

**COMMUNITY SERVICES BLOCK GRANT
2012/2013 PROGRAM YEAR COMMUNITY ACTION PLAN
COVER PAGE**

TO: Department of Community Services and Development
Attention: Field Operations
P. O. Box 1947
Sacramento, CA 95812-1947

FROM: Agency: **Sacred Heart Community Service**

Address: 1381 South First Street

City: San Jose CA 95110

Agency Contact Person Regarding Community Action Plan

Name: Poncho Guevara

Title: Executive Director

Phone: (408) 278-2175 ext.

FAX: (408) 885-9071

E-mail address: poncho@sacredheartcs.org

CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES

The undersigned hereby certify that this agency complies with the Assurances and Requirements of this 2012/2013 Community Action Plan and the information in this CAP is correct and has been authorized by the governing body of this organization.

Board Chairperson

Date

Executive Director

Date

COMMUNITY ACTION PLAN REQUIREMENTS

Summary/Checklist

The 2012/2013 request for Community Action Plan (CAP) must meet specific requirements as defined by law and are described in detail in this document. The CAP forms, with specific instructions on how to complete each form, are assembled separately for ease in preparing. Once you have completed your CAP, submit to CSD one original document (marked "original") and two copies (marked "copy") no later than **June 30, 2011**. The following is a check list of the components to be included in the CAP:

- CAP Cover Page with appropriate signatures
- Table of Contents and all CAP pages numbered consecutively
- Agency Vision & Mission Statements
- Requirement 1: Community Information Profile and Needs Assessment
- Requirement 2: Statewide Priority
- Requirement 3: Federal Assurances (Indicate the applicable assurances)
- Requirement 4: State Assurances (Indicate the applicable assurances)
- Requirement 5: Documentation of Public Hearing(s)
- Requirement 6: Monitoring and Evaluation Plan

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Appendix C – Listing of Data and Resources

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AGENCY VISION & MISSION STATEMENTS

The Vision Statement describes a desired future based on your agency's values. The vision is broader than what any one agency can achieve; the agency collaborates with others in pursuit of the vision.

Provide your agency's Vision Statement.

VISION STATEMENT:

Our vision is a community united to ensure that every child and adult is free from poverty.

The Mission Statement describes the agency's reason for existence and may state its role in achieving its vision.

Provide your agency's Mission Statement.

MISSION STATEMENT:

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.

For more detail regarding SHCS' vision and mission please see Appendix A: SHCS Strategic Plan.

REQUIREMENT 1
COMMUNITY INFORMATION PROFILE & NEEDS ASSESSMENT

SEE ATTACHED

State law requires each CSBG eligible entity to develop a Community Action Plan (CAP) that will assess poverty-related needs, available resources, feasible goals, and strategies to prioritize its services and activities to promote the goals of self-sufficiency among the low-income populations in its service area. (*Government Code 12747(a)*)

Each CAP shall include the Community Information Profile and Needs Assessment as follows:

1. **Community Information Profile**: Describes the problems and causes of poverty in the agency's service area based on objective, verifiable data and information. (*Government Code 12754(a)*)

Attach the agency's Community Information Profile. This must include corresponding heading (i.e., Community Information Profile), sequence, and description of:

- A. Agency's service area in terms of factors such as poverty, unemployment, educational attainment, health, nutrition, housing conditions, homelessness, crime rates, incidents of delinquency, the degree of participation by community members in the affairs of their communities and/or other similar factors deemed appropriate by the agency. Factors described in the Community Information Profile must be typical for baseline data and substantiated by corroboration gained through public forums, customer questionnaires, surveys of service providers, surveys of potential customers, statistical data, evaluation studies, key informants, anecdotal sources and/or other sources deemed reliable by the agency.
- B. Community resources and services, other than CSBG, which are available in the agency's service area to ameliorate the causes of poverty and the extent to which the agency has established linkages with those service providers.
- C. The agency's plan for regularly reviewing and revising the Community Information Profile. In particular, describe how the agency ensures that the most current data and relevant factors are included.

2. **Needs Assessment**: Describes local poverty-related needs, with further identification and prioritization of the eligible activities to be funded by CSBG. It also serves as the basis for the agency's goals, problem statement(s) and program delivery strategy(s).

The Needs Assessment should analyze the demographic and economic conditions and other poverty-related factors identified in your Community Information Profile.

Attach the agency's Needs Assessment which must include corresponding heading (i.e., Needs Assessment), sequence, and description of:

- A. Assessment of existing resources providing the minimum services listed in Government Code section 12745(f). These services shall include, but shall not be limited to, all of the following:
 - i. A service to help the poor complete the various required application forms, and when necessary and possible, to help them gather verification of the contents of completed applications.
 - ii. A service to explain program requirements and client responsibilities in programs serving the poor.
 - iii. A service to provide transportation, when necessary and possible.
 - iv. A service which does all things necessary to make the programs accessible to the poor, so that they may become self-sufficient.
- B. Specific information about how much and how effective assistance is being provided to deal with the problems and causes of poverty. (*Government Code 12754(a)*)
- C. Establishment of priorities among projects, activities and areas for the best and most efficient use of CSBG resources. (*Government Code 12754(a)*)
- D. The process the agency utilizes to collect the most applicable information to be included as part of the needs assessment. In particular, describe how the agency ensures that the needs assessment reflects the current priorities of the low-income population in the service area, beyond the legal requirement for a local public hearing of the community action plan.
- E. The agency's plan for regularly reviewing and revising the needs assessment.

REQUIREMENT 1 COMMUNITY INFORMATION PROFILE & NEEDS ASSESSMENT

1. COMMUNITY INFORMATION PROFILE

Two years ago Sacred Heart Community Service (SHCS) stated in this report that “*with need rising and state and local governments facing unprecedented cuts our community faces a great challenge to ensure that all among us have access to the resources and supports necessary to obtain and maintain well-being.*” Since that time the region has weathered and begun to slowly emerge from the great recession. Recent economic stirrings do not reach all levels of our local economy and our communities. Employment for those without advanced degrees and specific technical expertise is lacking and pays low, often unlivable, wages. At the same time, two years after this report noted that local government budgets faced “unprecedented cuts,” upcoming public cuts are more dire than ever and the basic safety net is at risk of complete evisceration.

This Community Information Profile (CIP) and Community Needs Assessment (CNA) were produced by SHCS in its role as the Community Action Agency for Santa Clara County. The primary information sources for this report include:

- Research and inventory of existing and publicly accessible Santa Clara County surveys, information, and literature.
- Community feedback from a public meeting held at SHCS on June 15th, 2011.
- A survey of public and private agencies that provide assistance to meet needs related to poverty in Santa Clara County conducted in May and June 2011.
- SHCS customer surveys and focus groups conducted in spring 2011.
- SHCS community surveys and assessments completed during 2010 and 2011.

A) DESCRIPTION OF SERVICE AREA: SANTA CLARA COUNTY



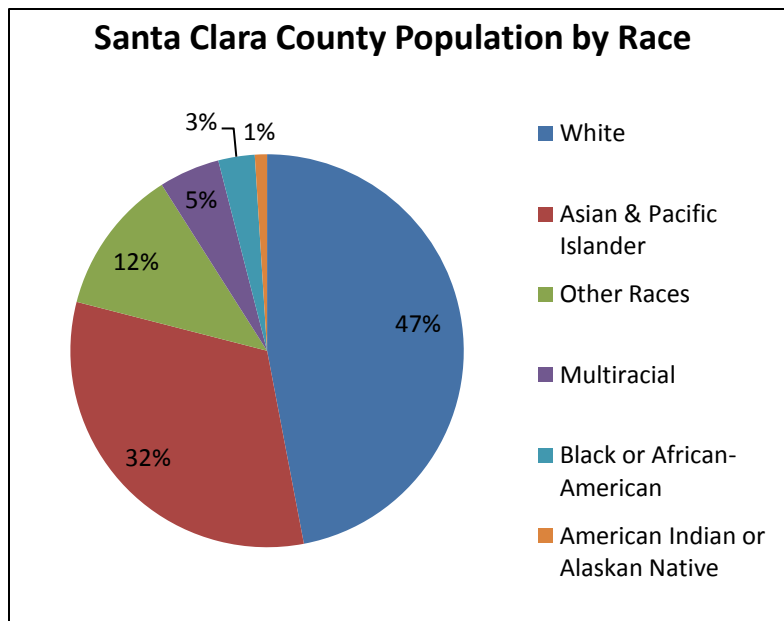
<http://www.househunt.com/real-estate/map-santa-clara.htm>

Santa Clara is a relatively large and populous county located at the southern end of San Francisco Bay. Historically, Santa Clara County was home to bountiful orchards and was known as the Valley of Heart’s Delight. In 1948, Santa Clara County had 39 canneries and ranked 11th in the nation for the value of its agricultural productions.¹ In the second half of the twentieth century the region underwent a transformation. First, it embraced technological manufacturing highlighted by the semiconductor industry, and later it moved into increasingly high technology industries. Today Santa Clara County is home to the headquarters of technology titans such as Apple, Sun Microsystems, Intel, and Hewlett Packard, as well as up and coming tech superstars, including Google, Facebook, and LinkedIn.

Santa Clara County makes up the heart of the region known as Silicon Valley and it is renowned for its affluent and highly educated population and high quality of life. A recent report assessing well-being and quality of life across the state of California proclaimed parts of Santa Clara County among the top regions, which it referred to as “Shangri La.”² This high-tech sheen, however, hides the stark reality of economic inequality and the struggles of those who do not benefit from high-tech salaries and stock options. The extremely high cost of living in the region makes getting by difficult for those with lower-incomes. Most troublingly, wealth and well-being is predominantly concentrated among white, long-time U.S. residents, with access to higher education and other hallmarks of middle to upper class life. Meanwhile, residents of color and recent immigrants struggle to get by and bear the brunt of most negative life indicators in Santa Clara County.

Santa Clara County is home to a diverse population of 1,781,642 individuals.³ It is a minority-majority county:

47% of Santa Clara County residents identify themselves as white while 53% of residents identify themselves as Asian/Pacific Islander, African-American, multiracial, or some other race. In the U.S. Census ethnicity is tracked separately from race. According to 2010 statistics 27% of Santa Clara County residents are of Hispanic or Latino ethnicity.⁴



U.S. Census 2010

¹ Three Crown Productions. *Valley of Heart’s Delight*. 1948.

² Burd-Sharps, Sarah and Kristen Lewis. *A Portrait of California*. American Human Development Project, 2011.

³ U.S. Census Bureau, 2010.

