

MESSAGE FROM
THE EXECUTIVE DIRECTOR
TOM MYERS



MISSION

We are the community's safety-net, providing critical support services that preserve and promote stability, self-reliance and dignity.

VISION

We envision a community wherein all residents have the support and resources for a better future for themselves and for a better quality of life. We do this by engaging volunteers, donors and advocates in addressing the challenges of those in need to make a better community for all.

GOALS

Our values include: the dignity of the people we serve; financial responsibility to use public resources effectively; cultural competency and respect for cultural diversity in our community; nurtured community relationships to benefit and assist our clients; integrity and excellence in what we do and cooperation with others to achieve a common goal.

Poverty in our area is often invisible, especially with all the wealth of Silicon Valley. It exists beyond the stereotype of what you might expect.

I spoke at a club luncheon not too long ago and afterwards one of the members came up to me said "I don't see any poverty around here." I took her to the window and replied: "See those men over there trimming the bushes? On what they're paid, they can barely afford to live here. Or, what about the kitchen staff that served us our lunch?... another low-paying job in a high cost of living area. And you'd be surprised what these people have to do stay here, like doubling up with another family in a 2-bedroom apartment, for instance."

I could have gone on and on with examples of the lives of people with low-income jobs and the hardships and sacrifices they make every day to live here; but I saw the acknowledgement in her face that she recognized that her assumption that everyone in this area lived a safe, comfortable and financially secure life like hers was wrong.


Financial insecurity, housing insecurity and food insecurity are but 3 results of low-paying jobs and a high cost of living.

Low-income individuals and families are often the first to feel the effects of an economic downturn and they are the last to see any recovery. The economy may be improving but the fact is people can't afford to live here anymore. On average for the past 4 years 20% of our clients have moved out of the area each year! – to San Jose or to the Central Valley. And even with the loss, our client counts increased until last year.

The need for Homeless Services and Senior Services has continued to increase as our population ages and as rents increase (with landlords now passing on water and garbage fees, too) force low-income people out of the homes that they had been able to afford even with their low-income jobs.

For these people CSA is the community safety-net; and it's with your support that the safety-net is strong and in place.

Thank you for your understanding and acknowledgment of all the faces that poverty can have and, especially, thank you for your confidence and continued support in CSA to provide that safety-net of assistance and help to those who need it.


CSA Executive Director
Tom Myers

FOOD & NUTRITION CENTER

More than 45 million Americans use food stamps. But even with food stamps many families are struggling to put food on the table. Nearly one in five Americans did not even have enough money at some point in the past year to pay for food.

The Department of Agriculture reports about 5.5% (17 million people) of Americans suffer from “very low food security,” meaning that had to skip meals or not eat for a day because of lack of money to buy food. Food-security issues are greatest in single-parent, households with children.

For the last ten years on average, over 3,500 residents of Mountain View, Los Altos and Los Altos Hills have been registered with CSA’s Food & Nutrition Center – that’s about one in every 30 people in our area. We distribute over a ton of food item a day – five days a week.

Money not spent on food is spent on the other necessities of life: housing, education, clothing and medical care.

MIGUEL

“I have been a resident of Mountain View since the 1980’s and somehow I had never heard of your organization. I had given food donations whenever I saw food donation barrels at the local supermarket and had volunteered at Second Harvest Food Bank in San Jose.

“Unfortunately for me, the current Great Recession coincided with my job elimination, the loss of a significant portion of my savings and the inability to find a new job. I tried reducing expenses but the day finally came when I could no longer ‘tighten my belt’ anymore and I needed help. I was referred to CSA.

“The staff couldn’t have been more caring or friendly which was much appreciated in the stressful situation I found myself. The help I received helped stabilize my food needs and I have been able to remain in Mountain View without any other assistance.

“CSA has not only helped me restock my empty cupboards but they have helped me change my view of what’s important in life. I have always had “great” ideas about helping others in faraway lands, but now I realize there is a great need here locally too.

“So now, I have ‘great’ ideas of how I can help the CSA serve those in need in my part of the world. I hope to have a positive impact on the current and future CSA operations.

“Thank you for all the help you provided me and to the community.”



16.9%

Increase in the number of people coming to the Food & Nutrition Center over the last 5 years.

74.5%

Percent of food distributed considered “healthy.”





20%

The average percentage of CSA clients who have moved out of the area every year for the past four years.

