



West Valley Community Services Presentation to Cupertino City Council

May 15th, 2023

About WVCS



Our mission is to unite the community to fight hunger and homelessness.

Our vision is a community where every person has food on the table and a roof over their head.



*“When I first came into WVCS for help, I had a three-day notice for evictions. I had to move out if I did not have any help. WVCS prevented me and my child from becoming homeless.” - **Millisa (Client)***

Our Clients



- West valley residents
 - Multicultural
 - Multilingual
 - Single adults
 - Couples
 - Families
 - Seniors
 - At-risk youth
 - Domestic abuse survivors
 - Disabled
 - Homeless and/or unstably housed
- Income eligibility 250% FPL
- \$33,975 individual income
 - \$6,375 family income (four person household)



Our Programs

We provide a variety of **critical safety-net services**:

- Food - shopping
- Food - delivery
- Rental assistance
- Housing referrals & support
- Affordable housing
- Family support
- Homeless services
- Financial coaching
- Case management & system navigation
- Information and referrals
- Education and advocacy
- Employment coaching



Our Approach



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

Short-term intervention

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

Self Sufficiency

- Work with clients to develop and implement a plan that supports long term stability

WVCS Theory of Change





SERVICE POPULATIONS

WVCS thinks about its clients in four categories based on their life circumstances to make determinations for what services to offer clients:

1. Homeless with significant financial and food needs
2. Unstably housed and financially vulnerable with significant food needs
3. Stable housing and finances with regular food needs
4. Self-sufficient in housing and finances with occasional food needs




PROGRAM COMPONENTS

WVCS has four program components that individuals in each service population category will interact with depending on their needs:

-  Food Market and Park-it Market
-  Basic Needs Supports and Eviction Prevention
-  Homelessness Supportive Services
-  Community Access to Resource & Education (CARE) Program

OUTCOMES

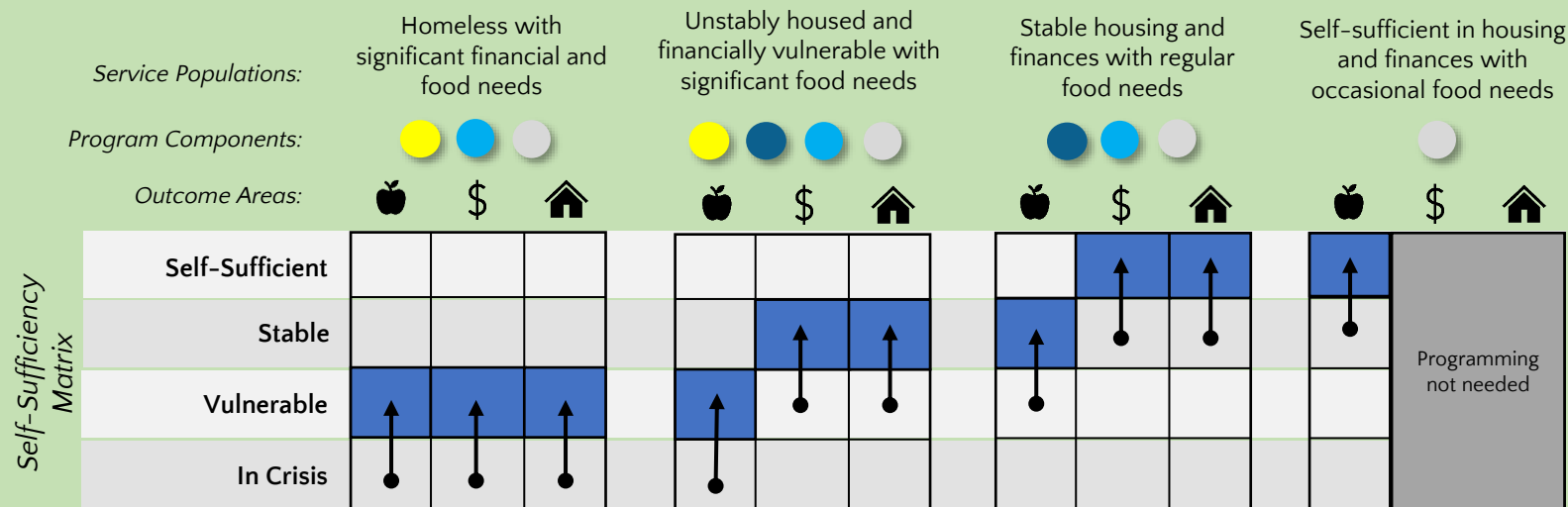
WVCS uses a self-sufficiency matrix that identifies four progressive levels of development (in crisis, vulnerable, stable, and self-sufficient) for three critical areas of a person or family's life:

-  Food Security
-  Financial security
-  Housing security

WVCS expects clients to improve in one or more of those critical areas corresponding to the program components they receive and their ability to engage in WVCS supports.

