Events

Government Funding includes local, county, and federal grants restricted to specific programs or services.

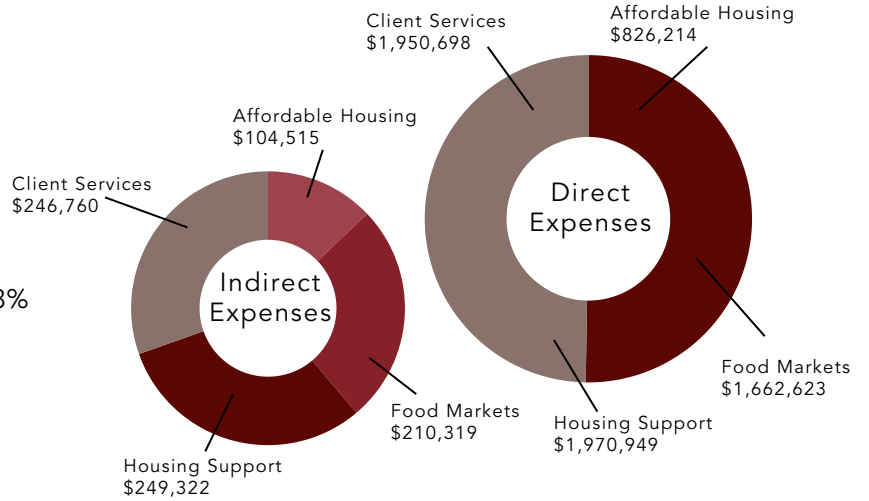
In-Kind Donations are primarily food and household items donated to the WVCS food markets.

Earned Income is rent received from tenants living in WVCS-owned affordable housing units.

Special Events revenue is from our annual Chefs of Compassion event, net of direct expenses.

The fiscal 2023-2024 audit was conducted by Hood & Strong LLP. Our annual audits, tax returns and annual reports are available online at [wvcommunityservices.org/financials](http://wvcommunityservices.org/financials).

## Expenses - \$7,221,400



- Affordable Housing
- Food Markets
- Client Support
- Housing Support

Direct and Indirect expenses reflect our four major program areas. Indirect expenses include management, finance, and fundraising costs, and are shown allocated to the programs and services they support.

Affordable Housing: WVCS owns and operates two affordable housing complexes in Cupertino.

Food Market: WVCS operates two food markets/pantries at no cost - our WVCS Market in Cupertino, and our mobile Park-It Market, which travels throughout the west valley.

Housing Support: WVCS distributes emergency rental and utility assistance to clients who are homeless or at risk of homelessness.

Client Assistance: Throughout the year, WVCS provides additional client support resources, including the Back to School program, Gift of Hope, education programs, and free Volunteer Income Tax Assistance (VITA) program

### Board of Directors

- Janet Farabaugh, Chair
- Gomathy Bala, Vice Chair
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- Chris Alabi
- Ryan Rosenberg
- Nagesh Kanumury
- Jeffery Suzuki
- Mason Fong
- Dr. Jennifer Taylor-Mendoza

*This incredible impact was made possible through the generosity of our community of donors, partners, funders, and volunteers. Thank you so much!*

### Leadership Team

- Sujatha Venkatraman, Executive Director
- Dr. Kohinoor Chakravarty, Chief Development & Communications Officer
- Mateo Lumbreras, Director of Client Services



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