\$1,961

Average rent in Santa Clara County for a 2-bedroom apartment.

78%

Percent of CSA clients who received emergency financial assistance and were able to maintain stable housing for at least 12 months.

EMERGENCY ASSISTANCE

Poverty is a government defined term based on the total income a person or family receives. It's also a relative term dependent on where one lives. Based on data for 2012 from the US Department of Health & Human Services the national poverty guideline for a family of four is \$23,050. For Santa Clara County the "self-sufficiency standard" for 2011 for a family of four is from a low of \$55,633 to a high of \$95,802 with childcare being the major variant.

The average income for a CSA client family of four is \$21,614. They are not unemployed. They are literally the working poor who struggle to make ends meet and are constantly one paycheck or financial/medical/automotive emergency away from becoming a permanent underclass with little hope of stability, let alone upward mobility.

"CSA is the community's safety-net that provides critical support services that preserve and promote stability, self-reliance and dignity." – CSA Mission

CSA's safety net includes:

- Emergency financial assistance for rent, utilities, prescriptive medication, dental care and eye exams.
- Back-to-School distribution of backpacks, school supplies and shoe vouchers.
- Holiday Sharing opportunities with food, clothing and toy distributions.

SETH and FAMILY*

Seth had lost his job and had been receiving unemployment benefits (UI) for some time which allowed him and his wife and two children to "get-by" until he found a new job. But it still took additional help from relatives and friends with food, diapers for the kids, laundry etc. to just get-by. When his UI benefits were unexpectedly discontinued he called the Santa Clara County help line 2-1-1 and was referred to CSA.

By now he had received a 15-day shut-off notice from PG&E. CSA was able to provide financial assistance immediately to bring the PG&E account up-to-date. In addition the CSA case manager pre-screened the family for CalFresh (food stamps) benefits which would give them \$668/month to buy food and set up the appointment for them with the CSA on-site CalFresh representative. The family was also registered with the CSA Food & Nutrition Center to receive additional food support.

A follow-up appointment was then set up with the CSA case manager to review necessary documents to provide one-time rental assistance to further help the family stabilize their financial situation.

When clients first came to CSA they were desperate; they couldn't even afford food for their children. By the end of the in-take assessment the case manager reported they were so relieved with the help available that they literally shed tears of happiness.

*Client's name changed to protect privacy and dignity.

HOMELESS SERVICES

Housing takes the largest proportion of a wage-earner's income. Loss of a job or even a cut-back on hours can be devastating to an individual or family that is living paycheck to paycheck. Even with the job the potential of any unexpected expense – a car repair, a medical bill, or school supplies – can often send a family into economic crisis with a threat to their home and the stability that comes with it.

Homelessness does not just affect the drug-user or mentally impaired. People can become homeless even with a job. During this economic downturn we have been seeing more and more people with jobs that don't pay enough to pay the rent. These people end up sleeping on their friends' couches for as long as they can; then they live in their car and when all options run out, they live on the street, sleeping in bus shelters or under freeway overpasses.

Now with no permanent address it becomes even more difficult to find a job and get back on their feet.

CSA homeless case managers assist these people with information to locate and secure affordable housing; information and assistance with public transportation; and assistance with benefits and health services. Financial assistance is available for one month's rent once they secure employment and a place to live that fits within their budget. Food is also available for them through our Food & Nutrition Center.

Housing is ultimately dependent on income and the stability of that income and only when a degree of stability is assured are the homeless able to move ahead with self-reliance and dignity.

S. P.

S.P. came to the US from Nepal on a green card to work and study. He was initially able to stay with a friend as he got settled but unable to find immediate employment and affordable housing in the economic downturn he soon found himself on the streets with no place to go.

The only place he could find to sleep at night was a bus stop and he stayed there night after night until a passing Good Samaritan found him. Listening to his story, the Samaritan connected him with someone he knew from Nepal and this contact led S.P. to CSA.

CSA's homeless case manager was able to connect S.P. with food immediately from the CSA Food & Nutrition Center in addition to securing emergency shelter, CalFresh (food stamps) benefits and public transportation passes so he could begin looking for work. Within a week S.P. had secured a seasonal holiday job for minimum wage – the pressure began to lessen.

S.P. knew he needed stable employment to be self-sufficient and it took him a couple months to find a full-time job. During this time the CSA homeless case manager directed him to subsidized housing waitlists and helped him budget to save money for a security deposit. He signed onto over 30 waitlists for housing opportunities.