Expected Outcomes Based on Life Circumstance and Program Participation

Depending on prescribed program intervention, and depending on where each service population group sits in the self-sufficiency scale, WVCS has expectations for how individuals or families should experience movement on that scale with the amount of intervention provided. As an individual receives services from programming, they can move into a new service population category and continue through additional programming to support their evolving needs. The matrices below convey how service populations are expected to move from one self-sufficiency level to the next with program intervention.



VALUES

- Compassion:** We respond to the needs of others with sensitivity and kindness.
- Dignity:** We treat everyone with honor and respect.
- Integrity:** We operate with honesty and strong moral principles.
- Service:** We bring the community together to help others.
- Diversity:** We value each individual's uniqueness.
- Ingenuity:** We approach our work with creativity and resourcefulness.

ULTIMATE IMPACT

End Hunger and Homelessness

By the Numbers



WVCS Client Data (2021-2022)

1,530



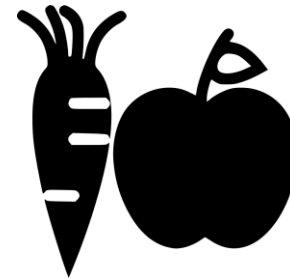
People came to
WVCS for the first
time

4,450



Men, women, and
children assisted

1,027,05



Meals made
possible by our
food pantries

\$2,376,726



Emergency rental
assistance
provided

Cupertino- 2021-2022



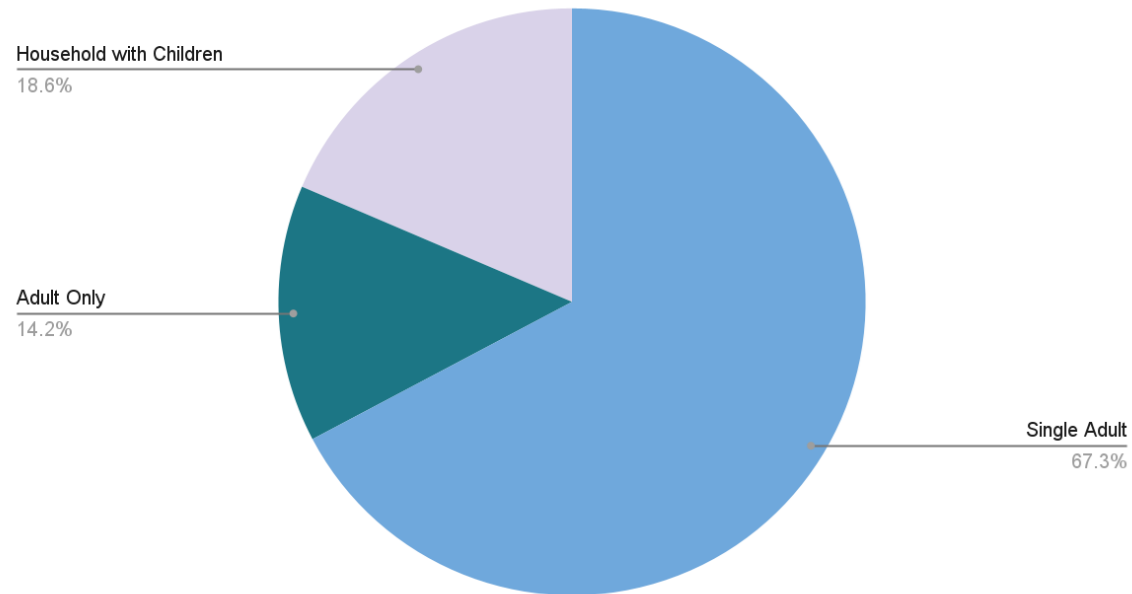
- 114 new Cupertino clients
- 26% of all WVCS clients are Cupertino residents
- 262 Cupertino residents participated in special programs (Back to School & Gift of Hope)
- 63 households received emergency rental/utility assistance
- 74 Homeless clients accessing services