⁴ Ibid

The county has experienced steady population growth over the past decade, adding an average of 20,000 people per year.⁵ 38% of county residents were born outside the United States and more than 25% of immigrants came to Santa Clara County in the last decade – this represents the highest proportion of immigrants in any county in California. About 60% of foreign-born Santa Clara County residents emigrated from Asia and 30% came from Latin American countries.⁶ More than 100 languages and dialects are spoken within the county and 50% of foreign-born residents ages five and older speak a language other than English.⁷

1. POVERTY

- ⇒ **In 2009 the poverty rate among Latinos (15.4%) was more than double that among whites (7.6%).⁸**
- ⇒ **22.2% of Santa Clara County households lack sufficient income to cover a “bare bones” budget.⁹**

***Maxie** is a single mother of four children. During the worst economic down-turn of her generation, her work hours and assignments began to decrease gradually until she was eventually laid off. Soon after, one of her children fell very ill during the winter, which resulted in mounting medical bills. These two factors caused her to be evicted from her apartment, leaving Maxie and her children without a home and struggling to survive.*

Unequal Distribution of Poverty

In 2009, approximately 162,000 individuals in Santa Clara County – 9.1% of the total population – were found to be living in poverty according to the federal definition. Of these, almost 49,000 were children, making up 11.2% of the total child population of the county.¹⁰ Across Santa Clara County, prosperity and poverty tend to break down along racial and ethnic lines. White and Asian individuals and families are predominantly found at the upper end of the income spectrum while African-American and Latino individuals and families dominate the lower end. In 2009 15.4% of Latinos lived below the poverty line compared to just 7.6% of whites. The difference is even starker among families with children: only 6.8% of white families with children fell below the poverty line while 17.4% of Latino families did. 20.7% of Latino children lived in poverty compared to 11.2% of white children.¹¹ Poverty also disproportionately impacts women in Santa Clara County. The bottom 28% of adults in Silicon Valley earn less than \$25,000 and two-thirds of them are women working in education, office administration, and other low-paying jobs. Women in Silicon Valley earn only 49 cents for every dollar men earn.¹²

⁵ Santa Clara County Public Health Department. *Santa Clara County 2010 Health Profile Report*. 2010.

⁶ Ibid

⁷ Valley Homeless Healthcare Program-Service Competition 2011-2016.

⁸ U.S. Census Bureau. *2009 American Community Survey*. 2009.

⁹ Pearce, Diana M., Ph.D. *Overlooked and Undercounted 2009*. United Way of the Bay Area, 2009.

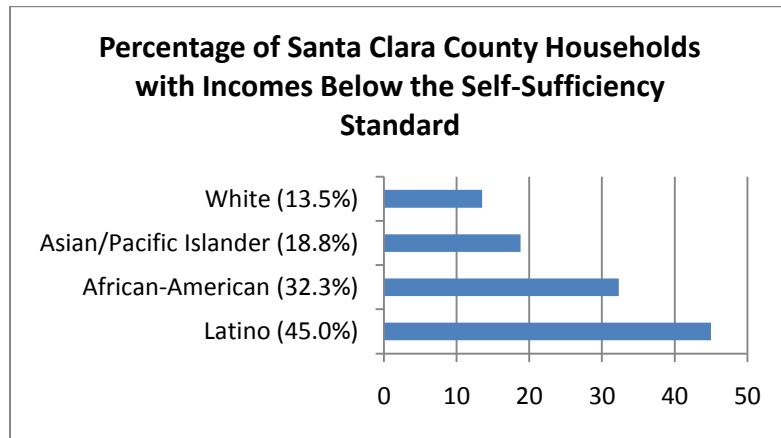
¹⁰ U.S. Census Bureau. *2009 American Community Survey*. 2009.

¹¹ Ibid

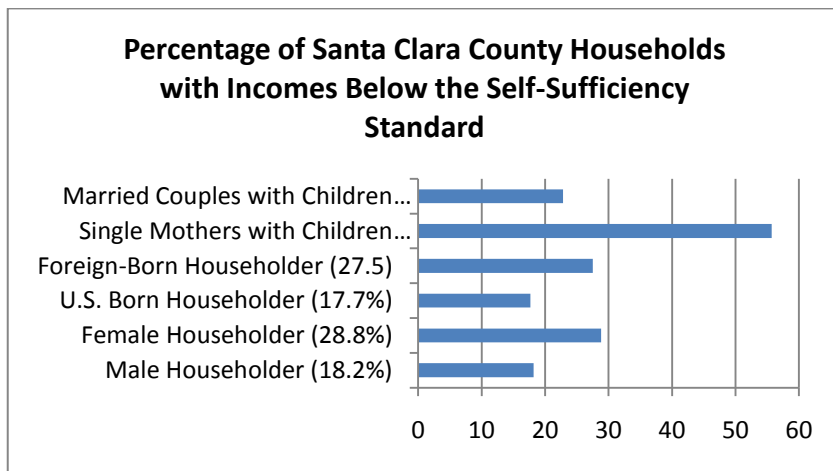
¹² Pearce, Diana M., Ph.D. *Overlooked and Undercounted 2009*. United Way of the Bay Area, 2009.

The Self-Sufficiency Standard

The true number of people living in impoverished conditions in Santa Clara County is significantly higher than the number living below the federal poverty line. The high cost of living, and particularly housing, in the region makes the federal poverty level almost irrelevant as an indicator of families and individuals living with the day-to-day realities of poverty. According to the Self-Sufficiency Standard established by Dr. Diana Pearce of Wider Opportunities for Women (WOW), 22.2% of Santa Clara County households lack sufficient income to cover a “bare bones” budget including housing, child care, food, transportation, health care and taxes.¹³ According to a 2009 report commissioned by the United Way the percentage of Latino households living with incomes below this threshold was more than triple that of white households. Significant differences in economic well-being are also found between genders and among those who are foreign-born or U.S. born.¹⁴



United Way of the Bay Area 2009



United Way of the Bay Area 2009

Economic Recession

The economic recession of the past few years has significantly worsened poverty in Santa Clara County. Losses in real per capita income have been felt across all educational levels and ethnic groups in Silicon Valley since 2005. However, once again, losses in income hit people of color, immigrants, and women most severely. Of all groups, Latinos reported

¹³ Ibid

¹⁴ Ibid

the lowest per capita income and the largest percentage drop in income from 2007-2009.¹⁵ Median incomes for Latino families in Santa Clara County fell from \$60,559 to \$55,372 in just one year from 2008-2009.¹⁶

A United Way community listening session in January 2009 stressed the “huge and unanticipated increase” in need for basic social services in the wake of the economic crisis.¹⁷ The need for basic support has continued to increase in the year and a half since. The number of individuals seeking assistance of any type at SHCS has increased from 39,106 in 2008 to 50,006 in 2010, a 28% increase in just two years.¹⁸ In a 2011 survey of Santa Clara County agencies serving low-income individuals and families, respondents answered questions regarding the increase or decrease in demand for thirteen types of services. Across all services, an average of 79.2% of respondents indicated that their agency had witnessed an increase in demand for services over the past twelve months.¹⁹

Asset Development

Long-term poverty and an inability to “move up” economically is the result of many factors, such as lack of access to education and living wage jobs. One aspect is the generation – or lack thereof – of assets, including savings and homes. A recent SHCS survey of low-income community members found that only 52% had a bank account of any type.²⁰ In a recent survey of social service providers in Santa Clara County, only three (out of fifty) responding agencies indicated that they provide assistance with asset development and financial education.²¹ A 2010 staff assessment of financial education and asset development related needs of SHCS customers found that the greatest area of need was in basic banking and savings tools.²²

2. UNEMPLOYMENT

⇒ **From 2007 to 2010 unemployment in Santa Clara County more than doubled from under 5% to a high of 11.8% in January 2010.**²³

⇒ **54% of Silicon Valley Latinos report that at least one person in their household has lost a job since the start of the Great Recession.**²⁴

***Enrique** is a skilled carpenter. For many years, he was a union member, worked hard, and made good money. But the recession left him unemployed for more than a year and a half. Despite his skills and experience he couldn't find a job. Few companies were*

¹⁵ Joint Venture Silicon Valley. *Index of Silicon Valley*. 2011.

¹⁶ Hispanic Foundation of Silicon Valley. *Silicon Valley Latino Report Card 2011*. 2011.

¹⁷ United Way Silicon Valley. *Input from Community Dialogue Sessions*. 2009.

¹⁸ Sacred Heart Community Service HMIS Database, 2011.

¹⁹ Sacred Heart Community Service. *Service Provider Agency Survey*. 2011.

²⁰ Sacred Heart Community Service. *Pay Day Lending Survey*. 2011.

²¹ Sacred Heart Community Service. *Service Provider Agency Survey*. 2011.

²² Sacred Heart Community Service. *Financial Education Key Informant Interviews*. 2010.

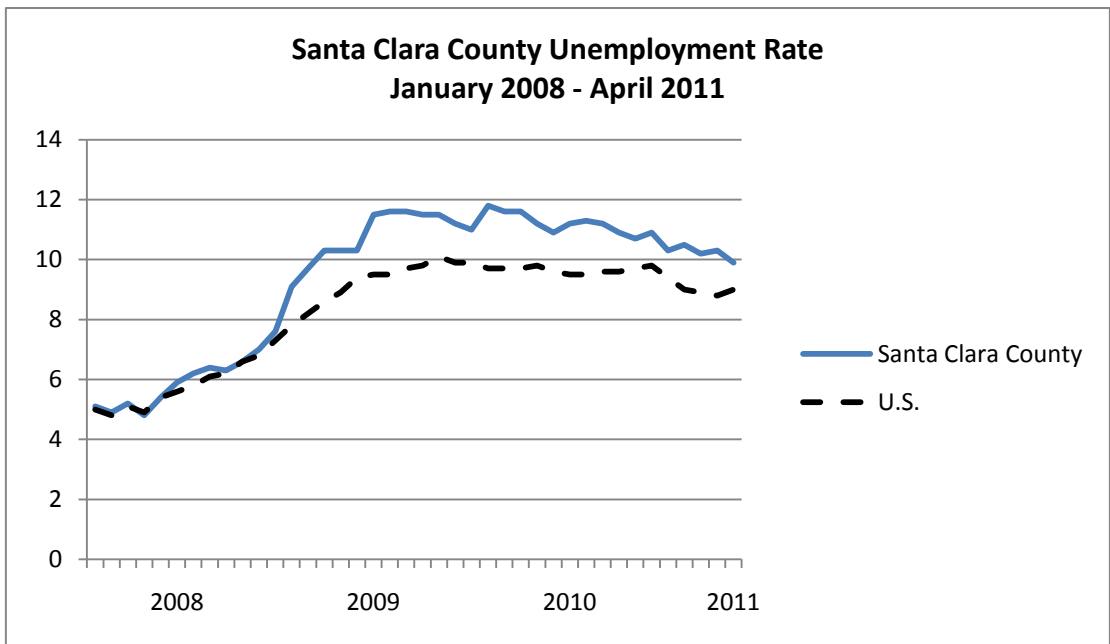
²³ California Employment Development Department. *Historical Civilian Labor Force Santa Clara County*. 2011.