Within two months he was accepted for a subsidized housing studio near his place of work. By then he had saved enough for the security deposit and CSA was able to provide one month's rental assistance. S.P. is still employed, housed and self-sufficient looking forward to his first classes in a local community college.

389

The number of homeless people accessing CSA homeless services.

12.9%

Percentage of increase in rents in Santa Clara County this past year.

20%

Percentage of clients we were able to help secure available affordable housing in the area.





SENIOR SERVICES CASE MANAGEMENT

Integrating social and medical care for senior adults under the direction of a case manager results in fewer hospitalizations and postponement of institutionalization. This means considerable savings in monies not spent on medical care and nursing facilities by Federal and State health care programs.

But, more importantly, in real human terms this means a senior can live in their own home and in a familiar environment – two significant factors in Mom’s or Grandma’s quality of life especially if our careers or life’s journeys have taken us to other parts of the county.

Case management gives the senior someone they can count on; someone they can trust on a day-to-day basis.

312

The number of seniors with open case management files.

0%

Rate of hospital readmission for CSA senior clients with chronic conditions within 30 days of discharge. (National Medicare 30-day readmission rate is 20%!)

32.9%

Percent of Mountain View seniors near or below the Federal poverty line.

95%

Percent of senior clients who remained living in their own homes with CSA case management assistance.

ALBERT

Albert is an 80 year old referred to CSA by his social worker at El Camino Hospital because he was facing eviction from his apartment. The CSA Senior Services case manager assisted him with rental assistance through the federal Homeless Prevention and Rapid Re-Housing Program (HPRP) which stabilized his living conditions. He was also provided reflective counseling in regards to his strained family relations (divorced) to relieve that additional anxiety.

In addition, his Senior Services case manager worked with him on managing and prioritizing his budget to maintain his housing. He was also assisted in applying for In-House Supportive Services (IHSS) to help him maintain his apartment along with an application for senior housing.

CSA’s Nurse Case Manager assisted him with managing his medications after he was discharged from the hospital. Since he has multiple health conditions – coronary artery disease, hypertension, gout, and a history of strokes - his medications needed to be adhered to. But, at the same time, his blood pressure medication was causing side effects which increased his risk for falling. Not comfortable with his primary care doctor, the CSA case manager was able to find a new primary care bilingual doctor with whom Albert is now very comfortable discussing his medical concerns.

Albert is happier, less anxious and tearful now that he has a CSA Senior Services case manager he trusts and can rely upon!

SENIOR NUTRITION PROGRAM

Our Senior Nutrition Program offers a hot lunch, prepared on-site at the Mountain View Senior Center, for anyone over the age of 60.

This program, funded by the County of Santa Clara and the City of Mountain View, strives to reduce hunger and food insecurity among our senior citizens. It also promotes socialization by breaking down the barriers of isolation in which so many of our seniors find themselves living alone.

In addition to the daily nutritious meal served 5 days/week, nutrition and health education is provided to improve nutrition behavior health literacy among the program attendees. Opportunities to socialize, build relationships and access other senior/community services are also provided.

Preventing malnutrition, offering health and nutrition education and offering seniors a place to socialize helps keep seniors living independently and in their own homes longer.

KARL

“My name is Karl*. I come to America from Iran in 2010 as a religious refugee. Because I am not Muslim it was very dangerous for me in my country.

“American people have been very kind to me. The senior nutrition program has given me the opportunity live healthy and make many kind friends. I do not make enough money to pay [for both] rent and buy food. I have no money left after pay for rent. No money for food.

“I don’t know what I would do to survive if I did not come to program everyday. Still I worry what would I do without food.

“I am due [sic] to American people and volunteer everyday to help pay back. I will do anything to help.

“Thank you to American people.”

*Client’s name changed to protect privacy and dignity.



35,943

The number of hot lunches served last year.

40

Average number of times a senior came for lunch last year.

21%

Percent of seniors in Santa Clara County who live alone.



