

Beyond The Bend and The Journey Ahead

A bend in the road is not the end
of the road...Unless you fail to
make the turn.

- Helen Keller



Moving Into The Future: Facing the Unknown Together

What a year this has been! A global pandemic brought health and economic anxieties and forced us to rethink how we live our lives and how we interact with each other. And as we struggled to find safe solutions, we were forcefully reminded that hardships fall most heavily on the most vulnerable amongst us.

CSA met the COVID-19 emergency head-on. Staff expanded and reimagined critical services to safely support a growing number of community members in crisis. What a record of help: a fivefold increase in new client households, over \$5M distributed in rental assistance since the start of the pandemic (mostly to very low income families), hundreds of thousands of pounds of food provided to clients (some food-insecure for the first time), and direct support for families sheltering in place.

I am so proud of our dedicated CSA staff and of our generous community, stepping forward to help blunt the ravages of the crisis on our friends and neighbors. Thank you, thank you, thank you!

But it's not yet over. For some, the pressure is easing and the choices are increasing. For many others, for those who have been the hardest hit, our seniors, our service sector workers, and the insecurely housed, the crisis continues and may even exacerbate in the coming months. As a community, we cannot turn our focus away from the ongoing emergency.

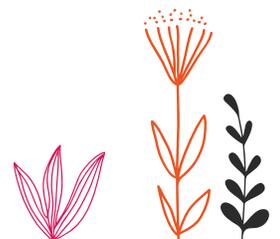
At CSA this coming year, as we continue to be the community's safety net and serve present needs, we will look at what lies ahead, distilling lessons learned in this pandemic year, identifying emerging needs, new clients, and innovative solutions. Critically, we must ensure that we have the staffing and facilities we need to fulfill our mission – as needs grow and services grow in response, CSA needs the resources to provide the help the community requires.

On the CSA Board of Directors, as we help guide the agency into the future, we are proud of our diversity, long-term supporters working with new talent, people long rooted in the community working with emerging leaders – all focused on helping the community.

Please stay at our side on this journey, supporting our community and moving into the future together.



Ronit Bryant
Board President, 2021-22



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Fiscal Year 2020-21 was a challenging year for CSA. The emergency measures we put in place to respond to COVID in March 2020 morphed into long-term program adjustments as the pandemic continued. Life didn't just pause last March. Many of our clients continue to have real every day fears on top of the pandemic – whether it's due to their economic, migratory or social status or other issues. CSA has been there with them every step of the way paving the path forward.

Homeless Prevention Services (HPS)

CSA served 1,946 households, totaling nearly 5,000 individuals in Fiscal Year 2020-21. This was an increase of 18% over the previous year's numbers, reflecting growing demand for services as the pandemic dragged on through calendar year 2020 and into 2021. This program served 2,901 individuals, or over 1,000 households, with rental and/or utility assistance totaling approximately \$3 million, a 15-fold increase in people served versus pre-pandemic data.

4,996 Clients Served

1,946 Households Benefited

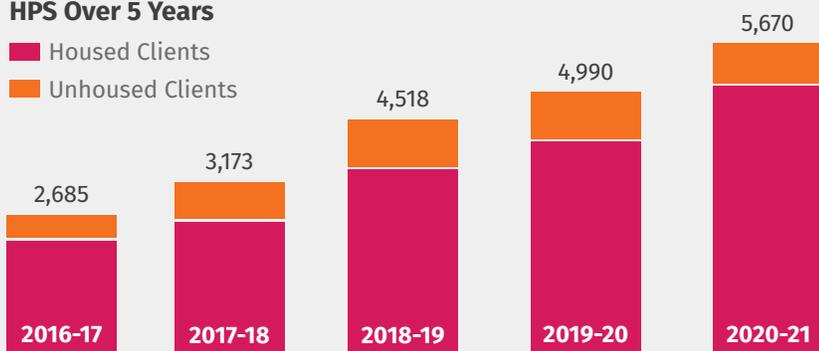


2,901

Individuals in 1,044 households received rental and/or utility assistance

HPS Over 5 Years

■ Housed Clients
■ Unhoused Clients



Non-registered clients included in data beginning in 2018-19.