²⁴ Hispanic Foundation of Silicon Valley. *Silicon Valley Latino Report Card 2011*. 2011.

hiring and the competition was fierce. He picked up the occasional odd job, but without steady income he was forced to turn to SHCS for essential services like food and clothing that he needed to survive.

Dramatic Rise in Unemployment

Unemployment is a critical factor in individual and community poverty. Over the past few years Santa Clara County has experienced stinging rises in unemployment that are only now beginning to decline. In 2007, the annual unemployment rate in Santa Clara County was 4.7%. By the end of 2008 it had risen to 7.6% and by March 2009, it was over 10%, more than double the 2007 rate. Unemployment peaked at 11.8% in January 2010 and then gradually declined to 10.5% in January 2011.²⁵ In April 2011 Santa Clara County's unemployment rate dropped to 9.9%, the first time it has been below double digits since February 2009.²⁶



California Employment Development Department & U.S. Department of Labor 2011

Men were more likely than women to lose their jobs during the recession: more than two out of three jobs lost nationwide between December 2007 and February 2010 were held by men.²⁷ However, national data shows that the recovery is also having a disproportionately positive impact on men: men gained more than five jobs for every job gained by a woman between February 2010 and March 2011. The jobless rate for California men declined slightly from a high of 13% in September 2010 to 12.7% in March 2011. Meanwhile, unemployment for women has continued to rise and reached a high of 11.4% in March 2011. Women have lagged behind men in part because of

²⁵ California Employment Development Department. *Historical Civilian Labor Force Santa Clara County*. 2011.

²⁶ Carey, Pete. "Valley Gains Jobs Amid Intense Competition for Engineering Talent." *San Jose Mercury News*. 21 May, 2011.

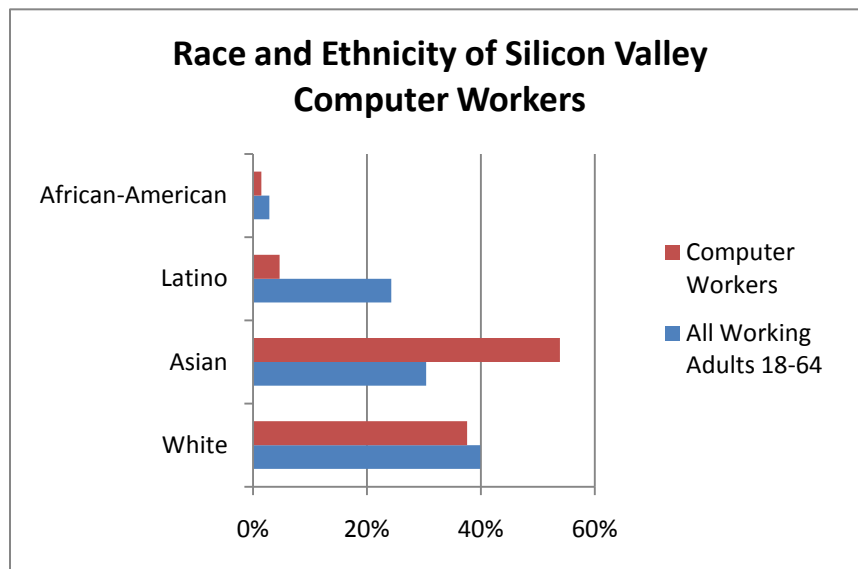
²⁷ California Budget Project. *On the Road to Recovery*. 2011.

continued job losses in the public sector, where nearly one out of five women works.²⁸ Given that women outnumber men in the classroom we can expect to see unemployment for women increase over the next year due to state and regional budget deficits.

Like most other negative economic indicators, unemployment hits unevenly across racial and ethnic lines. In 2009, the unemployment rate for Latinos in Silicon Valley was 11.7% compared to 9.2% for non-Latinos.²⁹ In a fall 2010 Silicon Valley Pulse Survey, 54% of Silicon Valley Latinos reported that at least one person in their household had lost a job since the start of the Great Recession.³⁰ Unemployment hits unevenly across geographic areas of the county as well. In January 2011, the three sub-county areas with the highest unemployment rates were all in the more rural southern part of the county: San Martin (24%), Gilroy (15.6%), and Morgan Hill (13.5%).³¹

Economic Recovery in the Tech Industry

Recent employment statistics offer some hope: Between March and April 2011 non-farm employment in Santa Clara County grew by 2,600 jobs.³² In the past 21 years the region has averaged a loss of 600 jobs in this same period. The outlook for the tech industry, in particular, has brightened. A recent article in the *San Jose Mercury News* highlighted increasingly large numbers of job openings for high-level high tech jobs, such as computer



San Jose Mercury News 2010

engineers. One tech recruiter noted that “the supply (for computer engineers) doesn’t meet the demand in the valley, and I’m starting to look outside of the state.”³³

Access to high-tech jobs is disproportionately spread among racial and gender groups in the county. In 2008, 1.5% of computer workers living in Silicon Valley were African-American, 4.7% were Latino, 37.6% were white, and 53.9% were Asian. Comparatively, blacks made up 2.9% of the working population ages 18-64 of Silicon Valley, Latinos

²⁸ Ibid

²⁹ Hispanic Foundation of Silicon Valley. *Silicon Valley Latino Report Card 2011*. 2011.

³⁰ Ibid

³¹ California Employment Development Department, 2011.

³² Carey, Pete. “Valley Gains Jobs Amid Intense Competition for Engineering Talent.” *San Jose Mercury News*. 21 May, 2011.

³³ Ibid

made up 24.3%, whites 39.9% and Asians 30.4%.³⁴ Sadly, blacks and Latinos made up a smaller share of Silicon Valley's computer workers in 2008 than they did in 2000. The percentage of Latinos in all high tech occupations in Silicon Valley (1.3% in computer and mathematical occupations and 1.3% in architecture and engineering occupations) trails far below that for non-Latino populations (9% and 6% respectively).³⁵

Lack of Recovery Outside the Tech Industry

Most of the thousands of unemployed individuals in Santa Clara County lack the high level of education and technical experience necessary for the jobs that are growing in the high tech industry. Among more accessible jobs, the outlook is not as rosy. Excluding agriculture, the San Jose metropolitan area has 866,600 jobs, 49,000 fewer than it did three years ago in April 2008. Construction is up only 500 jobs from last year and the leisure and hospitality sector dropped 1,800 jobs from March to April 2011, primarily in places that serve food and drink. The leisure and hospitality sector has lost 2,700 jobs since April 2010. Reflecting the extensive public budget cuts, employment in the public sector, especially local government, has also been hit hard having dropped 3,300 jobs in the last year.³⁶

In general, jobs remain scarce nationwide. The number of people looking for work nationwide exceeded available jobs by more than 4 to 1 in March 2011.³⁷ Unemployment data is skewed by those who stop seeking employment altogether and those who are underemployed – working in low-wage, sometimes part-time jobs that fail to meet their basic household needs. From 2010-2011 there was a 3,000 individual decline in the labor force in Santa Clara County (from 874,000-871,000). In 1999, the county labor force was over 950,000 individuals.³⁸

Need for Employment-Related Services

In a survey of Santa Clara County service providers, 12 of 55 respondents said that their agency provides job training and employment services. Among these twelve agencies, 70% expect that their services will be cut or reduced in the next twelve months. At the same time, the need for assistance remains strong. 56% of these agencies reported an increase in demand for job training and employment services over the last 12 months and none reported a decrease in demand. One respondent noted that while the number of new customers coming to the agency has started to decline, the total number enrolled in their programs remains the same because so many people are staying unemployed longer in the current job market.³⁹

³⁴ Swift, Mike. "Five Silicon Valley Companies Fought Release of Employment Data, and Won." *San Jose Mercury News*. 14 February, 2010.

³⁵ Hispanic Foundation of Silicon Valley. *Silicon Valley Latino Report Card 2011*. 2011.

³⁶ Carey, Pete. "Valley Gains Jobs Amid Intense Competition for Engineering Talent." *San Jose Mercury News*. 21 May, 2011.

³⁷ California Budget Project. *On the Road to Recovery*. 2011.

³⁸ California Employment Development Department, 2011.

³⁹ Sacred Heart Community Service. *Service Provider Agency Survey*. 2011.

3. EDUCATION

- ⇒ **State spending on K-12 education was cut more than \$1,000 per student between the 2007-08 and 2010-11 academic years.**⁴⁰
- ⇒ **Only 72% of Latino students passed the California High School Exit Exams in 2010, compared to 94% of white students.**⁴¹

My name is Pedro. I am a father of two middle school student in San Jose, California. As a working parent I do my best to support the education of my kids. Unfortunately, the teachers at their school are very stressed with the large number of students in every room and they get very little help to support my kids' specific needs. The reality is that my kids are not proficient in math or reading and they need all the help they can get. I am concerned for their future and don't know where to turn.

Cuts to Public Education

The Santa Clara County public education system continues to struggle amidst increasing cuts to local and state budgets. In January 2011, State Superintendent for Public Instruction Tom Torlakson declared a state of financial emergency in California's schools.⁴² California spending on K-12 education has been cut more than \$1,000 per student (13.1%) in the last four years.⁴³ A California Legislative Analyst's Office (LAO) survey conducted in fall 2010 found that 58% of responding school districts cut their number of instructional days in 2010-11 compared to 2008-09 and 30% shortened their school year by a week. 48% of respondents discontinued high school class size reduction programs and 26% discontinued programs supported by arts and music grants.⁴⁴ A summer 2010 UCLA survey of high school principals in California found that 74% of respondents increased class sizes; 65% reduced or eliminated summer school; and 50% reported fewer counselors, in a state that already has close to the most students per counselor in the nation.⁴⁵ Santa Clara County is not immune to these statewide impacts.

As of March 15th, over 18,000 California teachers had received Reduction in Force notices, including 447 teachers and classified staff in Santa Clara County.⁴⁶ As the state picture has evolved this spring schools have shifted from planning for worst-case "Armageddon" scenarios, to hoping for minimal reductions in state funding. Still, San Jose Unified School District, the largest district in Santa Clara County, is planning for cuts of \$349 per child in the 2011-12 academic year.⁴⁷ While "only" cutting \$349 per student saves the district from the massive layoffs that were feared, it still requires the district to impose a furlough that shortens the school year by one week. The lost academic

⁴⁰ California Budget Project. *Countdown to May Revise: Schools Already Reeling from Deep Budget Cuts*. 12 May, 2011.