**MESSAGE FROM
THE BOARD PRESIDENT**

PHIL ROSE



PHIL ROSE
Board President

2012-2013 EXECUTIVE COMMITTEE

- President: **Phil Rose**, City Management (retired), Commercial Real Estate
- Vice President: **Jeannie Richter**, Teacher (retired)
- Treasurer: **Harvey Dixon**, Venture Capital (retired)
- Secretary: **Darelda Medina**, HR Representative, PSSI/Stanford Recycling Center

Jeannie Bruins, Past Board President

Tom Myers, Executive Director

For the past fifty-five years, Community Services Agency has made a difference in thousands of people's lives. For those unable to meet their own or their family's basic needs, CSA has been their safety-net in time of crisis. I am proud to be part of the community that makes this possible.

In fact CSA has been around long enough that many of the children and grandchildren of those that have received our help in past are now contributors to CSA and some, even leaders in the community!

Over the past four years, you've responded to the economic crisis with increasing donations to provide the critical support services for the growing number of those in need. The good news is that in the past two years, we have experienced a 4% decrease in those seeking Emergency Assistance.

The not so good news is that we remain well above our 2007 levels of need and continue to work overtime to provide assistance in all our areas of support. Please take some time and read this Annual Report on the continuing need and more importantly the impact our programs have on those who need them.

As I come to the end of my term on the Board of Directors, I realize how really heartwarming it has been to be part of providing these services, not just as a Board member, but as volunteer and contributor. We have a highly skilled and committed staff that, along with hundreds of volunteers, provide thousands of hours of services committed to the health and well-being of those in need.

This kind of service enriches the quality of life for all of us. CSA is a valuable asset that deserves our support and encouragement.

On behalf of the Board of Directors, I encourage you to write a check, volunteer in one of our programs or serve on the Board of Directors. We must absolutely maintain this safety net for our neighbors.

CSA Board President
Phil Rose

2012-2013 BOARD MEMBERS

Mark Bollwinkel, Senior Pastor, Los Altos United Methodist Church; **Gisela Daetz**, Teacher (retired); **Kevin Duggan**, City Management (retired); **Karen Fox**, Marketing Professor (retired), Santa Clara University, Leavey School of Business; **Oscar Garcia**, President/CEO, Mountain View Chamber of Commerce; **Margot Harrigan**, Director of Development, American Red Cross Silicon Valley; **Tilmin Hudson**, Divisional Director, US Sales, CPP, Inc.; **William James**, Patent Attorney, Van Pelt, Yi & James LLP; **Sandra Lee**, Community Volunteer; **Gavin O'Duffy**, Senior Program Manager, Lab126; **Vicki Oldberg**, Sr. Associate Dean for Finance & Administration (retired), Stanford University; **Michelle Rogers**, Business Owner & CEO; **Deepak Sharma**, Associate Partner, IBM; **Tom Smith**, Real Estate Broker; **Laura Stefanski**, Director, Mountain View-Los Altos Adult School

THE HEART OF THE MATTER

Our supporters are the real heart of Community Services Agency. As individuals and organizations you embrace our mission as the vital safety net for all the less fortunate among us.

Some of you choose to work alongside us and our clients, keeping the agency running or providing direct assistance such as transpiration. Many of you offer generous financial donations that enable us to focus our resources where they are most needed.

Regardless of what you share, you give hope to the desperate, dignity to the overlooked and a helping hand to people who so want to live independently.

CONTRIBUTIONS & GRANTS : July 1, 2011 - June 30, 2012

\$50,000 OR MORE

CORPORATIONS

El Camino Hospital

FOUNDATIONS

The Grove Foundation; Hurlbut-Johnson Charitable Trusts; David & Lucile Packard Foundation; Ronald and Ann Williams Charitable Foundation

\$20,000-\$49,999

INDIVIDUALS

Vernon and Jane Bindi Oi; Lucian and Jean Taylor

CORPORATIONS

Intuit, Inc.

FOUNDATIONS

The Altos Foundation; George and Wilma Leonard Charitable Foundation; Moore Family Foundation; Silicon Valley Community Foundation; Sobrato Family Foundation

\$10,000-19,999

INDIVIDUALS

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Los Altos Town Crier; Mountain View Voice; SanDisk Corporation

FOUNDATIONS

Gordon and Betty Moore Foundation;

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ORGANIZATIONS

Foothills Congregational Church; SEMI

\$5,000-\$9,999

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CORPORATIONS

Google, Inc.; Home Instead Senior Care; Thrivent Financial for Lutherans

FOUNDATIONS

The Dauber Foundation; Merrimac Fund; Palo Alto Medical Foundation; Yen Chuang Foundation

ORGANIZATIONS

Los Altos Rotary Endowment Fund; St. Nicholas Church; United Methodist Church of Los Altos

\$2,500-\$4,999

INDIVIDUALS

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LEGACY SOCIETY

From time to time Community Services Agency has been the beneficiary of one of our donor's estates. Such bequests have played a vital role in our financial stability and have allowed us to stretch even more in addressing our client's needs. Such a gift is truly a testament to the work we do, the impact we have on people's lives, and the sense of community we all share.

