2018-2019 in Review

Over the last year, West Valley Community Services continued to see unprecedented need for support and services, despite the strong economy. According to recent reports, one-third of Bay Area residents are unable to afford food and rent. Rent has increased by 15-30% in the west valley since 2012, while income levels have stagnated for many low and middle-income workers. Robust job growth in Silicon Valley combined with the lack of new housing has pushed up rental costs, making it ever more difficult for low-income families to afford rent and food - making the services we provide even more necessary.

As a result, West Valley Community Services has seen increased demand across most of our core program areas, including food, special programs, and rental assistance. Our agency has been able to meet this increase in demand thanks to the generosity of our community, as well as partners, and volunteers.

This annual report is more than a summary of our work from the past year. It is a story of all the things you and our caring community did to help those most in need.

Our Approach

West Valley Community Services uses a three-step approach to meet the needs of low income and homeless individuals and families in our community:

1) Crisis Intervention
- Prevent imminent evictions and/or utility shut-off
- Reduce food costs, preserving household assets for other essential expenses (rent, childcare, utilities, transportation)
- Provide assistance in navigating benefits available through the social services system in the County

2) Short-Term Intervention
- Help clients remain housed/house un-housed clients
- Develop a plan to reduce debt and save money
- Explore new income and employment opportunities
- Support long-term stability and health for children and other household members

3) Self-Sufficiency
- Work with clients to develop and implement a plan that supports long term stability
WVCS by the Numbers

- 3,283 men, women, and children received critical help from WVCS
- 1,070 people came to WVCS for the first time for help
- 2,311 individuals received food from the food pantry and the Mobile Food Pantry
- 1,438,260 meals made possible through food distributed at our pantries
- $539,794 in emergency assistance helped prevent homelessness or re-house homeless families
- 987 students, seniors, and families were served on the Mobile Food Pantry
- 871 people received clothing, toys, food, and household items at Gift of Hope
- 215 children in K-12th grade received clothing, shoes and backpacks
- 300 families received Thanksgiving meal baskets
- Volunteers helped 78 clients file for $130,295 in tax returns

This impact was made possible by our generous donors, partners, and volunteers!

About Our Clients

Client demographic data is self-reported at the time of registrations for services.

Home community

- 8% Saratoga
- 16% Los Gatos
- 17% Other San Jose
- 28% Cupertino
- 32% West San Jose

Race/Ethnicity

- 28% Latino
- 25% Black
- 7% Asian
- 5% Native American
- 2% Mixed/Other
- 32% White

Household composition

- 47% Single Adult
- 36% Households with children
- 18% Adult couple with no children
2018-2019 Impact by City

<table>
<thead>
<tr>
<th>City</th>
<th>Zip Code</th>
<th># of New Clients in 2018-2019</th>
<th>% of Food Pantry Users</th>
<th># of Clients Receiving Rental Assistance</th>
<th># of Clients Participating in Special Programs</th>
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</thead>
<tbody>
<tr>
<td>Cupertino</td>
<td>95014</td>
<td>150</td>
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<td>335</td>
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<td>574</td>
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<tr>
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<td>108</td>
<td>16%</td>
<td>26</td>
<td>148</td>
</tr>
</tbody>
</table>

Household Demographics:
- Cupertino: 51% single adult, 26% households w/ children, 23% adults only household
- West San Jose: 26% single adult, 54% households w/ children, 20% adults only household
- Saratoga: 46% single adult, 12% households w/ children, 42% adults only household
- Los Gatos: 60% single adult, 24% households w/ children, 16% adults only household

WVCS Client Story: Kim & Justin

Kim first came to the mobile food pantry for rental assistance. Her family had received an eviction notice and had only three days to move out. But there was more to her story. That’s when Kim shared the tragedy that had put her family at risk of becoming homeless: Kim and her husband Justin’s eldest daughter, Dee, had committed suicide, causing the family deep grief and a subsequent financial crisis.

Kim and Justin had already been struggling to support their family. Justin was under-employed, balancing work as an Uber driver and caring for the couple’s three-year-old child. This left the family’s budget stretched, primarily surviving on the salary Kim earned from her job as a preschool teacher. And in the middle of all this uncertainty, Dee took her own life, sending the family into a tailspin.

So when Kim and Justin came to WVCS for help, we jumped into action. Our case manager worked closely with the family’s property owner to hold off the eviction while coordinating rental assistance to keep them housed. We also connected the family with other supportive services to help them with their bereavement. Now as they begin to heal and navigate the tough road ahead, they are able to do it in their own home thanks to our community, our partners, and donors like you.
The fiscal 2018-2019 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.

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 financial assistance to clients who are homeless or at risk of becoming homeless.

**Client Assistance**: Throughout the year, WVCS offers additional client support resources, including Financial Coaching, the Back to School program, Gift of Hope, education programs, and the VITA free tax filing program.

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**Government grants** include 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.

Many thanks to all of the donors 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!