EAN Agencies are focused on providing rental assistance, housing support services and food assistance to very low income seniors, families and individuals.

**Santa Clara County EAN Agencies**
- Community Services Agency of Mt. View and Los Altos
- InnVision Shelter Network
- Salvation Army
- Sacred Heart Community Services
- St. Joseph Family Services
- Sunnyvale Community Services
- West Valley Community Services

**The Impact These Agencies Have in our Community**
- 100,252 clients served annually
- 1,811 clients received rental assistance
- 618 households needed security deposits to move into housing units
- 15,135 households received utility assistance for heating and electricity
- 1,026 households received cash aid for to help with Hardship Issues, Medical Bills, Funeral, or Transportation
- Provided 9,947,571 pounds of food per year to 55,921
- 1,772 clients received in employment related services
- 74% of clients returned for the same service for more than 6 months and 85% of clients use more than one service
- 88% of clients are referred to services beyond their agencies
- Most never received all they needed to become self sufficient, and move up and out of poverty
Emergency Assistance Network Overview

Everyone experiences emergencies from time to time. For some Silicon Valley residents, however, each day is a struggle for financial stability and independence. When an emergency hits, they need somewhere to turn for help.

Mission

United Way Silicon Valley in partnership with Community Services Agency Mt. View and Los Altos, InnVision Shelter Network, Salvation Army, Sacred Heart Community Services, St. Joseph Family Services, Sunnyvale Community Services, West Valley Community Services has joined to create a safety net of essential services for all Santa Clara County residents. The goal is to stabilize individuals and families during times of trouble and help them return to self-sufficiency. The Emergency Assistance Network (EAN) provides a variety of services to prevent homelessness and act as a safety net for residents facing eviction, utility disconnection, and hunger. The EAN offers assistance to help families and individuals recover from emergency situations, often providing case management and financial education in conjunction with:

- Food Assistance
- Rent and Mortgage Aid
- Utility Assistance
- Medical and Transportation Aid

Additional resources can be found at [United Way’s 211 Information and Referral Program](https://211uw.org) providing access to basic needs and other social services including Bank on San Jose Services, Credit Coaching and Free Tax Assistance or go to [www.uwsv.org](http://www.uwsv.org).
**Organization Mission:** We are the Community’s safety net, providing critical support services that preserve and promote stability, self-reliance, and dignity.

**Food Assistance:** CSA offers a food bank that includes, when available, fresh dairy, protein and produce to individuals and families in need to help stretch their budgets and minimize their food-insecurity. Our Food & Nutrition Center is open 5-days/week. In addition, nutrition education, healthy eating and shopping habits are emphasized through a series of workshops, flyers and recipes. In addition our case managers pre-screen clients for eligibility for CalFresh, the Federal Supplemental Nutrition Assistance Program (SNAP).

**Rental and Utility Assistance:** CSA offers emergency rental and utility financial assistance as part of its Emergency Assistance case managed program. Depending on circumstance we also provide vouchers to meet some other basic necessities of life such as work clothing, transportation and fee waivers for Mountain View Park and Recreation programs. In addition we also have limited dental, vision, and prescription assistance available for uninsured children.

**Housing Support Services:** CSA offers a case-managed program for homeless individuals and families. Services include not only assisting clients in accessing public benefits such as Social Security disability, CalFresh, and/or General Assistance but also case managers will help clients locate affordable housing, access wait lists, complete applications, liaison with housing providers and provide a one-time rental assistance when housing is found.

**Other Services:** CSA operates a Senior Lunch & Nutrition Program 5x/week at the Mountain View Senior Center providing not only hot and nutritionally balanced meals to almost 200 seniors/day but also more importantly providing opportunities for socialization. In addition educational presentations on issues of importance to seniors are offered.

CSA operates a number of programs that are family and child focused. Our Back-to-School Backpack Distribution program in August provides backpacks, school supplies and shoe vouchers for children of low-income families in grades K-12. Our Holiday Sharing Program provides toys, clothing and gift items during the holiday season for low-income parents with children. In addition, holiday food bags with turkeys are distributed to these families, too.

**Geographic Region:** Northern Santa Clara County – Mountain View, Los Altos, and Los Altos Hills.

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The biggest issue we are dealing with in northern Santa Clara County is the huge increase in rents.