If you would like to designate an estate gift to CSA, please contact your financial advisor or your attorney to ensure that your wishes are carried out, and let us know so that we may include you in our "Community Legacy Group" for special recognition.

For any other information contact our Development Director Jim Boin at 650.968.0836 x 115 or jboin@csacares.org.

Patti Rose; Barbara Rugtiev; James and Marge Shively; Douglas and Helga Usher

CORPORATIONS
Apple Computer

FOUNDATIONS
J/J Petricciani Foundation; Los Altos Community Foundation

ORGANIZATIONS
Kiwanis Club of Mountain View; St. Simon Catholic Parish

\$1,000-\$2,499**INDIVIDUALS**

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\$500-\$999**INDIVIDUALS**

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\$150-499**INDIVIDUALS**

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Donations of food items for our Food & Nutrition Center; toys and clothing for our Holiday Sharing Program, and products or services for our Spring Gala auction account for 4.0% of the revenue that supports our programs.

INDIVIDUALS

Isaac Aguilar; Valeria Anawalt; Jennifer Anderson; Margaret and Roger Anderson; Mr. and Mrs. Richard Anderson; Jack Armanini; David and Kathryn Arnold; Manijeh Assadi-Marhamat; Douglas and Judy Bailey; Gary and JoAnne Baker; Ms. Susan Barber & Mr. Joseph Pearlman; Joel and Wendy Bartlett; Patricia Beck; Susan Becker; Deyan Bekchiev and Mariana Antcheva; Cathy Berwaldt; Ms. Jane Bessin; Phillip and Kathy Besuner; Robert Bethune; Rupak Biswas; Andy Block; Denise Blocker; Kathleen Bonte; Jennifer Borenstein; Laverne Bornschlegel; Joan Bowersock; Ms. Kay Boynton; Heidi Lee Brierley and Jim Boyce; Earl Bright; David Brody; Robert and Laura Brown; Dave Bruce; Don Bruno; Ronit Bryant; Bonnie Burdett; Josephine Campbell; Laura Carstensen; Skye Casem; Gene Cavanaugh; Jose Celaya; Lily Chang; Dolores Chasuk; Karen Chew; Diane Cho; Kathleen Christensen; Jennifer Chue; Simone Clements Leedemon; Louis Cogliani; Steve and Cathy Combs; Jaime Cordera; Michael and Karen Costa; Alice Cota; Beverly Crawford; Robert Crawford; Phil and Kathleen Creger; James and Carol Crowther; Mrs. E. James Currey; Dave and Lara Daetz; Chris and Mary Dateo; Donna Davis; Sallie DeGolia; James and Sue DeLong; Christina Demas; Dr. Lisa Devlin; Margaret Diesel; Mr. and Mrs. Paul Donahue; Stanley Doty and Claudia Hevel; Edie Drobnj; Frank and Maureen Drobot; Natalie Elefaut; Merideth Elnen; John Elrod; Candace Engelsen; Ms. Myra Enkelis; Mary