Overall, I have been very impressed with CSA, its holistic approach toward the people it serves and its flexibility in responding to client needs during this health crisis. You can't ask for a more compelling mission and warm, welcoming people to work with.

- CSA Volunteer

Homeless Services

CSA serviced a total of 674 clients in the Homeless Services Program. Nearly 500 households were served. Nearly \$92,000 was provided in direct financial assistance to unhoused clients to assist with first month rent and deposit, hotel fees, and vehicle repairs, among other items. Case managers helped house 25 clients.

Nearly
500
Households Served

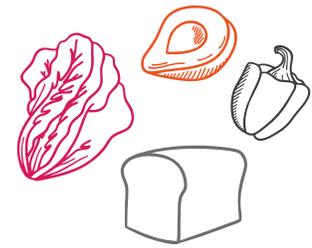
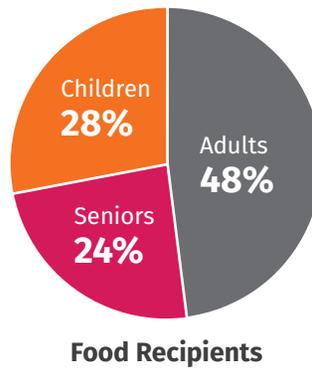
Nearly
\$92,000

Provided in Direct Assistance to Unhoused Clients

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

Food and Nutrition Center

Our Food & Nutrition Center continued to be impacted by the pandemic, offering distributions of pre-bagged groceries in the parking lot and deliveries of grocery bags to our most vulnerable clients. Overall, CSA provided 1,340 households – 2,686 individuals – with nutritious groceries in Fiscal Year 2020-21.



727,242

Pounds of Donated Food
50% Fresh Fruits and Vegetables

What keeps me going is being able to make an impact by connecting with volunteers and placing them in a program that benefits our mission. My relationship with volunteers and coworkers is precious. Supporting each other allows us to continue working with a sense of security and purpose during a time with so many unknowns.

- LaDrea Clark, Volunteer and Special Events Coordinator

Challenge Diabetes

This program is a joint venture with West Valley Community Services and Sunnyvale Community Services, funded by El Camino Hospital.

158 Participants enrolled in the Challenge Diabetes Program

61 Over-the-phone Diabetes Risk Assessments completed

24 Virtual health education sessions hosted in three languages for 455 attendees

7 Virtual support groups focused on exercise hosted with 53 attendees



COVID Response Team

One of the many heroic efforts undertaken by CSA staff in response to the pandemic was the COVID-19 Response Team to support community members' immediate needs while in quarantine by connecting them to rental assistance, and delivering food and COVID care packages. The program, which served 113 households, was rolled out in September 2020 to address the needs of newly diagnosed residents.

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Senior Services Program

The past year we had many clients reach out to us in crisis mode, which resulted in a 13% increase in overall caseload. Our case managers spent much of their time calling clients to ensure that their basic needs were being met. Many doctors appointments were conducted via the phone or video call. Our services never stopped, but were modified to accommodate COVID and the crisis needs of the clients.



252

Senior participants served

98%

Seniors able to live independently

81

Enrolled in Intensive Case Management (ICM)

99%

ICM clients avoided rehospitalization

I know this year has been extremely challenging for everyone at CSA (and of course, in the community especially!). But the way all of you have risen to the challenge is outstanding.

- CSA Donor

Senior Nutrition Program

CSA's Senior Nutrition Program continued to serve lunch five days a week at the Mountain View Senior Center with a drive-through distribution system. In Fiscal Year 2020-21, the SNP saw an increase of 36% in meals served over the previous year.