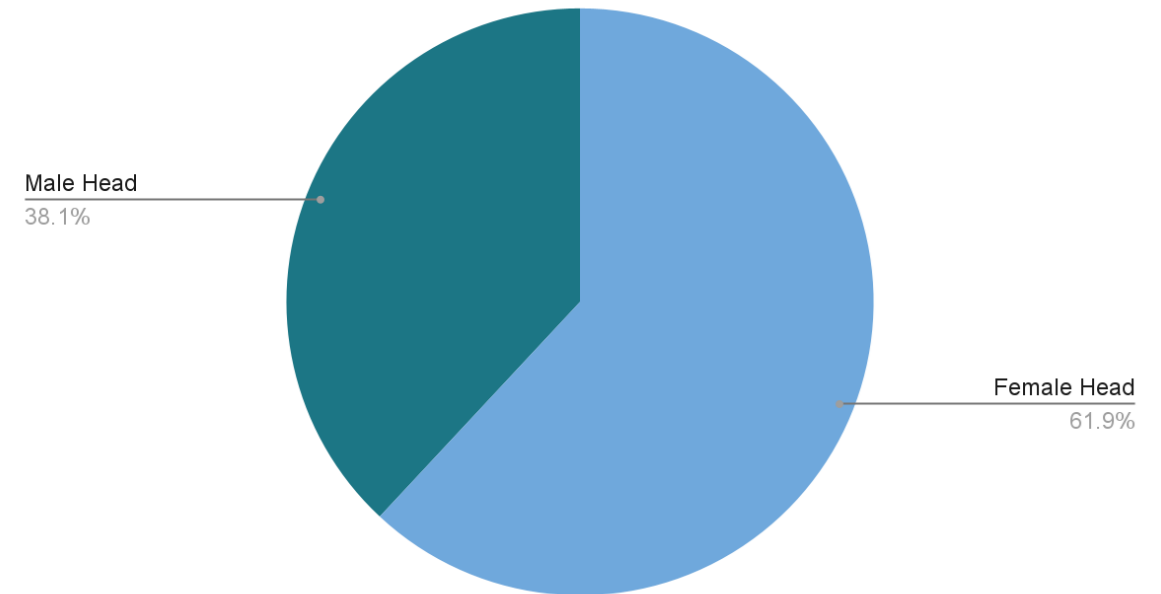
Cupertino- 2021-2022



Household Composition



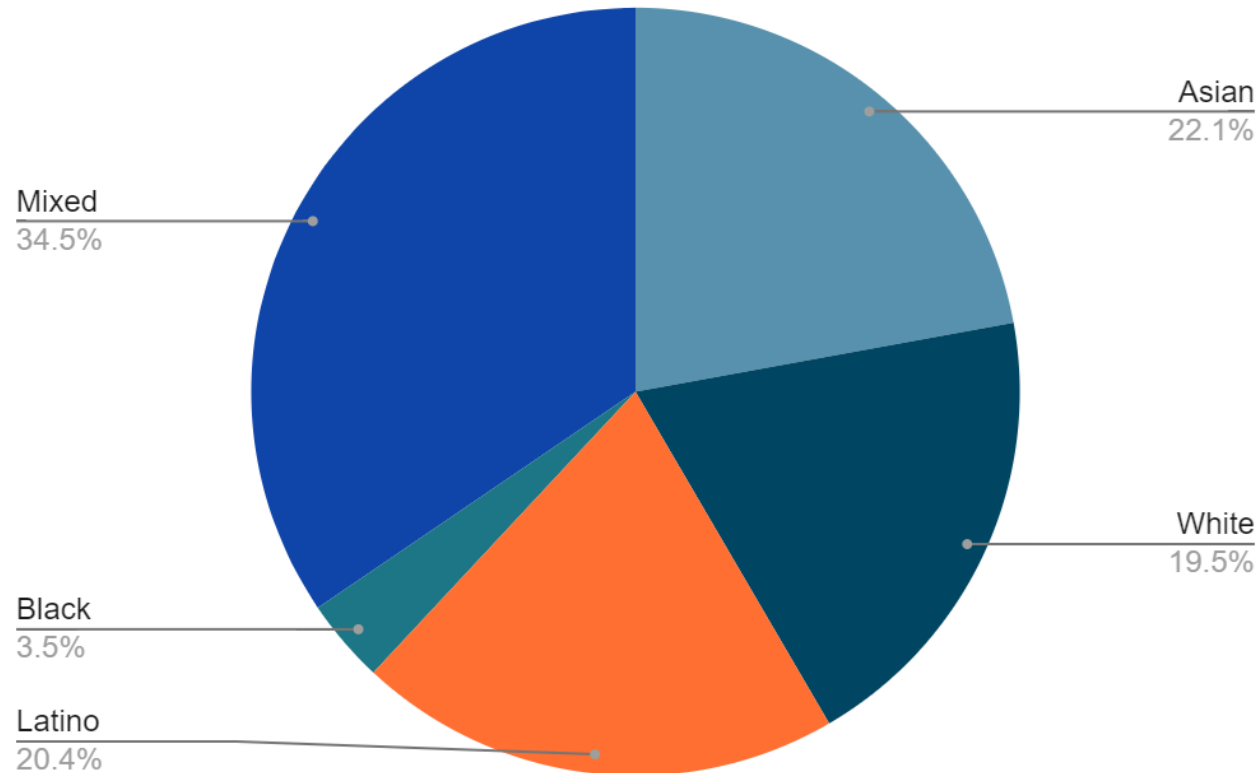
Gender - Head of Household



Client demographic information is self-reported at the time of registration for services.