Ericsson; G. Fallette; Patrick and Betty Farrell; Fae Fatemi; Karen Fox; Audrey and W.C. Frederic; Pam and Robert Galen; Patricia Gallaher; Zee Garrett; Lonnie Gary; Ravi Gauba; Deanna Gearhart; Kristene Geering; Johan Geerke; Peter Giannini; Dana Go; Leonard and Terri Goldberg; Kaye Gonzalves; Bijan Goshtasebi; Robert Greeley; Heather Grillo; Dorothea Grimes-Farrow; Rebecca Griner; Ms. Karen Grossman; Cora Grubb; Bill Hall; Tom and Dianne Hancock; Michael and Mary Harding; Milton and Nancy Hardyck; M. Harvey; Emmett and Ruth Hearn; Robert and Ida Heller; Jennifer Henderson; Jane Hindman; Edward and Sarah Hoover; Alys Huy; Ronald and Ann Ibaraki; Paula Ishak; Dorothea Ivanov; Laurel Iverson; Ms. Robin Iwai; Melissa Jankowski; Frankie Jemison; Dennis Jespersen and Donna Davies-Jespersen; Ms. Judie Johnson; Anne Johnston; Jacqueline Kandell; Justin and Suzanne Kasso; L. Katz; Clarence and Mildred Kellogg; Gary Kidwell; Nancy Kinston; Helen Knofloch and Peter Nikowitsch; Gilbert and Martha Kojima; Asha Kumar; Ron and Katharine Lang; Joyce Lau; Reena Lee; Joyce Leedeman; Eric Lemons; Michael and Marilyn Levy; Nellie Lieu; Sue Linder; Jenna Loh; Bette Lopez; Joe Lou; Julie Lovins; Rosemary and Alexander Lubarov; Wallace and Joan MacDonald; B. Mackraz; Jacqueline Madden Hough; Mr. J. El Mansheim; Martha Maris; Julie Martino; Bill Massoni; Stephen Matthews and Tracy Schwartz; Alex Matulich; Laura McCarthy; Elizabeth McDermott; Frank McKee; Sharilyn McRae; Ramsey Mehigin; Dorothy Meier; Heidi Melander; Ramsey Melugin; Kim Merry; Carol Michaels; Susan Michel; Ms. Debbie Miller; Madeline Miraglia; R. Mizuno; Ms. Carol Moholt; Richard and Eloise Moll; Jean and Barbara Mordo; Robert and Sallie Morgan; Richard and Susan Moss; Susan Murphy; Ms. Patricia Musgrave; Steve Muther; Tapan and Deepthi Nanawati; James and Barbara Nappo; Diana Neebe; Darrell Nelson; Janis Nelson; Nausheena Noori; Alan Nyitray; Tosh Okada; Gregory and Joanne Olsen; Andrea Orozco; Rafael Orozco; Wendy Page; Ms. Julie Parker; Joanne Pasternack; Javier Perez; Shanon Pestrong; Bernard and Rozalia Pfefer; B.L. Pfofan; Joyce Phillips; Martha Pippere; David Platt; Mr. David Porter and Ms. Sue Lindner; Ms. Gwendolyn Potter; Donna and Darwin Poulos; Claire Pryor; Anita Rao; Wanda Rayner; Mary Alice Reid; Denise Reilly; Laurie Richard; Heather and Matthew Robbins; Michelle Rogers; Stephanie Rosenbaum; Rachel Ross; E. Rossignol; Jaclyn Rusch; Alvin and Phyllis Rutner; Jocelyn Saiki; Lisa Salinero; Nicola Sandars; Linda Sarver; Pam Scarberry; Ms. Judy Sedgwick; Jamie Seeba; Allan and Saralyn Shapiro; Susan Shapiro; Kori Shaw; Rebecca Shih; Carolyn Siegel; Joel Sisk; Carl and Karen Skold; Brian and Marilyn Smith; J.

Windell and Susan Smith; Kim Smith; Kimble Smith; Dave and Sharon Smullin; Mara Sniderman; Mr. John Snyder; Amy Solomon; Cynthia May Spann; Craig Stephens; Mr. and Mrs. Jeffrey Stricker; David Strothers; Ms. Jenna Stuckey; Terry and Nancy Tadlock; Sandra Tanaka; Tig Tarlton; Brown and Rosalia Taylor; Monica Teicher; Mona and Ulf Teigen; Betsy Templeton; Joo Tham; Jo Anne Thompson; Ian and Diane Thomson; Jennifer Tirva; Ona Trembois; George and Sally Truitt; Dr. Char Tu; Tim Twerdahl and Evita Prasetya Twerdahl; Mr. Mason Uyeda and Ms. Judy Levy; K. Villanueva; Nellie Villanueva; Bettina Vinsant; Gary and Cathy Walz; Robert and Judith Ward; Lisa Webster; Donna White and Allen Baum; Sherry Whiteley; David and Dianne Willwerth; Phoebe Wise; Susan Wojcicki; Maryellen Wolfers; Joe Wong; Margie Wong; Winifred Wood; Debbie Wu and Jeff Krause