With average rent now well over $2,000 per month for even the most basic of apartments, it is impossible for a family to be able to live in their own hometown if their income is dependent on working in service sector jobs.

Without food assistance and other forms of support, these families might find themselves homeless or trying to relocate.

*Tom Myers, Executive Director*
**Organization Mission:** InnVision Shelter Network (IVSN) is dedicated to helping homeless families and individuals across Silicon Valley and the San Francisco Peninsula return to permanent housing and self-sufficiency.

**Food Assistance:** Not provided by Commercial Street Inn as a service.

**Rental and Utility Assistance:** EAN services are being provided by CSI every month by appointment only and services a specific zip code area. Individuals that live within the zip code areas we serve are encouraged to contact Sandra Munoz (408) 271-1630 X 642 for an appointment.

**Housing Support Services:** CSI provides Housing support services to Clients currently staying in our Shelter.

**Other Services:** Commercial Street Inn works in collaboration with Santa Clara County Dental Van. The Mobile Dental Van is stationed in front of Commercial Street Inn every Thursday from 8am to 4pm. Individuals interested in Dental Services are encouraged to contact (408) 808-6102 for an appointment. On Mondays and Wednesday’ from 8:30am to 12 noon, Gardner Health Services sends a Mobile Medical Van to Commercial Street Inn. Both Medical and Dental vans park on Commercial Street in front of CSI, both programs serve the community at large.

**Geographic Region:** Zip codes are as follows: 95002, 95035, 95050, 95051, 95053, 95054, 95112, 95116, 95131, 95133, 95134.

I. The assistance we offer is never at 100% of the requested assistance asked for by our clients because the demand is so great.

II. Funds are usually exhausted within the first 2 weeks. We actively refer applicants to other partners or programs if they might qualify but often applicants' only recourse is to reapply when funds are replenished each month.

III. Our EAN Coordinator on site works with clients to help them qualify for the assistance but often it is challenging to encounter barriers with property owners or property managers who are reluctant to help us expedite the process which endangers the clients with nonpayment of rent.

*Karae Lisle,*
*CEO, InnVision Shelter Network*
Food Assistance: There are two food assistance programs that are based at the Opportunity Services Center and are operated at various off site locations within the community: The Breaking Bread community hot meal program serves hot meals to homeless and extremely low-income individuals in Palo Alto seven days a week. The program serves an average of 90 people a day, 32,850 meals per year. Of those people, approximately 250 are unduplicated monthly clients, 100 of which are chronically homeless and 150 are housed but at risk of becoming homeless.

The Palo Alto Food Closet provides fresh produce and nonperishable items to homeless and extremely low-income individuals. The Food Closet serves on average 80 clients a day, 300 unduplicated people per year with two bags of groceries, 2 times per week for each single member household. The Food Pantry operates Monday through Friday from 10am to 3pm and is staffed by community volunteers.

Rental and Utility Assistance: EAN services are provided at the OSC on an as needed basis, until quarterly funds are depleted, by appointment only. Applicants must meet specific guidelines to qualify and must fall within the geographic service region. Applicants can contact Kenya Rawls at (650) 853-8672 ext. 432 for preliminary screening and appointments.

Housing Support Services: OCS provides drop-in case management services to homeless or at-risk individuals and families throughout the city of Palo Alto, which includes but is not limited to housing support services. In addition, the OSC serves as the administrative headquarters of the Hotel de Zink program which provides interim housing for homeless individuals as they work with housing support to secure stable housing.

Other Services: IVSN's Opportunity Service Center is a multiservice drop-in center committed to transitioning homeless individuals and families to self-sufficiency and permanent housing. Some of the many services provided include: Drop-in case management and intensive case management, Housing and job search support, Skill-building workshops and activities, One-on-one resume building assistance, Childcare, tutoring, and summer programming for children and youth, Clothing closet, Computer access, SSI and SSDI enrollment assistance, Personal services such as laundry and showers, Free medical & dental consultation offered through partnering organizations. For more information on service contact the OSC Program Aid at (650) 853-8672.