⁴¹ California Department of Education, 2011.

⁴² Ibid

⁴³ California Budget Project. *Countdown to May Revise: Schools Already Reeling from Deep Budget Cuts*. 12 May, 2011.

⁴⁴ Ibid

⁴⁵ Ibid

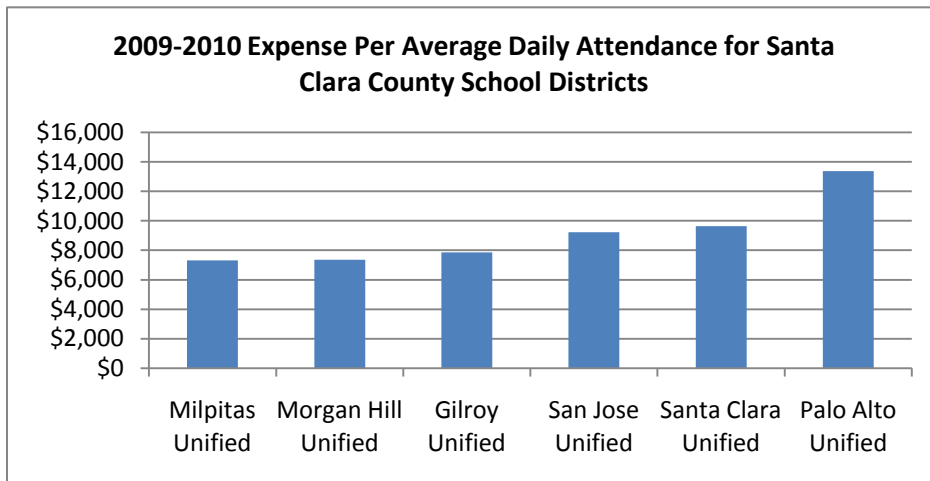
⁴⁶ California Department of Education, 2011.

⁴⁷ Noguchi, Sharon. "Doomsday Budget Forecast for Schools May Not Materialize." *San Jose Mercury News*. 22 May, 2011.

time leaves students who are already struggling with less time to catch up and creates a financial burden for low-income parents who must miss work or scramble to find child care for young children.

Disproportionate Funding

School districts in low-income communities are especially hard hit by state budget cuts, while those in affluent areas benefit from greater financial support from their wealthier parents and communities. In spring 2011, four of the wealthier school districts in Santa Clara County held elections seeking local taxes to stabilize their budgets in the face of state budget cuts. All four of these initiatives – in Sunnyvale, Los Altos, Cupertino, and Los Gatos-Saratoga – passed.⁴⁸ As a result, the Los Gatos-Saratoga District has been able to restore cuts it planned on making given the state funding situation, including restoring per pupil funding to prior levels and adding sections to ninth grade English and Algebra I to reduce class sizes.⁴⁹ By transferring more government decision-making to the local level there is even less equality in distribution of resources statewide and a disproportionate negative impact to those families living in districts where residents cannot afford parcel taxes or don't know of their importance for local achievement.



California Department of Education 2010

In addition, more and more public schools depend on PTAs and local community giving to provide resources for Art, PE, and even basic school supplies. Not surprisingly, schools in affluent communities have much greater success in raising money. For example, the Woodside School Foundation, which supports the Woodside School District just north of Santa Clara County, raised more than \$10 million between 1998 and 2003 for the district's single public elementary school that enrolls less than 500 students. This community support added several thousand dollars per pupil to public funds for the school and enabled the school to provide programs in art, music, PE, and technology. In contrast, the Ravenswood City School District, which is located just 10 miles from Woodside, does not have a school foundation and raises very little money from parents. 94% of Ravenswood students qualify for free or reduced lunches (compared to 10% in

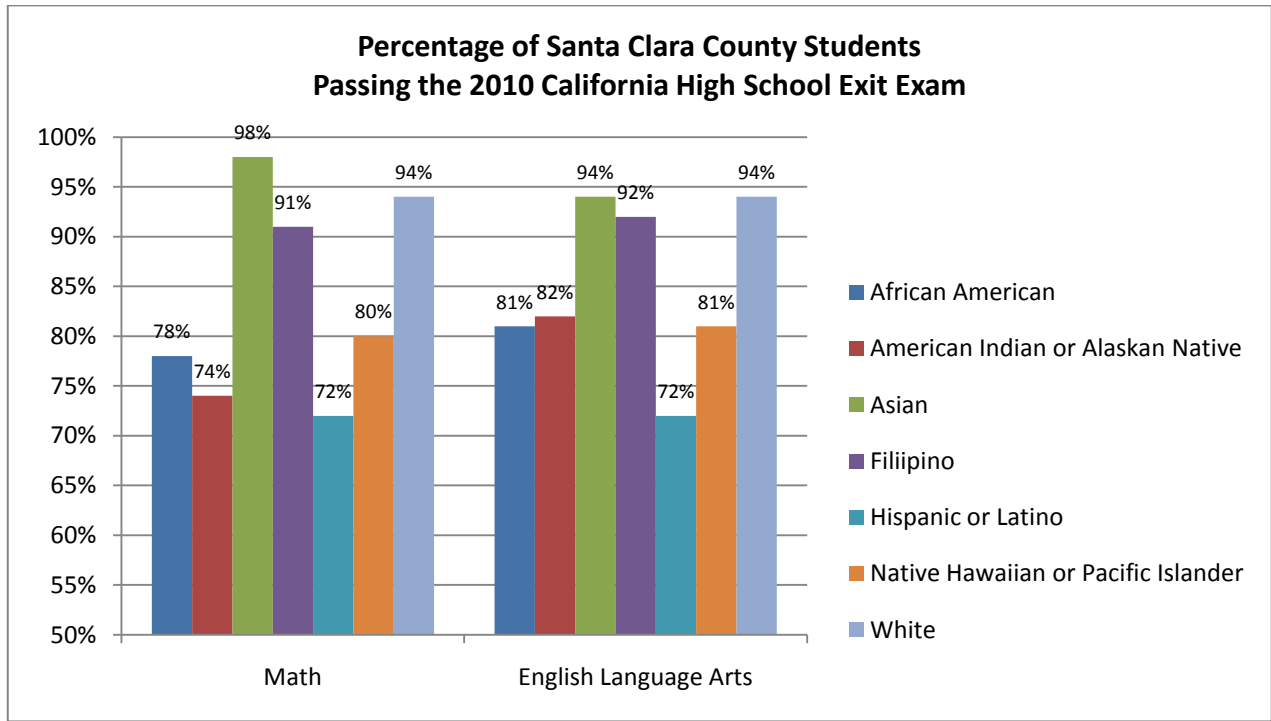
⁴⁸ California Budget Project. *Recent Cuts to SSI/SSP have Significantly Impacted Seniors, People with Disabilities, and Local Communities*. 11 May, 2011.

⁴⁹ Barousse, Jeremy. "Budget Crisis not as Severe for Los Gatos Schools." *Los Gatos Patch.com*. 2 June, 2011.

Woodside) meaning their parents have few resources to share. The Ravenswood District, which serves 4,500 students in grades K-8 struggles to provide basic textbooks, classroom supplies, and building maintenance.⁵⁰

Disproportionate Outcomes

Disparities in resources contribute to disparities in outcomes for poor children and children of color. In 2009, 26% of Latino high school graduates in Silicon Valley completed the coursework necessary to attend a state college or university compared to 57% of non-Latino high school graduates.⁵¹ Silicon Valley results of the Early Assessment Program (EAP) in 2010 found that 47.4% of Asian 11th graders and 40.9% of white 11th graders were college-ready in English. In contrast, only 13.9% of African-American 11th graders and 10.5% of Latino 11th graders were college-ready in English. Correspondingly, 42.6% of Asian 11th graders and 24.4% of white 11th graders were college-ready in math, while only 5.9% of African-American 11th graders and 7.2% of Latino 11th graders were college ready in math.⁵² Similarly disparate results occurred with the California High School Exit Exams.



California Department of Education 2010

Adult Education

Adult education services are a critical resource for low-income adults hoping to better their employment prospects, but local budget cuts are decimating the availability of adult education in Santa Clara County and across the state. According to Mike Wada, president of California Council for Adult Education, “we have a great need in California for adult

⁵⁰ Reich, Rob. “A Failure of Philanthropy: American Charity Shortchanges the Poor, and Public Policy is Partly to Blame.” *Stanford Social Innovation Review*. Winter 2005.

⁵¹ Hispanic Foundation of Silicon Valley. *Silicon Valley Latino Report Card 2011*. 2011.

⁵² Ibid

education. (The budget cuts), in essence, doom people to a life of poverty because they won't have things like basic math and English skills."⁵³ In order to preserve K-12 funding, San Jose Unified School District is reducing funding for adult education by \$3.5 million – a 67% cut – in the upcoming school year⁵⁴ As a result, the Metropolitan Adult Education Program that conducts San Jose adult education is cutting seven satellite community sites and two of three main hubs. The number of students receiving educational services in 2011-12 is expected to decline from 7,000 to just 2,000.⁵⁵

4. HEALTH

- ⇒ **90% of white adults in Santa Clara County have health insurance, but only 60% of Latino adults do.**⁵⁶
- ⇒ **Santa Clara County ranks 34th out of 56 counties ranked in California for unhealthy levels of air pollution, lack of access to healthy foods, and a higher density of liquor stores.**⁵⁷

Lucy had been waiting in line at SHCS since 5:30 a.m. in the cold winter chill to register for food for Thanksgiving and Christmas. The past few months had not been kind to Lucy's family. In April, Lucy was expecting her fourth baby when she suffered a mid-term miscarriage. Her husband, who had worked for a convenience store for several years, asked his boss for time off for a few days to watch their children while Lucy recuperated from the miscarriage. His boss said okay but a few days later he fired him for not showing up for work. The couple struggled to make ends meet while recovering from their loss. Two months later, the stress got to Lucy and she suffered a stroke. The doctor told her that she must reduce her stress in order to prevent further strokes and Lucy went through months of rehabilitative therapy to regain her strength. She still struggles with stuttering due to the effects of the stroke. Wasn't it stressful to wait in line for so long to register for holiday help? "Yes, but I've got to do it so my kids get a chance to enjoy the holidays," she said with a matter-of-fact shrug.

Health Disparities

In general, Santa Clara County residents fare well on major health indicators. Indeed, a recent analysis of California regions found that life expectancy in the San Francisco Bay Area is 81.6 years – the highest in the state.⁵⁸ In 2009 just 14% of Santa Clara County adults reported their general health as fair or poor. Health outcomes vary, however, among economic classes and racial and ethnic groups. 35% of adults living in households with annual incomes of \$20,000 or less reported their health as fair or poor, compared to just 7% of those living in households with annual incomes of \$75,000 or more.⁵⁹

⁵³ Gollan, Jennifer. "Latest Budget Victim: Adult Education." *Bay Citizen*. 30 May, 2011.

