

West Valley Community Services Annual Report 2019-2020

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



2019-2020 Year in Review

The last fiscal year was one of many unfortunate firsts for West Valley Community Services and our community. The first year we have ever had lines of people waiting for food in front of our building and down the block. The first year we ever distributed more than \$1M in emergency rental and utility assistance. The first year we offered our services both in-person and online to meet the needs of our clients in the wake of a pandemic.

An unprecedented year. But it didn't start out that way. For most of the first six months of last fiscal year, we saw slightly inflated increases in demand for food and assistance.

All that changed in March 2020, when coronavirus began its rapid spread in our County. The impact of COVID-19 was swift, resulting in mass job losses and furloughs, pushing many families closer to the threat of eviction and homelessness. As a result, WVCS experienced a...

- 42% increase in clients overall
- 86% increase in new clients
- 30% increase in requests for food assistance
- 132% increase in need for emergency rental and utility assistance

Over the course of the second half of last fiscal year, our employees and volunteers focused almost completely on providing rental assistance and food pantry services, the two areas of support families needed the most. But we couldn't meet this demand alone. Thanks to our incredible community of volunteers, donors, government agencies, foundations, and corporations, we were able to remain open throughout the pandemic. **And thanks to you, our caring community, we were able to have the following impact:**

- 92% of households remained housed after receiving emergency rental assistance
- 96% of clients reported improvements in their household stability and self-sufficiency

Unfortunately, the short term still looks grim. While there is a vaccine on the horizon, negative impacts to the job market will take longer to improve, and our housing market is still one of the most expensive in the nation. These factors will be especially challenging to the many households already facing food and housing insecurity in our region.

We are confident, however, that we can count on you, our community, to continue to stand with us in the fight against hunger and homelessness in the west valley.

WVCS by the Numbers



4,666 men, women, and children received critical help from WVCS



1,995 people came to WVCS for the first time for help



3,003 individuals received food from the food pantry and the Mobile Food Pantry



1,546,470 meals were made possible through food distributed at our pantries



\$1,465,105 in emergency assistance helped prevent homelessness or re-house homeless families



1,270 students, seniors, and families were served from the Mobile Food Pantry



884 people received clothing, toys, food, and household items at Gift of Hope 2019



226 children in K-12th grade received clothing, shoes, and backpacks at Back to School 2019



332 families received Thanksgiving meals at our 2019 program



Volunteers helped 76 clients file for \$74,288 in tax returns



75 seniors received doorstep food deliveries to keep them safe and fed during COVID-19

Many thanks to all of the donors, partners, and volunteers who make this work possible. You touch the lives of thousands of people each year, and none of this would be possible without you!

The State of Homelessness in the West Valley

According to the 2019 County-wide study of unhoused residents, homelessness has been on the rise in the west valley and throughout the region. The occurrence of visible homeless encampments in our community is just one more sign of the significant challenges facing men, women, and children who are struggling without a roof over their heads.

The West Valley Community Services Haven to Home program works closely with unhoused individuals and families, providing access to resources such as food, deposit and moving assistance, laundry soap and quarters, transportation, toiletries that support household stability. In the last year:

- **79** homeless individuals accessed services for the first time
- **131** homeless individuals visited our food pantries
- **134** individuals received laundry quarters and support
- **40** households moved into permanent housing

Here in the west valley, we are grateful for the compassionate community that has worked closely with us to meet the needs of our area's homeless residents.

WVCS Client Story: Leena

Leena was in distress and crying on her call to the WVCS case manager. Leena reached out to ask if we would buy their only family car so they could use that money to pay their rent. She said she did not know what to do and was willing to do anything to ensure her children didn't become homeless.

"My husband works in construction and over 50% of our income always goes to rent, then food, and then gas. So when the finances are tight we give up food and go hungry because we don't want to become homeless. We live paycheck to paycheck. It has been very difficult with the loss of earnings with all the construction and business closings since COVID," said Leena, a 42-year-old stay-at-home wife, and mother of two. Her case manager tried to calm Leena down and explained to her that WVCS is there to help her and her family.

Leena started accessing food from the WVCS food pantry immediately and no one in her family had to go hungry anymore. She applied for emergency rental assistance and was approved for help with her rent. When her case manager called Leena, she was in shock; she could not believe that WVCS was going to help her. Leena mentioned she would let all her family, neighbors, and friends know about the good work that WVCS does in the community - work made possible thanks to support from people like you.

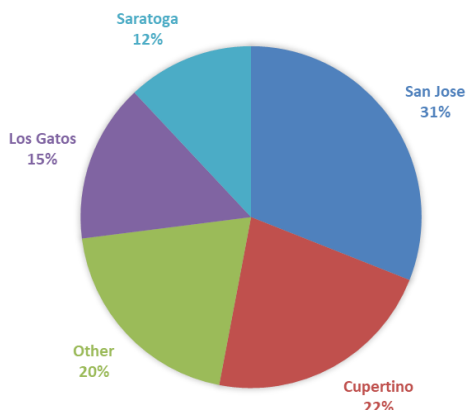
About Our Clients

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.