CORPORATIONS, ORGANIZATIONS, SCHOOLS AND CLUBS

129th Security Forces Squadron; Accenture Cisco Account; Aha-Yes! LLC; Alain Pinel Realtors; Allied Auto Works; Almond School; Alto View Alpha; Assistance League of Los Altos; Assisteens; Beta Sigma Phi; Blach Junior High School; Boy Scout Troop #31; Boy Scouts of America; Bridges Community Church; Brownies; Bullis Charter School; Bushido Restaurant; Campi Properties; Castro School; Children's Corner; Christ Episcopal Church; Christ Episcopal-Women of Christ; City of Los Altos Recreation Department; City of Mountain View; Coldwell Banker (Los Altos); Congregation Beth Am; Costco (Mountain View); Covington Elementary; Cranberry Scoop; Crittenden Middle School; Daisey Troop; DePuy Spine, Inc.; DOVIA (Directors of Volunteers in Agencies); Draegers (Los Altos); Eastwick Communications; Egan School Student Body; El Camino YMCA; Elk's Club Palo Alto; Farmers Market - Mountain View; First Presbyterian Church of Mountain View and ODC; Foothill Baptist Church of Los Altos; Foothills Congregational Church; Foxgrover Properties; Fraternal Order of Eagles; Frias Family Vineyards; Gamble Garden; Girl Scout Troop #37; Girl Scout Troop #60755; Girl Scout Troop #61258; Girl Scout Troop #61543; Girl Scouts; Girl Scouts Troop #60822; Google, Inc.; Graham Middle School; Harrell Remodeling Inc.; Hermania Rebekah Lodge #49; Hidden Villa Farm & Wilderness Preserve; Home Instead Senior Care; Huff Elementary School; ICF Branch 47; Immanuel Lutheran Church; Intero Real Estate Services; Intuit, Inc.; Kaiser Mountain View; Kannon Do Zen Meditation Center; Keller Williams Realty; Kiwanis Club of Mountain View; KMVT / Mountain View Community Television;

Knotty Threads Quilt Group; Lancer Chiropractic; Lanser Chiropractic; Lord's Grace Chinese Christian Church; Los Altos Cheer; Los Altos Lutheran Church; Los Altos Recreation Department; Los Altos Rotary Club; Loyola Elementary School; Lucky's; Lytton Gardens; Master Gardeners of Santa Clara County; Microsoft Corporation; Miramonte School; Monta Loma Elementary School; Mountain View Buddhist Temple; Mountain View Fire Department; Mountain View High School; Mountain View Library; Mountain View Police Dept.; Mountain View Rotary Club; Mountain View Woman's Club; Nasa Ames Research Center; National Charity League - Stanford Hills Chapter; Newton Rimmel Attorneys; Nire Trust; Nob Hill Foods (Raleys); Oak School; Oak School Girl Scouts; PACE (Pacific Autism Center for Education); Palo Alto Animal Services; Palo Alto Elk's Veterans Community; Palo Alto High School; Palo Alto Medical Foundation; Park Regent Apartments; Peninsula Sanitary Service, Inc.; PEO Chapter NW; Prime Fiduciary Services, LLC; Quota Club of Mountain View and Los Altos; Red Hat; Safeway (Blossom Valley); Safeway (Los Altos); Safeway (MV-Shoreline); Saint Francis High School; San Jose Earthquakes; Santa Rita Elementary School; Second Harvest Food Bank; Sereno Group; Sherry's Childcare; SJMU Faith Formation; Springer Elementary School; St. Joseph Catholic Church; St. Joseph Elementary School; St. Nicholas Catholic School; St. Nicholas Church; St. Paul Lutheran Church; St. Simon Catholic Parish; St. Stephen Lutheran Church; St. Timothy's Episcopal Church; St. Williams Catholic Church; Stevenson School; Sufi Coffee Shop; Summerwinds Nursery (Palo Alto); Sunnyvale Museum Garden; Tiny Prints; Trader Joes; Travelzoo; Trinity United Methodist Church; Union Presbyterian Church of Los Altos; United Methodist Church of Los Altos; United Methodist Church of Los Altos - Childrens Center; United Way Silicon Valley; Vasquez Farms; Village Harvest; Vita; Wealth Architects; West Valley Community Services; Whole Foods (Los Altos); Willowgate Community Garden; Yew Chung International School; YMCA El Camino

We make every effort to keep as complete and accurate donor list as possible. Should there be any errors of either commission or omission please accept our sincere apology and contact: Jim Boin, Development Director at 650.968.0836 x 115 or jboin@csacares.org. Corrections will be acknowledged in the summer 2013 newsletter.