Cupertino- 2021-2022

Race / Ethnicity



Client demographic information is self-reported at the time of registration for services.

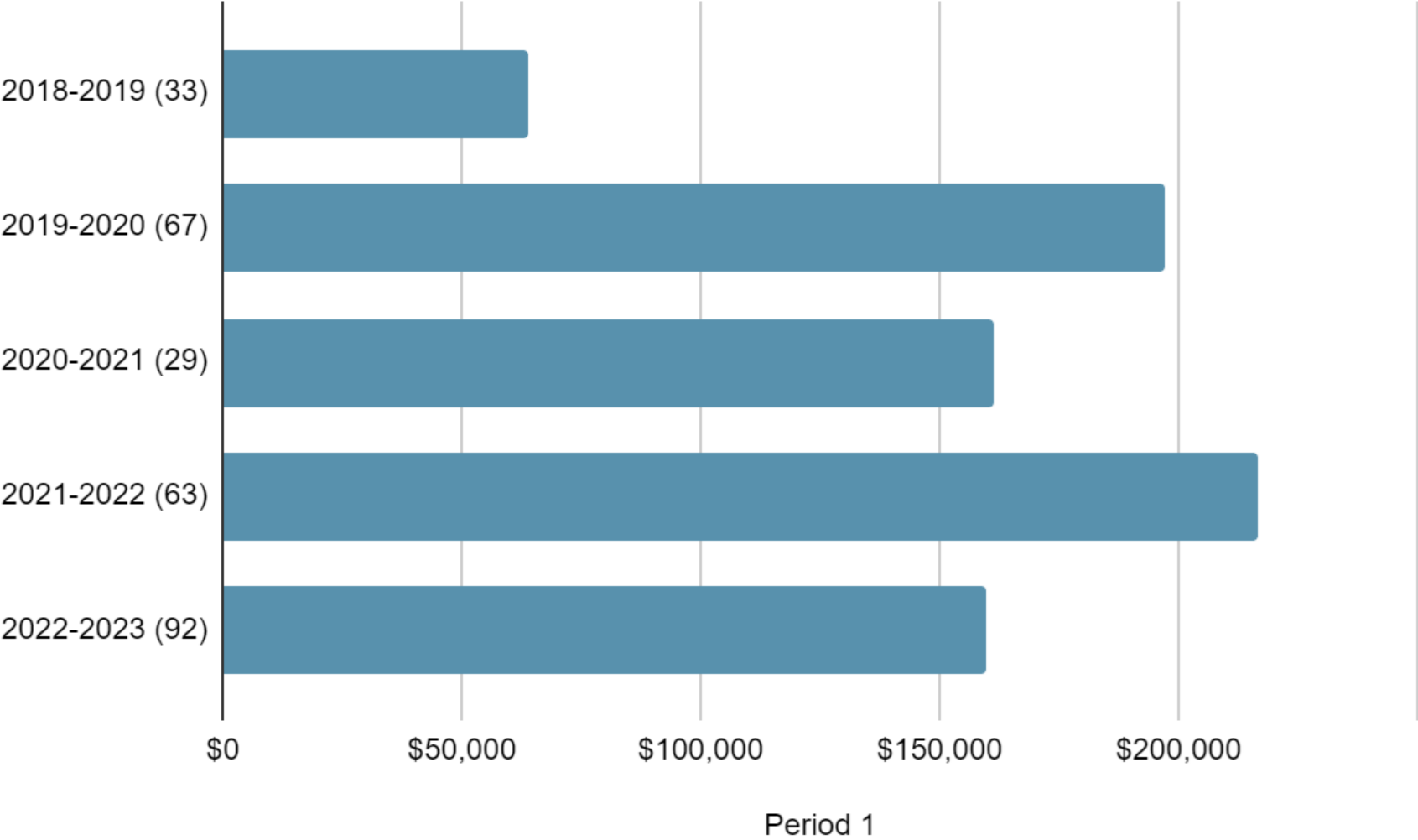
Cupertino- 2022-2023

Current fiscal year to date

- 169 new household
- 214 households accessing the WVCS Market
- 300 clients participated in special programs
- 92 households received rental assistance in the amount of \$159,790
- 86 homeless households accessing services at Cupertino location
- Post-COVID impact: rental assistance in high demand, requests for support from small business owners



Cupertino Rental Assistance



Rental Assistance 2018-2023

Rental assistance numbers for 2022-2023 are fiscal year to date.

Questions



Park-It Market & WVCS Market