⁵⁴ Metropolitan Education District, 2011.

⁵⁵ Christina Llerena, Sacred Heart Community Service Education Manager.

⁵⁶ Santa Clara County Public Health Department. *Santa Clara County 2010 Health Profile Report*. 2010.

⁵⁷ Ibid

⁵⁸ Burd-Sharps, Sarah and Kristen Lewis. *A Portrait of California*. American Human Development Project, 2011.

⁵⁹ Santa Clara County Public Health Department. *Santa Clara County 2010 Health Profile Report*. 2010.

Common chronic health conditions in Santa Clara County, similar to those around the country, are often linked to obesity. In 2009, 38% of adults in Santa Clara County were overweight and 17% were obese. The prevalence of overweight-obesity decreases as household income increases: 68% of Santa Clara County adults with annual household incomes less than \$20,000 are overweight or obese compared to 49% for those with household incomes of \$70,000 or more. 68% of Latino adults and 63% of African-American adults are overweight or obese compared to 56% of white adults and 39% of Asian/Pacific Islander adults.⁶⁰ 27% of Latino children (ages 5-19) in Silicon Valley are considered overweight, compared to 21% of non-Latino children.⁶¹ According to one report, in 2006 obesity and lack of physical activity cost Santa Clara County \$2.1 billion in lost revenue.⁶²

Disparities exist among many other health indicators as well. The infant mortality rate for African-Americans continues to be 2-3 times higher than that of any other racial/ethnic group. Latinos have the next highest mortality rate at 4.9 per 1,000 live births.⁶³ Child immunization coverage is highest among Asians (89%), followed by whites (84%), African-Americans (79%), and Latinos (76%).⁶⁴

Access to Health Care

Access to basic preventive health care is critical for individual and community well-being. Overall, Silicon Valley residents are more likely to have health insurance than other California residents. However, the recent economic recession has caused many households to lose insurance due to lost jobs or inability to afford insurance premiums. The percent of residents with no health coverage increased 4% from 2007-2009.⁶⁵ The challenge of affording health insurance is not new to the recession, though. The percentage of uninsured adults in Santa Clara County has risen steadily over the past ten years from 8% in 2000 to 18% in 2009.⁶⁶

Not surprisingly, given the associated expense, health insurance coverage increases with annual household income. 94% of Santa Clara County adults ages 18-64 living in households with incomes of \$75,000 or more report having health insurance compared to just 52% of those living in households with incomes of \$20,000 or less.⁶⁷

Insurance disparities also exist between racial and ethnic groups and between those born in the U.S. and those born in other countries. In 2009, 18% of adults in Santa Clara County (including 21% of those ages 18-64) reported being uninsured. A higher percentage of whites ages 18-64 (90%) reported having health insurance than Asian/Pacific Islanders (86%), African-Americans (68%), and Latinos (60%). A higher percentage of adults ages 18-64 born in the U.S. (84%) reported having health insurance

⁶⁰ Ibid

⁶¹ Hispanic Foundation of Silicon Valley. *Silicon Valley Latino Report Card 2011*. 2011.

⁶² Second Harvest Food Bank. *Hunger Index*. 2009.

⁶³ Santa Clara County Public Health Department. *Santa Clara County 2010 Health Profile Report*. 2010.

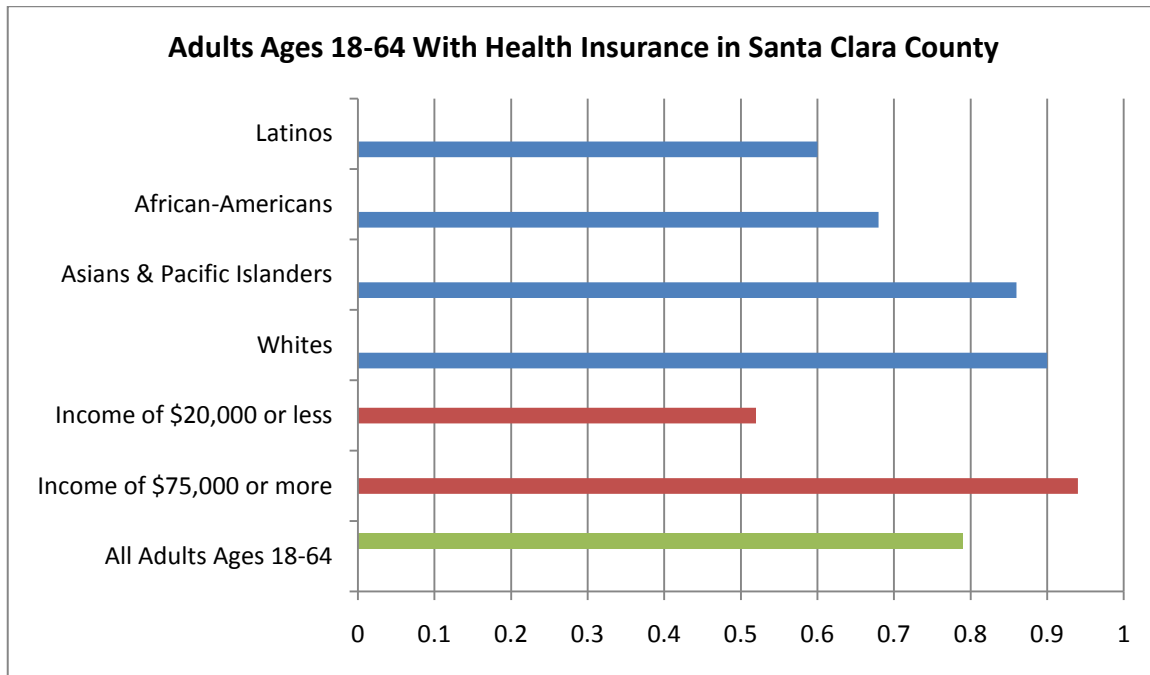
⁶⁴ Ibid

⁶⁵ Joint Venture Silicon Valley. *Index of Silicon Valley*. 2011.

⁶⁶ Santa Clara County Public Health Department. *Santa Clara County 2010 Health Profile Report*. 2010.

⁶⁷ Ibid.

than those born outside the U.S. (72%).⁶⁸ Within the Latino population, 90% of U.S. born individuals had health insurance compared to just 71% of those born outside the U.S.⁶⁹



Santa Clara County Public Health Department 2010

Santa Clara County has made great strides in providing access to health insurance for children. In 2007 95% of Latino children had health insurance coverage in Santa Clara County, up from 92% in 2001. Health insurance coverage for non-Latino children was slightly higher at 97.6%.⁷⁰

Providing health insurance coverage is not always enough to ensure low-income families and individuals are able to access high quality health care. At a United Way community listening session in early 2009, participants noted that co-pays are sometimes too expensive, leading people to avoid seeking medical care or obtaining prescriptions even with insurance. In addition, they noted that many health care providers do not accept some health insurance plans because the payments are insufficient.⁷¹

Environmental Impacts

One of the greatest disparities between low-income communities and middle or upper class communities in Santa Clara County is in the health of their neighborhood environment. Neighborhood environments contribute to the incidence of chronic health conditions, such as asthma and diabetes. Participants in the 2009 United Way listening session noted that diabetes is a poverty issue because healthy food is typically more expensive and less available in low-income communities.⁷² 56% of adults living in

⁶⁸ Ibid

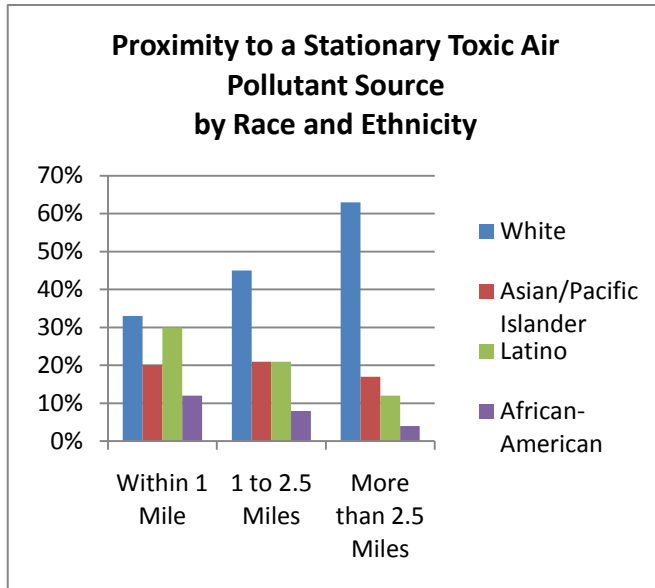
⁶⁹ Hispanic Foundation of Silicon Valley. *Silicon Valley Latino Report Card 2011*. 2011.

⁷⁰ Ibid

⁷¹ United Way Silicon Valley. *Input from Community Dialogue Sessions*. 2009

⁷² Ibid

households with annual incomes of \$75,000 or more strongly agreed that it was easy to walk in their neighborhood compared to just 26% of those in households with annual incomes of less than \$20,000.⁷³ In 2007, only 40% of Latino teens in Silicon Valley “strongly agreed” that a nearby park or playground was safe during the day compared to 50% of non-Latinos.⁷⁴



Hispanic Foundation of Silicon Valley 2011

Santa Clara County ranks 34th out of 56 counties ranked in California for physical environment status due to unhealthy levels of air pollution, lack of access to healthy foods, and high density of liquor stores.⁷⁵ According to a study of the Bay Area, proximity to a stationary toxic air pollutant source varies significantly by race and ethnicity. Among those living within one mile of a pollutant source, 33% are white and 30% are Latino. Among those living more than 2.5 miles from a pollutant source 63% are white and only 12% are Latino.⁷⁶

Highly Restricted Access to Mental Health Services

Mental health funding is decreasing in Santa Clara County. Community based organizations are being asked to pick up the slack from underfunded public institutions, but lack the capacity to do so. In addition, the limited funding that is available is primarily directed toward group work and classes – to reach the largest number of people possible – resulting in extremely limited availability for one-on-one services such as counseling and case management. The impact of limited mental health resources means more people suffer in silence. SHCS’ Education Manager reports that many of the women participating in the agency’s ESL and parenting classes suffer from untreated depression and anxiety resulting in lack of stability for their families. Individuals with more severe mental illnesses may end up in the justice system as a result of untreated illness.