FINANCIAL POSITION AS OF JUNE 30, 2012

Current Assets: \$ 1,067,687
 Fixed Assets: \$ 427,679
 Investments: \$ 1,641,106

Current Current Liabilities: \$ 133,904
 Unrestricted Net Assets: \$ 2,619,881
 Temporarily Restricted Net Assets: \$ 382,687

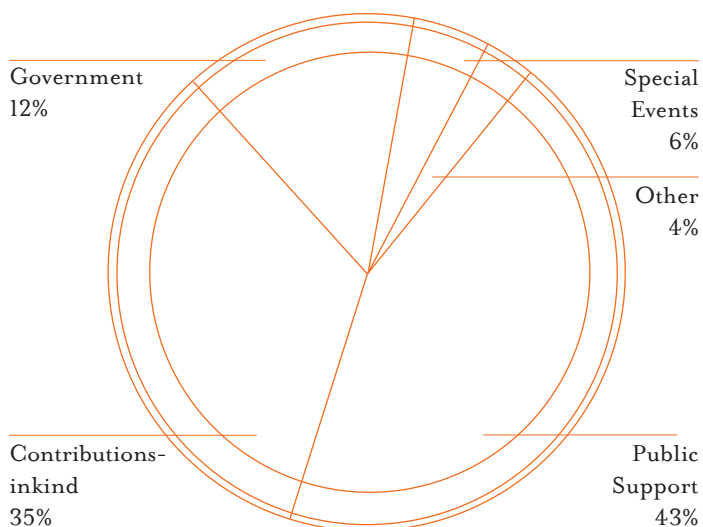
TOTAL ASSETS: \$ 3,136,472

TOTAL LIABILITY & NET ASSETS: \$ 3,136,472

CONSOLIDATED STATEMENT OF ACTIVITIES FOR THE YEAR-ENDED JUNE 30, 2012

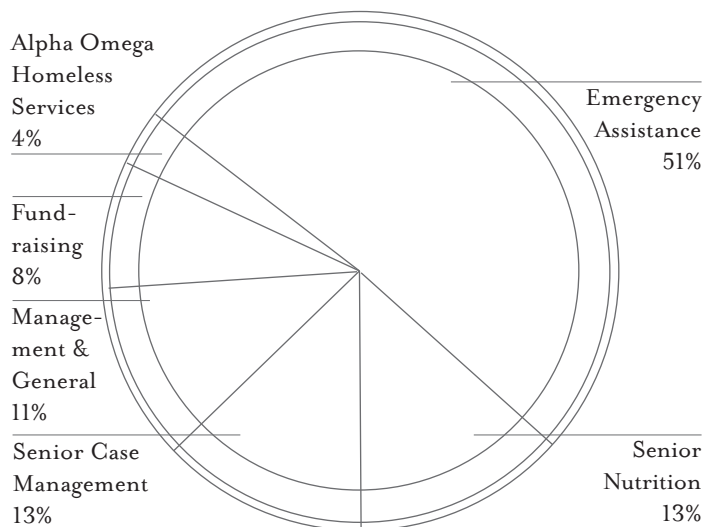
REVENUES

Where The Money Comes From



EXPENSES

Where The Money Goes



Public Support*	\$ 1,421,825	43%
Contributions-in-kind	\$ 1,166,842	35%
Government	\$ 382,869	12%
Special Events	\$ 193,973	6%
Other (Interest/Dividends, Investment gains and losses, etc.)	\$ 149,895	4%

Emergency Assistance	\$ 1,644,500	51%
Senior Nutrition Program	\$ 437,097	13%
Senior Case Management	\$ 420,724	13%
Management and General	\$ 343,749	11%
Fundraising	\$ 260,152	8%
Alpha Omega Homeless Services	\$ 140,649	4%

TOTAL REVENUES **\$ 3,315,404** **100%**

EXPENSES **\$ 3,246,871** **100%**

* Includes contributions from individuals, foundations, organizations and businesses.

\$.81 CENTS OF EVERY DOLLAR IS SPENT ON CLIENT PROGRAMS AND ASSISTANCE

A copy of the complete audit report is available upon request.



heart. hand. hope.

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