46,261

Meals served - 10,000 more than in prior years

Community Navigator Program

CSA trains trusted leaders within the community to help their neighbors navigate services in the areas of immigration, domestic violence, tenant rights and CSA resources. The Community Navigator Program (CNP) has continued to hold online information sessions and release weekly vlogs in English and Spanish to keep the community informed in this time of constantly changing information.



Our Volunteers

CSA's team of 38 full and part-time staff is augmented by a volunteer force of approximately 865 community members. During Fiscal Year 2020-21, our rockstar volunteers contributed over 11,024 hours, putting the value of contributed time at over \$314,616.

57

CNP workshops held for volunteers

1,909

Participants attended CNP workshops

47

Community Navigators trained

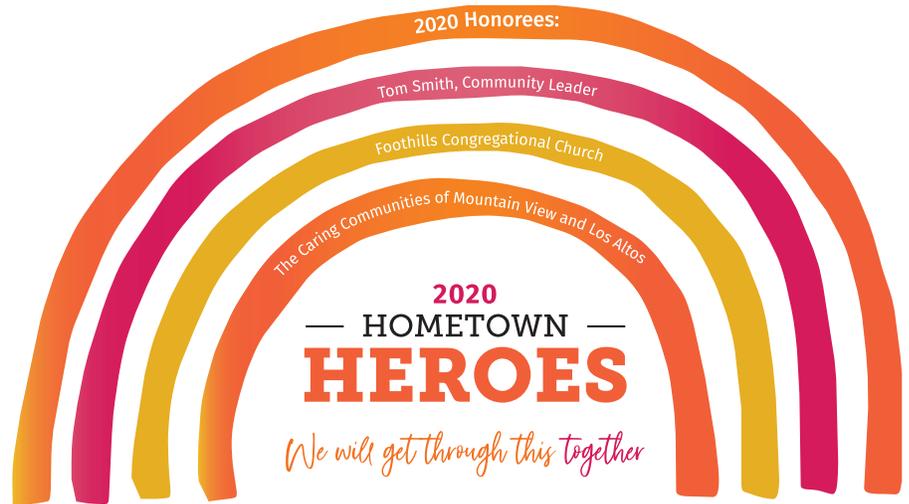
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CSA Charts New Path for Special Events

Like every nonprofit organization raising funds in new ways since the pandemic, CSA was forced to be creative, moving all of our special events online. Though there were a few bumps in the road, we managed to bring these events to our wonderful donors and volunteers through the electronic mediums that are now our daily gateway to the world.

Hometown Heroes

Our Hometown Heroes event in September 2020 was a welcome break from pandemic-related and other stressors to come together as a community and celebrate the many heroes who stepped up to help during these challenging times. The well-attended virtual event featured our 2020 honorees, an agency tour and client interviews in English, Spanish and Mandarin.



Congratulations to our 2020 Hometown Heroes

Tom Smith

Tom embodies the best of community volunteerism and leadership. In addition to being a past president of the CSA Board and currently supporting several committees, he has been active with the Los Altos Chamber of Commerce. Tom and his wife Karen are recipients of the Chamber's coveted Walter & Marie Singer Award given "to those exhibiting community service, generosity and commitment to business."

Foothills Congregational Church

When the pandemic hit, the congregation leadership went into overdrive. Their primary concern was protecting the most vulnerable community members and early on, releasing funds to organizations like CSA to enable critical work to continue and grow with the need. Says Pastor Christopher Breedlove, "Pairing up with an organization like CSA is essential, one of the ways we can manifest our love for our community and put our faith to work."

The Cities of Mountain View and Los Altos

These two cities stepped up early on to prevent evictions among our most vulnerable community members. The Mountain View City Council initially provided \$2.7 million in funding (later expanded to nearly \$4 million plus an additional \$1 million for financial assistance) to help struggling renters pay their bills and the Los Altos City Council approved a \$75,000 grant to CSA.