Geographic Region: Zip codes are as follows: 94301, 94302, 94303, 94304, 94305, 94603

I. Due to the high cost of housing in Palo Alto and the region – high demand for all types of housing and little to no supply – there are few housing options for our clients to secure.

II. While the AMI (area medium income) is quite high in northern Santa Clara County because of the presence of high paying professional and tech jobs, low income wage earners cannot afford to compete with higher income earners to secure what little housing is available.

III. Fewer and fewer low paying jobs are full time with benefits, many are part-time positions so we encounter many clients who are employed but “under-employed”, working several jobs and carrying large transportation cost burdens in order to maneuver between these irregular schedules in a variety of locations.

IV. Funding for emergency assistance is very low and yet, demand for this service is ever present. Clients who have a real need are regularly turned away for lack of funds to distribute through this program.

Mila Zelkha, Director, Strategies Relations
Organization Mission: “To alleviate hunger and homelessness in South Santa Clara County by providing food, housing and employment related services, and advocating for system changes to improve the quality of life for the most vulnerable people in our communities.”

Food Assistance: Provide weekly fresh produce, in conjunction with Second Harvest Food Bank, for 600 low-income families each week; supplemental bi-weekly food allotments from our pantry; served over 15,000 hot meals to the homeless and unhoused; distributed 22,108 sack lunches to homeless individuals living on the street; pre-screening and enrollment into CalFresh

Rental & Utility Assistance: Through an application process, families in eminent danger of losing their housing and/or utility service are provided one-time assistance to help alleviate the situation, making it possible to remained housed and with utilities.

Housing & Supportive Services: St. Joseph’s manages and coordinates three separate, HUD funded housing programs for the chronically homeless. The programs are scattered-site and serve the South County homeless population.

Employment Services: Intensive case-managed employment services for low-income individuals living in Gilroy, who have significant barriers (language, literacy, criminal history, etc) to gaining and retaining employment. Includes job coaching, interview preparation, resume development and financial assistance with work-related expenses.

Other Services: Uplift Bus Pass, Transit Assistance Program (TAP), Gilroy Street Team and Step-Up Silicon Valley 1,000 Out of Poverty

Geographic Region: Gilroy (95020) and San Martin, CA (95046)

Gilroy has traditionally had some of the highest percentages of need in the county:

Highest percentage of homelessness in the County (per capita) according to the 2013 Homeless Census – an estimated 1,065 living in South County

Highest percentage of families (per capita) on CalWorks and receiving CalFresh (food stamps)

Highest percentage of families living below the Federal Poverty Line (FPL)

Unemployment rates in South County highest in Santa Clara County and significantly higher than the County average (5.7%), Gilroy (8.7%), San Martin (14%) – EDD January 2014

Accessibility and transportation issues for South County families trying to enroll in County, State and Federal benefits

David Cox
Executive Director
Organization Mission: “Our mission is to build a community free from poverty by creating hope, opportunity, and action. We provide essential services, empower people to improve their lives, advocate for justice, and inspire volunteers to love, serve, and share.”

Food Assistance: Sacred Heart provides a 3-day supply of groceries twice per month to people living in one of our 6 eligible zip codes and those who are homeless. Eligible food zip codes are: 95110, 95117, 95125, 95126, 95128, 95134.

Rental and Utility Assistance: Rental assistance for past due rent or deposit is available to help families facing an unexpected hardship keep or obtain stable housing. Eligible housing zip codes for Sacred Heart are: 95008, 95110, 95111, 95113, 95117, 95118, 95124, 95125, 95126, 95128, 95136. Sacred Heart offers annual financial assistance for electricity or gas bills for qualified low-income residents of Santa Clara County through the Low-Income Home Energy Assistance Program (LIHEAP). Call 877-278-6455 or walk-in for an application.

Other Services: Sacred Heart provides a range of other programs and services, including: clothes closet, home weatherization, job search and readiness assistance, public benefits assistance, financial education, tax preparation (VITA), family and parenting support, urban gardening, education programs for children and adults, volunteer and community education programs, and community organizing.

Geographic Region: Santa Clara County (please note some programs have zip code restrictions as described above).
Organization Mission: “The Salvation Army, an international movement, is an evangelical part of the universal Christian church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.”

