

# WEST VALLEY COMMUNITY SERVICES IMPACT REPORT 2020 - 2021

Serving Cupertino, Saratoga, Los Gatos, West San Jose, Monte Sereno and the surrounding mountain regions since 1973



*A WWCS volunteer assists a client selecting produce from our Park-It Market (mobile food pantry)*

## 2020 - 2021 YEAR IN REVIEW

Over the previous twelve months we have seen an outpouring of generosity and compassion from the community, hands and hearts reaching out to help men, women, and children facing food and housing insecurity in the west valley. We are grateful to have community members like you standing with us throughout the pandemic, helping keep our doors open, our shelves stocked, and our clients housed.

At the same time, client demand remained high in the last year while household instability deepened. Growing inflation drove up the price of food and gas, the cost of renting an apartment rebounded, and clients struggled under the weight of household debt that had accumulated during COVID-19 when large portions of the economy were closed and folks were unable to find employment.

These challenges are reflected in County-wide data from the 2021 San Jose State University Pain Index, which reported:

- housing insecurity increased by 1600% since 2018
- homelessness increased by 9% since 2018
- 21% of Santa Clara County households are food insecure, 4 times more than before COVID-19

Unfortunately, the quality of life for families struggling to put food on the table and keep a roof over their head is unlikely to improve in the short term. In order to be self-sufficient in Santa Clara County, an individual would need to earn \$27/hr, at a time when the average minimum wage across the west valley is \$14/hr. And according to Working Partnerships, nearly 9 in 10 jobs in our region pay lower wages today, adjusted for inflation, than they did 20 years ago.

These are challenging times indeed. Though with your help in the last year, our clients were able to pay (cont.)

## WVCS BY THE NUMBERS

**3,168**

men, women, and children received critical help from WVCS



**1,207**

people came to WVCS for the first time for help



**2,506**

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



**1,872,630**

meals were made possible through food distributed in our food markets



**\$1,265,686**

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



**1,230**

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



**1,167**

people received clothing, toys, food, and household items at Gift of Hope 2020



**292**

children in K-12th grade received clothing, shoes and backpacks at Back to School 2020



**372**

families received Thanksgiving meals at our 2020 program



**201**

clients participated in our free tax filing program, receiving **\$264,763** in returns



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

pay down debt, remain housed, feed their families, and chart a path towards household stability. Your support made the following impact possible:

- 90% of households that received rental assistance and other support services are still housed
- 70% of households receiving services reported an increase in self-sufficiency and stability
- 20 unhoused folks moved into permanent housing

Last fiscal year also marked the opening of the new WVCS Market and the Park-It Market, expanding client choice and bringing even more food and resources directly to the community. The support of donors and partners like you is what makes all of this possible. This impact report documents the role you and all the members of our community played in the fight against food and housing insecurity last year. Thank you for investing in West Valley Community Services, and for working with our clients and staff to build a future of stability and self-sufficiency for everyone in the west valley.

## YOUR IMPACT IN ACTION

### A Quote From a Client You Helped Last Year



"I was homeless for a long time. I had to stay away from my young son since I did not have a home to take him to. I was working two jobs but could not afford to have a home. I was referred to WVCS. The case manager worked with me and the landlord, and I was housed within a week of becoming a WVCS client. My son has his own room and loves the apartment. West Valley Community Services has made a huge difference for families and people in need like my own. The day I received the call from their office was the day my life changed. Now my family is reunited and together again. I have not suffered with depression the way I did when I was on the streets and away from my son. As embarrassed as I was to ask for the help I was constantly reminded that it is okay to ask for help and that is the reason why you are there to help me and my family get back on our feet. This is the first time I felt that there is somebody besides myself that cares about my situation. That's more than I could I ever ask for."

- Margaret H.



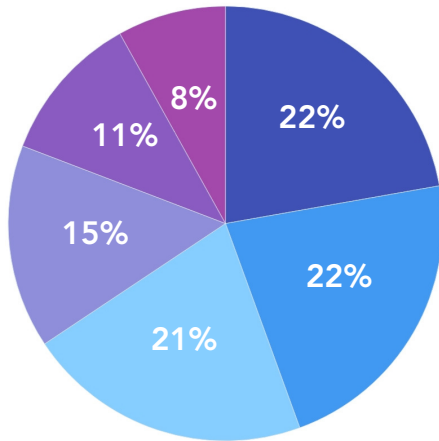
## ABOUT OUR CLIENTS

West Valley Community Services provides support to families living at or below 250% of the Federal Poverty Line. That is approximately \$31,900 or less in annual income for an individual and \$65,500 or less in annual income for a family of four - well below the minimum household income needed to be self-sufficient in Santa Clara County.

*Note: All client demographic data is self-reported at the time of registration for services.*

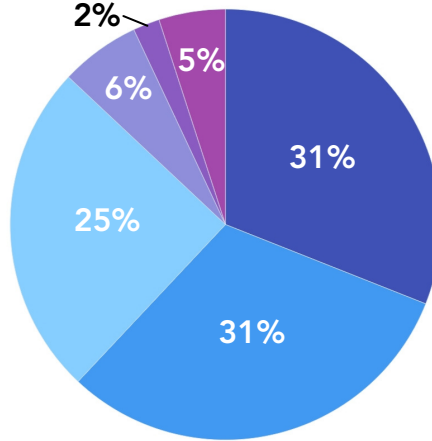


**Home Community**



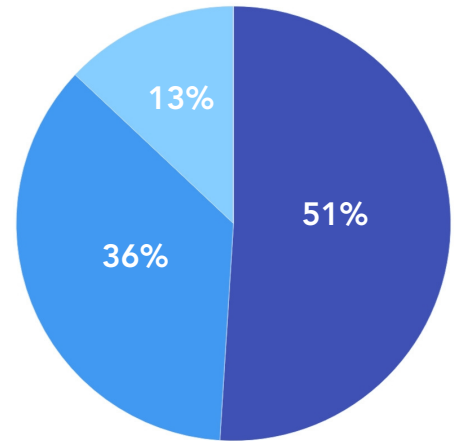
West San Jose  
Cupertino  
Other San Jose  
Los Gatos  
Saratoga  
Other Cities