5. NUTRITION

⇒ **One in four households in Santa Clara County is at-risk for hunger.**⁷⁷

⇒ **49% of low-income households in Santa Clara County live more than a mile from a healthy food resource, such as a farmer’s market or community garden.**⁷⁸

⁷³ Santa Clara County Public Health Department. *Santa Clara County 2010 Health Profile Report*. 2010.

⁷⁴ Hispanic Foundation of Silicon Valley. *Silicon Valley Latino Report Card 2011*. 2011.

⁷⁵ Santa Clara County Public Health Department. *Santa Clara County 2010 Health Profile Report*. 2010.

⁷⁶ Hispanic Foundation of Silicon Valley. *Silicon Valley Latino Report Card 2011*. 2011.

⁷⁷ Second Harvest Food Bank. *Hunger Index*. 2009.

Henry works as a dishwasher at a local restaurant. As trays of dirty dishes are piled onto the rinse rack he discretely sneaks bites of the leftovers he scrapes off the plates – a solitary meatball, a bite of chicken. In order to survive on \$9 per hour at a job that will not schedule kitchen staff full-time, Henry and his colleagues can afford only enough food for one meal daily. They typically skip breakfast entirely and for lunch depend on scraps from the dirty dishes of the restaurant’s patrons. At 48, Henry can’t hide his shame: “Before we scrape the bits of leftovers into the garbage, we take what we can to keep us going until we get home at night.”

Hunger

Hunger and poverty are closely linked. Second Harvest Food Bank estimates that one in four households in Santa Clara County is at-risk for hunger.⁷⁹ In 2009, 4% of adults in the county reported that they had gone hungry in the past 12 months because they couldn’t afford food. More than 60% of adults who reported going hungry were living in a household with one or more children ages 17 or younger.⁸⁰

In 2008, there were 94,000 low-income adults in food insecure households in Santa Clara County, representing 31% of adults in low-income households in the county – 22nd worst in California – and the number has likely grown today.⁸¹ As poverty has increased with the recent economic recession, so has hunger. In a 2009 survey, 94% of food pantry programs in Santa Clara County reported an increase in people coming to their emergency food program sites since 2006.⁸² In a 2011 survey of food service providers 92.9% indicated that they had experienced an increased demand for services in the last 12 months.⁸³

Food Assistance

One of the best resources for fighting hunger and food insecurity is the federal food stamp program, yet it remains undersubscribed. In 2008 there were 129,923 individuals eligible for food stamps in Santa Clara County, but 70,159 (54%) of those were not participating.⁸⁴ In a survey of individuals receiving food at food banks in Santa Clara County, just 42% reported receiving food stamps. Among those surveyed who had never applied for food stamps, 29% didn’t apply because they believed they were ineligible and 46% didn’t apply because they didn’t know how or felt the process was too long and complicated.⁸⁵ School and summer lunch programs also remain underutilized. In 2008 there were 89,113 children in the county who were eligible for the school lunch program, but 24,927 (28%) were not participating. In addition, there were 51,740 children eligible for summer food programs, but 37,469 (72.4%) were not participating.⁸⁶

⁷⁸ Public Health Law and Policy. *Healthy Food Resource Assessment for Santa Clara County*. 2010.

⁷⁹ Second Harvest Food Bank. *Hunger Index*. 2009.

⁸⁰ Ibid

⁸¹ California Food Policy Advocates. *Santa Clara County Nutrition Profile*. 2008.

⁸² Mathematica Policy Research. *Hunger in America 2010*. 2010.

⁸³ Sacred Heart Community Service. *Service Provider Agency Survey*. 2011.

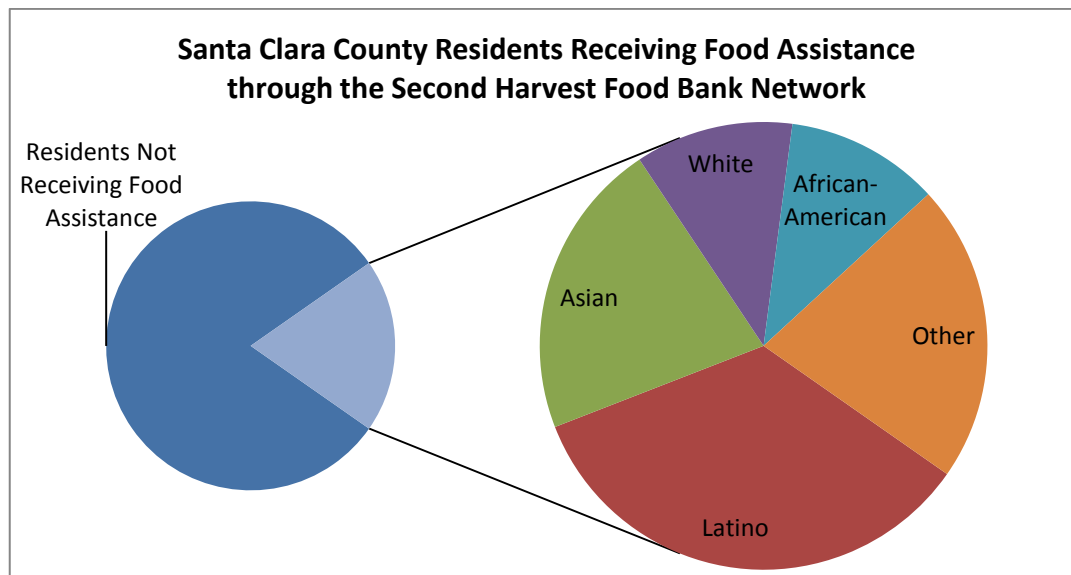
⁸⁴ California Food Policy Advocates. *Santa Clara County Nutrition Profile*. 2008.

⁸⁵ Mathematica Policy Research. *Hunger in America 2010*. 2010.

⁸⁶ California Food Policy Advocates. *Santa Clara County Nutrition Profile*. 2008.

Food stamp enrollment is especially challenging in California because it is one of only three states that requires fingerprint imaging for adult recipients and it is the only state where applicants must re-qualify every three months.⁸⁷ Food stamp enrollment has increased in the past couple years, most likely due to a combination of increasing numbers of people who are eligible for the benefit and local efforts to facilitate the enrollment process for low-income families. Between 2008-09 food stamp enrollment increased 23% in Santa Clara County.⁸⁸

In addition to public benefits, Santa Clara County has an extensive food assistance network coordinated by Second Harvest Food Bank. An estimated 370,100 unduplicated people receive emergency food through this network annually. Among recipients, 32% are children and 9% are between the ages of 0-5. 18.6% are white, 10.2% are African-American, 31.6% are Latino, 19.8% are Asian, and 19.8% are other races. Among those receiving assistance, 52% report having to choose between paying for food and paying their rent or mortgage.⁸⁹



Second Harvest Food Bank 2010

In the current atmosphere of pending public budget cuts, the agencies that distribute food assistance in Santa Clara County are operating with a sense of uncertainty regarding the ongoing availability of food to distribute. At SHCS, 20% of the food given out comes from the USDA, but Second Harvest Food Bank has warned the agency to prepare for 25-50% cuts in USDA food in the next year.⁹⁰

Access to Healthy Food

Research has found that “access to healthy food is a critical prerequisite for health and obesity prevention,” but a recent study of healthy food access in Santa Clara County found that low-income households in the area face barriers to access including location,

⁸⁷ Second Harvest Food Bank. *Hunger Index*. 2009.

⁸⁸ Ibid

⁸⁹ Mathematica Policy Research. *Hunger in America 2010*. 2010.

⁹⁰ Chad Harris, Sacred Heart Community Service Director of Essential Services. 2011.

service, and affordability.⁹¹ In Santa Clara County there are four times as many fast food restaurants and convenience stores as there are supermarkets and produce vendors.⁹² Two in five adults in Santa Clara County report that they eat at a fast food restaurant at least once a week. More men (50%) than women (32%) report this and more Latinos (49%) and African-Americans (42%) report this than whites (36%).⁹³

Many low-income neighborhoods lack walkable access to healthy food resources, such as farmer's markets, and have a higher concentration of unhealthy food resources, including fast food and liquor stores. This combination makes it much more difficult for low-income families to make healthy food choices. In San Jose, only 15% of low-income households live within a half mile of a healthy food resource and 52% live more than a mile from any healthy food resources. Countywide, 49% of low-income households live at least one mile from a healthy food resource.⁹⁴ In a recent focus group of middle school students at SHCS' Homework Club, one young woman mentioned that her mother used to shop for fruits and vegetables at the neighborhood market, but that she stopped going there after seeing rats running through the store.

6. HOUSING

⇒ **Santa Clara County has the fifth most expensive housing market in the nation.**⁹⁵

⇒ **In 2009, 23.8% of Latinos in Silicon Valley were living in overcrowded conditions compared to just 3.8% of non-Latinos.**⁹⁶

Ofelia's mobile home was in a deplorable state. It was dark, lit only by cracked windows covered with plywood and various bits of cloth. To the left of the door were remnants of what was once a sink area with a mass of broken plywood resembling cabinetry in a former life. The floor was uneven and spongy, covered by paper, cardboard, and dirt. The sleeping corner held only dirty cardboard on the ground. A few ragged blankets were strewn about the disintegrating floor at the other end of the unit. The tiny shower pan had some debris in it and did not look like it had seen running water for years. Ofelia's worn face, aged beyond her years, looked reluctantly for some reassurance that SHCS might be able to help. Ofelia purchased the unit from the manager of the trailer park a few months ago. She lives there with a daughter who is attending community college with the hopes of one day serving in law enforcement. The irony is especially searing: a young woman aspires for a life affirming justice, while she experiences a profound societal injustice each night.

⁹¹ Public Health Law and Policy. *Healthy Food Resource Assessment for Santa Clara County*. 2010

⁹² Second Harvest Food Bank. *Hunger Index*. 2009.

⁹³ Santa Clara County Public Health Department. *Santa Clara County 2010 Health Profile Report*. 2010.

⁹⁴ Public Health Law and Policy. *Healthy Food Resource Assessment for Santa Clara County*. 2010

⁹⁵ National Low Income Housing Coalition. *Out of Reach 2011*. 2011.

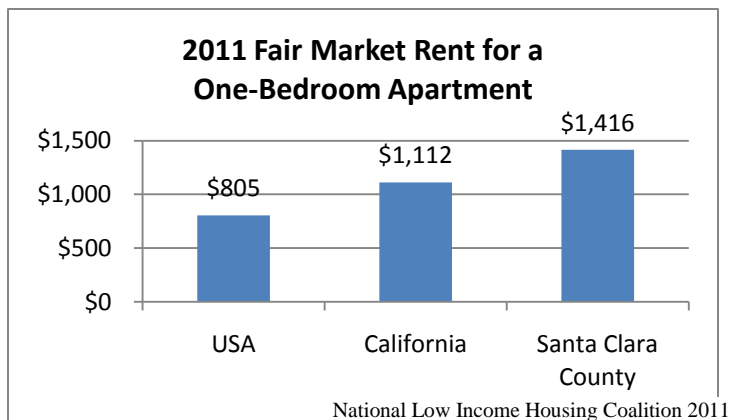
⁹⁶ Hispanic Foundation of Silicon Valley. *Silicon Valley Latino Report Card 2011*. 2011.