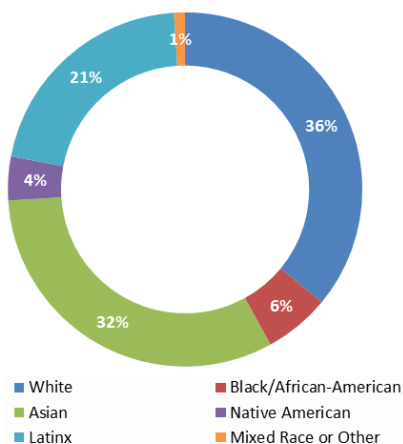
Note: Client demographic data is self-reported at the time of registration for services.



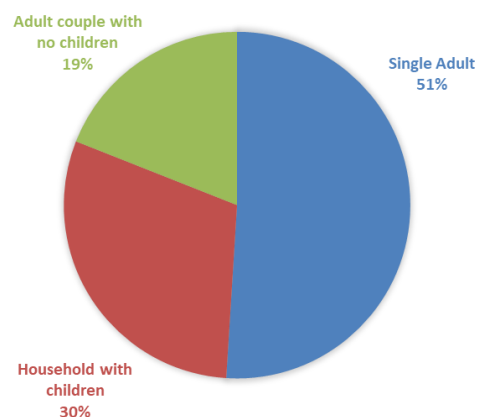
Home Community



Race/Ethnicity



Household Composition



2019-2020 Impact by City



CUPERTINO

Cupertino



West San Jose



Saratoga

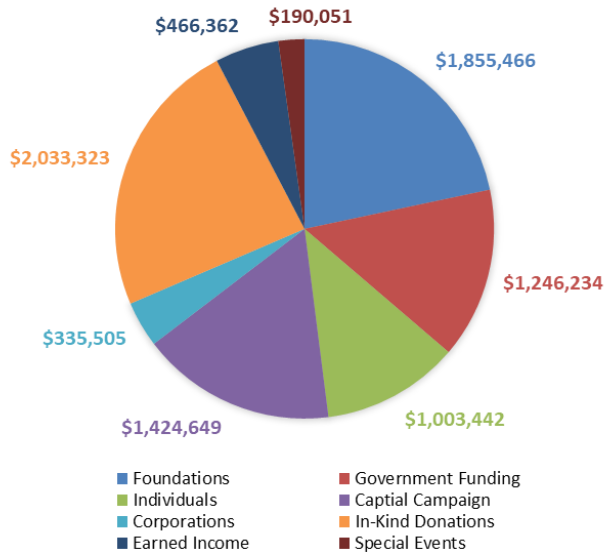


Los Gatos

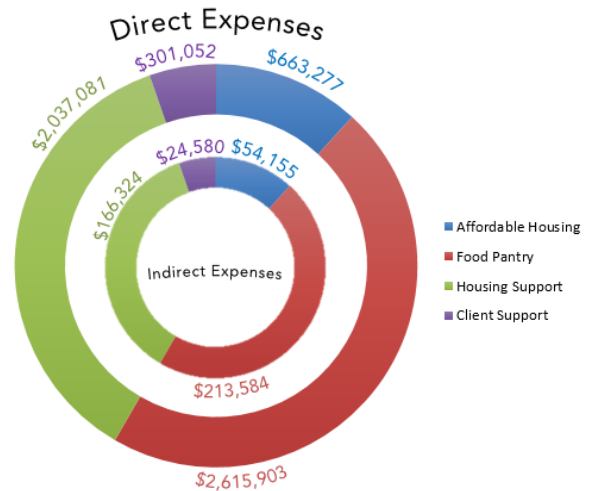
zip code	95014	95129, 95130	95070	95030, 95032, 95033
# of new clients in 2019-2020	251	452	117	169
% of food pantry users	27%	45%	11%	17%
# of clients receiving rental	67	156	9	57
# of clients participating in	223	488	99	145
household demographics	56% single adult 23% households w/ children 21% adults only household	34% single adult 48% households w/ children 18% adults only household	64% single adult 7% households w/ children 29% adults only household	61% single adult 22% households w/ children 17% adults only household

2019-2020 Financials

Revenue - \$8,555,032



Expenses - \$5,617,313



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 pantries.

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.

NOTE: Revenues for 2019-2020 were significantly higher than the previous fiscal year due to capital campaign fundraising and COVID-19 restricted donations. West Valley Community Services launched a capital campaign during the 2019-2020 fiscal year to raise funds to expand our food pantry and program space, and build a new mobile food pantry. COVID-19 restricted donations raised during the 2019-2020 fiscal year are being expended through the 2020-2021 fiscal year to address the ongoing impacts of coronavirus 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 that they support.

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

Food Pantry: WVCS operates two food pantries - our Cupertino pantry, and our Mobile Food Pantry, which travels throughout the west valley.

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

Client Support: 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 2019-2020 audit was conducted by Hood & Strong LLP. Our annual audits, tax returns, and annual reports are available on our website at www.wvcommunityservices.org/financials.

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