**Race/Ethnicity**



White  
Asian  
Latinx  
Black/African-American  
Native American  
Mixed-Race or Other





**Household Composition**



Single Adult  
Household with Children  
Adult Couple with No Children

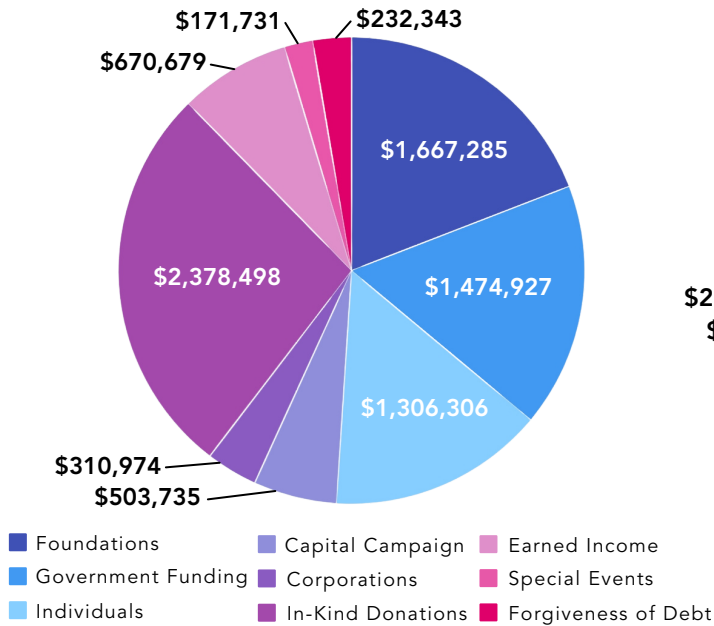
*In light of COVID-19, West Valley Community Services received restricted funds to work with partner agencies in Mountain View and San Jose to support households outside of our primary service area impacted by the pandemic. West Valley Community Services also provides food assistance to students in the Moreland School District, De Anza Community College, and West Valley College who live outside of the west valley.*

## 2020 - 2021 IMPACT BY CITY

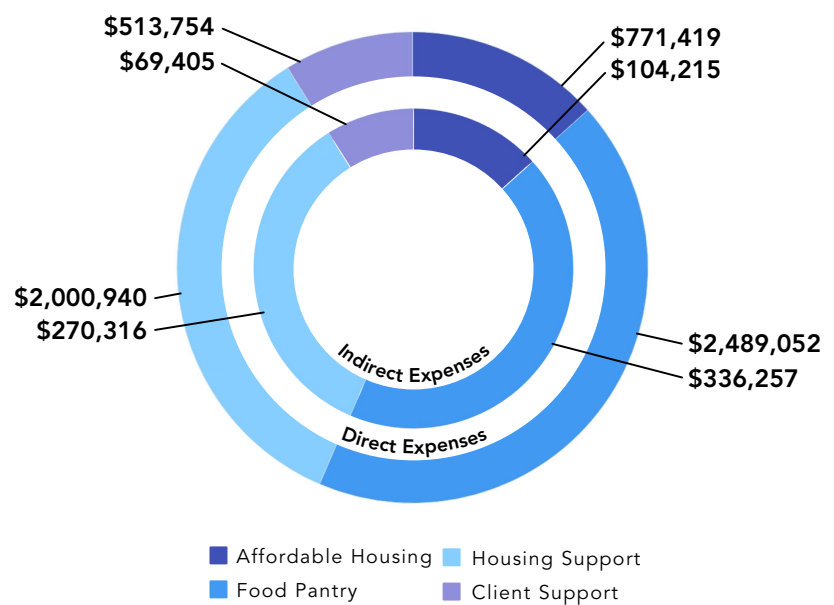
	 Cupertino	 San Jose CAPITAL OF SILICON VALLEY West San Jose	 Saratoga	 Los Gatos
ZIP Code	95014	95129, 95130	95070	95030, 95032, 95033
% of New Clients in 2020 - 2021	29%	42%	6%	23%
% of Food Pantry Users	29%	41%	13%	18%
# of Clients Receiving Financial Assistance	35	78	7	38
# of Clients Participating in Special Programs	285	675	165	246
Household Composition	59% single adult 23% household w/ children 18% adult only household	34% single adult 47% household w/ children 17% adult only household	65% single adult 8% household w/ children 27% adult only household	63% single adult 20% household w/ children 17% adult only household

## 2020 - 2021 FINANCIALS

### Revenue - \$8,716,478



### Expenses - \$5,775,165



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. During the 2020-2021 fiscal year, in-kind donations also included in-kind services, labor, and materials contributed as part of the capital construction project.

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.

Forgiveness of Debt refers to the forgiven Paycheck Protection Program (PPP) loan administered by US Small Business Administration (SBA).

*NOTE: Revenues for 2020-2021 were higher than the previous fiscal year due to the increase in government awards to support increasing demand in rental assistance. COVID-19 restricted donations raised during the 2020-2021 fiscal year are being expended through the 2021-2022 fiscal year to address the ongoing impacts of COVID-19 on our clients and their families.*

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 - 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 Financial Coaching, the Back to School program, Gift of Hope, education programs, and the VITA free tax filing program.

The fiscal 2020-2021 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).

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