High Cost of Housing

One of the greatest challenges for low-income families in Santa Clara County is finding affordable housing that is safe and comfortable. Santa Clara County is the fifth most expensive county for housing in the United States.⁹⁷ Housing prices in the region soared in the 1990's, when the dot-com boom brought highly skilled and highly paid professionals into a housing market where construction of new units was not increasing nearly as fast as the population. The basic law of supply and demand drove prices up to be among the highest in California.

2011 fair market rent for a one-bedroom apartment in Santa Clara County is \$1,416 (compared to \$1,112 for the state). An individual working a minimum wage job would have to work 136 hours a week (3.4 full time jobs) to afford a fair market rent one-bedroom apartment in Santa Clara County.⁹⁸ As a result of the high housing costs in the region, many low-income households spend far more than the recommended 30% of household income on housing expenses, limiting their ability to meet other necessities, including utilities, child care, and medical care. As noted above, 52% of households visiting Santa Clara County food banks reported having to decide between purchasing food or paying rent.⁹⁹ Not

surprisingly, given the disproportionate number of households of color with low-incomes in the county, high housing burdens disproportionately impact families of color as well. In 2009, 60.6% of Latinos in Silicon Valley spent more than 30% of their income on rent or mortgage, compared to just 46% of non-Latinos.¹⁰⁰



Economic Recession

Between 2006-2008 foreclosure activity in Santa Clara County grew by more than 500%. During that time one in forty homeowners received a notice of default on their mortgage.¹⁰¹ Latino homeowners have been particularly hard hit in Santa Clara County: Latino homeownership declined from 50.8% in 2007 to 42.5% in 2009. Comparatively, non-Latino homeownership in the Silicon Valley region declined less than one percentage point from 63.7% to 63.2% in the same period.¹⁰²

⁹⁷ National Low Income Housing Coalition. *Out of Reach 2011*. 2011.

⁹⁸ Ibid

⁹⁹ Mathematica Policy Research. *Hunger in America 2010*. 2010.

¹⁰⁰ Hispanic Foundation of Silicon Valley. *Silicon Valley Latino Report Card 2011*. 2011.

¹⁰¹ Santa Clara County Public Health Department. *Santa Clara County 2010 Health Profile Report*. 2010.

¹⁰² Hispanic Foundation of Silicon Valley. *Silicon Valley Latino Report Card 2011*. 2011.

40% of households in Santa Clara County were renters from 2005-2009.¹⁰³ Over the past few years the large number of homeowners losing their houses led to increased demand for rental properties and at the end of 2010 the vacancy rate in San Jose was under 5%, reflecting a “healthy” rental market.¹⁰⁴ Average rental rates in San Jose increased 6% from 2010 to 2011. Average rent for a one bedroom in the city is now \$1,348, out of reach for most low-income families.¹⁰⁵

Overcrowding and Poor Housing Conditions

Low-income families frequently double or triple up with other families in order to make ends meet leading to overcrowded conditions – defined as more than one person per room in a dwelling. In 2009, 23.8% of Latinos in Silicon Valley were living in overcrowded conditions compared to just 3.8% of non-Latinos.¹⁰⁶ Low-income undocumented immigrants frequently face the worst situations. Unscrupulous landlords take advantage of their fear of deportation and limited access to decent housing due to lack of access to legal work permits to avoid paying for even basic maintenance to units. SHCS outreach workers have seen families living in deplorable conditions with cockroach and rat infestations, holes in walls, broken appliances, lack of ventilation in kitchens, moldy carpets, and leaking plumbing.

7. HOMELESSNESS

- ⇒ **84% of homeless individuals in Santa Clara County are unemployed.**¹⁰⁷
- ⇒ **The chronically homeless population of the county increased from 1,680 in 2007 to 2,270 in 2009, now representing 36% of the local homeless population.**¹⁰⁸

***Nellie** is a 56-year-old former high-tech worker who has been homeless for the past two years after her job was outsourced overseas. She considers herself one of the lucky ones since she at least has a van to sleep in since her mobile home went into foreclosure. It's scary though, especially at night and she recently fought off an intruder who tried to break into her 'home' late one night. Nellie never expected to end up like this. She has a degree in English and previously had a thriving career as a document specialist and then as an engineering assistant. She struggles with the effects of diabetes and is grateful for the free blood test meters she recently received from a clinic. It's hard though, she says, to eat right and keep track of her blood sugar when she's living out of a van. "I do the best I can," said Nellie. "I'm thinking of moving to Las Vegas, where my sister lives. I just don't know if my van can make the trip."*

¹⁰³ National Low Income Housing Coalition. *Out of Reach* 2011. 2011.

¹⁰⁴ San Jose Housing Department. *Housing Statistics Report*. 2011.

¹⁰⁵ National Low Income Housing Coalition. *Out of Reach* 2011. 2011.

¹⁰⁶ Ibid

¹⁰⁷ Applied Survey Research. *2009 Santa Clara County Homeless Census and Survey*. 2009.

¹⁰⁸ Ibid

Fluctuations in Size of Homeless Population

Homelessness continues to present a challenge in Santa Clara County as the high housing costs force many families and individuals onto the streets. According to the most recent data available, the annual estimate of homeless persons in Santa Clara County declined 31% from 2007 to early 2009, dropping from 18,056 to 12,377 individuals.¹⁰⁹ Anecdotal evidence, however, points to a subsequent rise in the homeless population following the 2008 economic crash.

Lack of income to pay for housing is a primary cause of homelessness. 84% of respondents to a 2009 survey of homeless individuals in Santa Clara County indicated that they were not currently employed. 30% of respondents listed losing a job as the primary reason for being homeless. Addiction and drug use also contribute to homelessness: 21% of respondents cited alcohol or drug use as the primary cause of homelessness. When asked what might have prevented them from becoming homeless the top three responses were: job training/employment assistance (40%), rent/mortgage assistance (33%), and alcohol/drug counseling (32%).¹¹⁰

Among homeless individuals surveyed in 2009, 54% had been homeless for less than one year and 46% had been homeless for one year or more, including 32% who had been homeless for two or more years. 41% of respondents indicated that this was the first time they had been homeless.¹¹¹

Chronic Homelessness

The chronically homeless population increased from 1,680 in 2007 to 2,270 in 2009, now representing 36% of the local homeless population. The number of severely mentally ill homeless individuals decreased, however, from 1,869 in 2007 to 1,631 in 2009.¹¹² Intensive housing first programs in Santa Clara County have particularly targeted the mentally ill chronically homeless population.

Homeless Families and Children

Homelessness is particularly hard on families and children. In 2009, 11% of homeless adults surveyed in Santa Clara County reported having children under the age of 18 living with them and 9% of the homeless population was youth under the age of 18, either living in families or on their own.¹¹³ Half of homeless individuals with children identified themselves as Latino.¹¹⁴ Of survey respondents who had children, 50% had children ages five and younger living with them.¹¹⁵ Homeless families face particular challenges maintaining a sense of normalcy for their children, including keeping them enrolled in school and engaged in their community. In 2009 85% of survey respondents with school-age children living with them reported that their children were in school. This is an increase from 77% in 2007, but still leaves 15% of homeless children out of school and

¹⁰⁹ Applied Survey Research. *2009 Santa Clara County Homeless Census and Survey*. 2009.

¹¹⁰ Ibid

¹¹¹ Ibid

¹¹² Ibid

¹¹³ Ibid

¹¹⁴ Hispanic Foundation of Silicon Valley. *Silicon Valley Latino Report Card 2011*. 2011.

¹¹⁵ Applied Survey Research. *2009 Santa Clara County Homeless Census and Survey*. 2009.

losing out on opportunities to break generational cycles of poverty and improve their futures.¹¹⁶

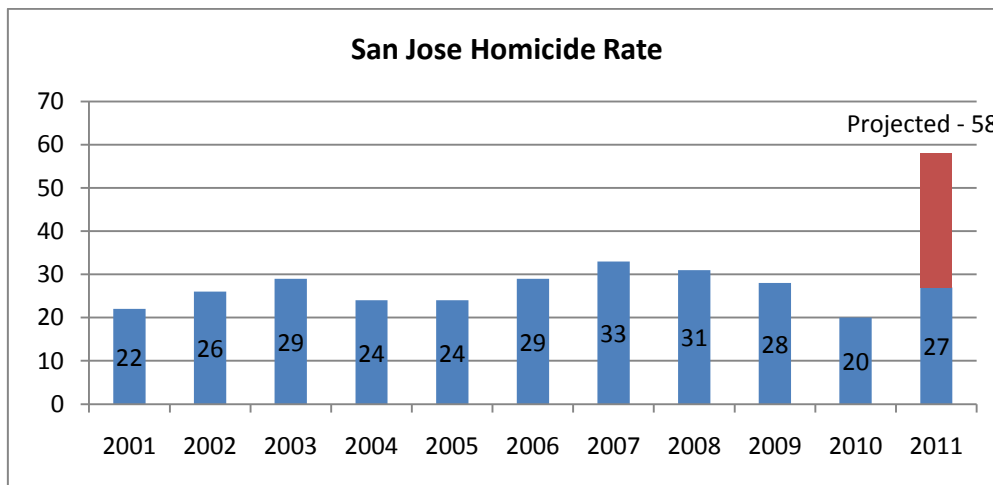
8. CRIME

- ⇒ 20% of adults living in households with annual incomes below \$20,000 report that crime, violence, and drug activity are a major problem in their neighborhood, compared to just 3% of adults living in households with incomes of \$75,000 or more.¹¹⁷
- ⇒ The number of San Jose police officers has declined by a few hundred officers to a total of 1,220 over the last five years and the department expects to layoff at least 120 officers in the next year.¹¹⁸

“In the last three months, two people have been stabbed and one shot, all within two blocks of my home. This gave me a lot of fear, as I walk my daughter to school along (where the violence occurred). Many of us in the community feel unsafe, to the point of being terrorized” – San Jose resident speaking at a community meeting on June 8, 2011

Crime Rates

Santa Clara County enjoys relatively low crime rates and the City of San Jose has boasted of its recent past atop the nation’s safest city list, but San Jose is seeing a rise in violence this year illustrated by a surging homicide rate. The city has already experienced 27 homicides this year (through June 19, 2011).¹¹⁹ It is on track to reach 58 by the end of the year, approximately double the 1998-2010 annual rate, which ranged from 20-33.¹²⁰



San Jose Police Department 2011

¹¹⁶ Ibid

¹¹⁷ Santa Clara County Public Health Department. *Santa Clara County 2010 Health Profile Report*. 2010.