Food Assistance: Salvation Army provides a 3-day supply grocery bag made according to the Food Guide Plate (which includes the following products: fruits, vegetables, grains, protein and dairy) to assure families and individuals are receiving a nutritionally balanced bag. Our food pantry is available to people living in one of the 27 eligible zip codes as follows: 95013, 95019, 95037, 95050, 95051, 95052, 95054, 95111, 95112, 95119, 95120, 95121, 95122, 95123, 95127, 95131, 95132, 95134, 95135, 95137, 95138, 95139, 95141, 95148, 95192, 95193.

Rental and Utility Assistance: Salvation Army provides assistance with past due rent, first month’s rent and/or deposit to families and individuals facing eviction due to an unforeseen hardship (i.e. a job lay off, lack of available jobs, reduction in work hours, unexpected car repairs, medical need etc.). Recipients must live within one of the zip codes we serve: 95013, 95019, 95037, 95111, 95119, 95120, 95121, 95122, 95123, 95127, 95131, 95132, 95134, 95135, 95137, 95138, 95139, 95141, 95148, 95192, 95193.

Other Services: Salvation Army provides a variety of other services as well. Clothes vouchers for those on job search to our local thrift store. Monthly bus passes at a discounted rate through T.A.P. A Calfresh representative is on site once a week to do screenings and applications for food stamps. Through our Emmanuel’s House (men’s shelter) homeless men are able to stay overnight for free their first 14 days and $5.00 per day thereafter. Showers, hot meals and laundry services are available at no expense. Our Senior Nutrition program provides a pleasant safe atmosphere where seniors can socialize, have lunch and play bingo. They celebrate cultural holidays and special events. They go on different field trips and for exercise there is a weekly Zumba class.

Geographic Region: Santa Clara County (zip codes restrictions apply to most programs).

The Santa Clara County Self-Sufficiency Standard (2014) published Over 36.7% of Santa Clara families fall below the standard. Since 2011, the average housing cost has decreased by 9.52%, however, so did the average annual salary by 5.31%. Although in parts of this county minimum wage increased to $10.00 per hour during that time, and the economy is improving overall, there are still many in this county who are hurting.

These are the people and families we serve at The Salvation. Hard-working families living on the margins of life, trying to feed their children, provide medical care and clothing as well as shelter. Without agencies like ours; children, seniors and adults would go to sleep hungry, utilities would be shut off, and many more families would be homeless.

Major David R Yardley
Organization Mission: Our mission is to prevent homelessness and hunger for low-income families and seniors facing temporary crises. We provide financial aid, food, and other support that prevents larger problems with more expensive solutions.

Food Assistance: An average family of four can receive food valued at $308/month, equaling a week or more of nutritious food each month: Weekly Produce (25-30 lbs./family for 800+ families), Family Monthly Food program (600 families), Senior Monthly Food program (450 senior families), Senior home food delivery (100 seniors), Kids’ Summer Food Program (500 families/1,100 children). We host two “Farm Days” at Full Circle Farm/year, and have monthly food nutrition demonstrations and outreach.

Rental and Utility Assistance: Rental Deposits, Rent, current or past due Utility Bills, Medical Bills, Prescriptions, and other financial needs including car repairs so clients can continue to get to work. Our goal is to fully fund the one-time need. Assistance is meant to be one-time. Exceptions are made if need is based on a new type of emergency, and if funding is available.

Housing Support Services: Crisis hotel vouchers. Job Seeking/employment/housing placement services for 50 individuals (partnership with Downtown Streets Team).

Other Services: Community Christmas Center giving two gifts per child, a household gift, two weeks of food to families and seniors. Bus Passes and Gas Vouchers for medical or Job Interview appointments. Three-month Budgeting Assistance for all financial aid cases. VTA "TAP" reduced price pass sales, Onsite screenings and applications for CalFresh, Free tax return preparation from AARP, SALA Senior legal services onsite, Referrals (900/month) to other services and agencies, “Care" backpacks for 250 homeless individuals, shoe gift cards for 1,100 children and homeless individuals, workshops and screenings from other agencies including Habitat for Humanity and several health programs.

Geographic Region: Financial Aid and Referrals for residents in the City of Sunnyvale: zip codes: 94085, 94086, 94087, 94088, 94089. Homeless clients also receive food, backpacks, financial aid, and other services. Zip code 94087 receives food assistance from Salvation Army in Sunnyvale.

Some people think that there is no poverty or hunger in Sunnyvale, but sadly that is not the case. Our community faces serious issues with housing, hunger, and health.

Housing: Rents in Sunnyvale increased 40% in three years. Families spend >50% of their income on rent. The shortage of truly affordable housing means low-income families and seniors face eviction. Our average financial aid case = $1,045 last year and keeps going up.

Hunger: 49% of children in Sunnyvale schools qualify for free or reduced lunches. During the summer months when schools are out, children go hungry. We distribute extra food plus shoes and backpacks for 1,100 children each summer.

Health: One-third of adults in Santa Clara County do not have dental insurance. Low-income workers usually don’t get sick pay if they miss work. SCS helps hundreds of clients with dental and medical bills each year.

With rising rents, low-income families and seniors living on fixed incomes are one bill away from homelessness, having to choose between paying rent and buying food or medicine or getting car repairs done. We pay one-time emergency expenses and offer weekly produce and monthly food staples so families can stay employed, with a roof over their heads and food on the table.

Marie Bernard
Executive Director
The mission of West Valley Community Services is to encourage the sharing of community resources, to provide basic human needs in a caring and dignified environment, and to provide opportunities for volunteers to participate in West Valley Community Services' activities.

Food Assistance: Qualified families and individuals can visit the pantry weekly for fresh food and staples such as rice, beans, canned, and dried goods. The Community Access to Resources & Education (CARE) program provides access to valuable health and nutrition resources during times of need.

Rental and Utility Assistance: One-time financial assistance due to an unexpected financial setback for housing and utilities.

Housing Support Services: Provide shelter and housing assistance through various programs. The Haven to Home program works with homeless clients towards housing stability. Provides access to resources such as food, transportation, toiletries, and other items. The Transitional Housing Program is a case managed, very low income housing for working homeless men, and working or school-bound homeless women with one child under age 6. Our Vista Village Apartments is a 24-unit complex of 1 and 2 bedroom apartments for very low-income qualified candidates. WVCS also administers the Below Market Rate (BMR) rental and sales program for the City of Cupertino.

Other Services: Case managers assist individuals and families to develop personal budgets, saving plans and other stabilization plans including referrals to access other local resources not available at WVCS. Our Special Programs are seasonal based activities and programs designed to help families and individuals experience the small joys of life. Special Programs include Back-to-School Programs, Cupertino Parks & Recreation fee waivers, children and youth summer camps, seasonal food baskets, and Holiday gifts through Adopt-A-Family.

Geographic Region: Cupertino, Los Gatos, Monte Sereno, Saratoga, West San Jose and the surrounding mountain regions. Zip Codes: 95014, 95030, 95032, 95033, 95044, 95070, 95129, 95130

The average monthly income for WVCS' clients is only 16% of the average monthly income for Santa Clara County.

An estimated 60% of WVCS’ clients pay more than 30% of their income towards rent which according to HUD standards a household is overpaying for rent.

An estimated 45% of WVCS’ unhoused clients with stable income remain homeless living in shelters and cars as a result of the lack of affordable housing.

Although rent increase might have slowed since landlords face competition as more housing is being built, it does not translate to more affordable housing for low income households. With a monthly average rent over $2000 in Santa Clara County, WVCS' clients' average monthly income of $1584 is simply not enough to maintain housing.

Low cost and free bus pass may seem like the solution to provide mobility and transportation however, for those living in the West Valley Region, the geographical challenge causes this resource to be underutilized as a result of limited accessibility to a variety of bus routes. From WVCS' to SSA or VMC offices can take 1.5 hours each way and from Los Gatos it is 2 hours with 2 bus transfers. Despite the intended benefits of an affordable bus pass, clients end up spending the majority of the day riding the bus instead of completing their tasks.

Naomi Nakano Matsumoto
Executive Director
Santa Clara County Emergency Assistance Network Geographic Distribution

- InnVision Shelter Network
- Salvation Army
- Community Services Agency Mt. View/Los Altos
- St. Joseph’s Family Center
- Sunnyvale Community Services
- West Valley Community Services
- Sacred Heart Community Services