¹¹⁸ Rosenberg, Mike. “With San Jose Homicide Rate on Track for 20-Year High, Community Demands Reforms.” *San Jose Mercury News*. 8 June, 2011.

¹¹⁹ Webby, Sean. “San Jose Homicide Spike Forces Police to Refocus on Gangs.” *San Jose Mercury News*. 19 June, 2011.

¹²⁰ Rosenberg, Mike. “With San Jose Homicide Rate on Track for 20-Year High, Community Demands Reforms.” *San Jose Mercury News*. 8 June, 2011.

Increasing Gang Violence

Increasing gang activity has also left many families on edge. 14 of the 27 homicides in San Jose so far in 2011 were gang related, including six in a three week span in June.¹²¹ Violent gang incidents in San Jose increased from 19 in April 2011 to 40 in May 2011, the highest total in nine months.¹²² The total number of gang-related cases for the Santa Clara County Sheriff's Office (covering unincorporated parts of the county) has increased 70% over the last five years (2006-2010) compared to the previous five years (2001-2005).¹²³ In a survey of residents in low-income neighborhoods around SHCS 56% of respondents identified gangs as the issue they are most worried about in their neighborhood.¹²⁴ SHCS staff report a sense of increased gang activity in these neighborhoods.

Public Safety Cuts

Over the last five years the San Jose Police Department has lost approximately 300 officers due to budget cuts and the total force now numbers only 1,220 officers. To date, the Department has been able to reduce staffing solely through attrition. This year, for the first time, they expect to layoff active officers. 120 officers may lose their jobs if the police union rejects proposed cuts.¹²⁵ Staff at SHCS report hearing from local beat officers that the police department is stretched so thin that when officers come on shift there are already an average of 12 calls waiting.

Last year the San Jose Police Department merged the Violent Crimes Enforcement Unit, a highly specialized gang unit, with a more generalized crime fighting unit and decreased the combined unit by 20 officers.¹²⁶ This move has led to pushback within and outside the force as the city's homicide rate continued to tick up earlier this year. The Chief of Police was recently quoted in the San Jose *Mercury News* saying that "there are some gangs that feel that San Jose is more vulnerable."¹²⁷ He added a message to gangs to "think again" about that perception and is redirecting a unit of officers to focus specifically on gangs, but with significant cuts to the force expected this year increasing resources to combat gangs will only decrease them elsewhere.

Public safety cuts will be amplified in Santa Clara County by cuts to the redevelopment agencies. The City of San Jose uses redevelopment funds to contribute to funding for anti-gang programs, the Strong Neighborhood Initiative (a community policing program in low-income neighborhoods), and crime prevention efforts, all at-risk of further cuts.

¹²¹ Webby, Sean. "San Jose Homicide Spike Forces Police to Refocus on Gangs." *San Jose Mercury News*. 19 June, 2011.

¹²² Ibid

¹²³ Santa Clara County Sheriff's Office. *Gang-Related Crime Statistics Summary*. 2010.

¹²⁴ Sacred Heart Community Service. *Police and Community Relations Survey*. 2010.

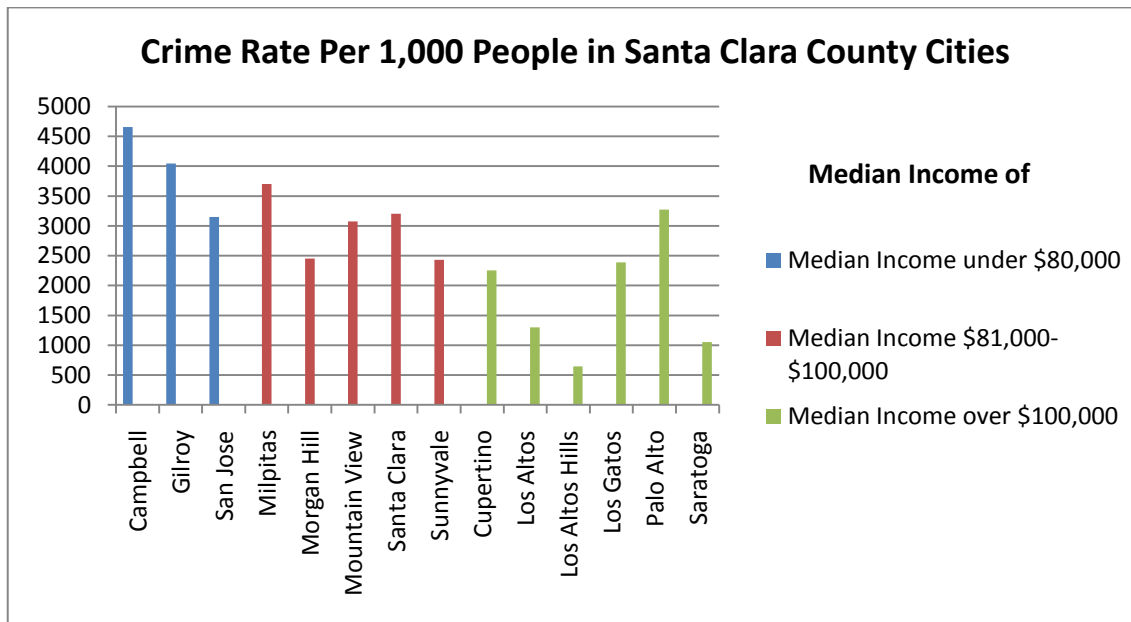
¹²⁵ Rosenberg, Mike. "With San Jose Homicide Rate on Track for 20-Year High, Community Demands Reforms." *San Jose Mercury News*. 8 June, 2011.

¹²⁶ Webby, Sean. "San Jose Homicide Spike Forces Police to Refocus on Gangs." *San Jose Mercury News*. 19 June, 2011.

¹²⁷ Ibid

Unequal Distribution of Crime

The 2009 average crime rate for cities in Santa Clara County was 2,573 crimes per 100,000 people, but it varied dramatically between geographic areas. Crime rates ranged from just 644 crimes per 100,000 people in affluent Los Altos Hills to over 4,000 crimes per 100,000 people in Gilroy and Campbell.¹²⁸ In 2009, one-third of adults in Santa Clara County reported that crime, violence, and drug activity were not a problem at all in their neighborhood while 8% reported that these constituted a major problem in their neighborhood. The percentage of adults living in households with annual incomes of less than \$20,000 (20%) who reported that crime, violence, and drug activity were a major problem in their neighborhood was six times higher than the percentage of adults living in households with annual incomes of \$75,000 or more (3%).¹²⁹



City of Santa Clara and American Community Survey 2009

In a survey of residents in low-income neighborhoods around SHCS more than half of respondents (52%) stated that they do not feel safe on the streets of their own neighborhood.¹³⁰ There is community demand for stronger public safety, but at the same time some residents are scared to talk to the police because they don't trust them or they fear reprisals from criminals. According to a survey of South and East San Jose residents conducted by People Acting in Community Together (PACT), 1,000 of 2,700 survey respondents do not report crimes to the police because they fear being deported or do not think police would do anything.¹³¹ According to San Jose resident Carlos Morante, "residents fear for their safety and the safety of their families if they do report crime".¹³²

¹²⁸ City of Santa Clara. *2009 County Crime Rate Comparison*. 2009

¹²⁹ Santa Clara County Public Health Department. *Santa Clara County 2010 Health Profile Report*. 2010

¹³⁰ Sacred Heart Community Service. *Police and Community Relations Survey*. 2010.

¹³¹ Rosenberg, Mike. "With San Jose Homicide Rate on Track for 20-Year High, Community Demands Reforms." *San Jose Mercury News*. 8 June, 2011.

¹³² Ibid

Hate Crimes

Hate crimes are also a matter of concern in Santa Clara County. In 2009, a total of 30 cases of possible hate crimes were referred to the Santa Clara County District Attorney's Office; a 25% increase over 2008. 42% of these hate crimes were directed towards the LGBT community. The spike in this statistic likely reflects increased attention to public debates over marriage and military service rights for the gay community. People of perceived Middle Eastern descent also continue to be targets of hate crime: 25% of 2009 hate crimes targeted the South East Asian community. Even though African-Americans make up less than 2.6% of the population in the county, 17% of hate crimes prosecuted were directed towards the African-American community. The Jewish and Latino communities each experienced 8% of prosecuted hate crimes.¹³³

9. JUVENILE DELINQUENCY

- ⇒ In 2007-08, 16% of middle and high school students reported that they had seriously considered attempting suicide in the past 12 months.¹³⁴
- ⇒ Only 17% of ninth graders and 20% of eleventh graders report feeling very safe at school.¹³⁵

Joe was four years old when he was removed from his home because he was being abused by his mother's boyfriend. He was taken to live with an aunt, but there too he was abused, and at the age of 12 he was seen running across Highway 280. The driver who spotted him pulled over and discovered he had run away from home several days before and was living on his own beneath the freeway. Joe was then placed in the foster care system. After turning 18, he was released from the system and promptly became homeless.

Mental Health Concerns

Historical indicators of future poverty among teens such as juvenile crime, alcohol and drug use, and teen pregnancies have all declined in recent years. Other indicators such as suicide attempts and high school dropout rates are disturbingly high. In 2007-08, 16% of middle and high school students reported that they had seriously considered attempting suicide in the past 12 months. A higher percentage of female (19%) than male (12%) students reported this. Among ethnic groups, African-American (17%) and Latino (17%) students had the highest percentage.¹³⁶ 30% of ninth grade students in Santa Clara County reported that they "felt so sad or hopeless almost every day for two or more weeks in a row that they stopped doing some usual activities" - a definition of depression - at least once during the last year. This is comparable to national (28%) and state (32%) figures.¹³⁷

¹³³ Santa Clara County Office of Human Relations. *2009 Annual Hate Violence Report*. 2009

¹³⁴ Santa Clara County Public Health Department. *Santa Clara County 2010 Health Profile Report*. 2010.

¹³⁵ California Department of Education. *California Healthy Kids Survey - Santa Clara County Main Report 2007-2009*. 2009.

¹³⁶ Santa Clara County Public Health Department. *Santa Clara County 2010 Health Profile Report*. 2010.

¹³⁷ Payton, John et al. *The Positive Impact of Social and Emotional Learning for Kindergarten to Eighth-Grade Students: Findings from Three Scientific Reviews*. Collaborative for Academic, Social, and Emotional Learning. 2009.

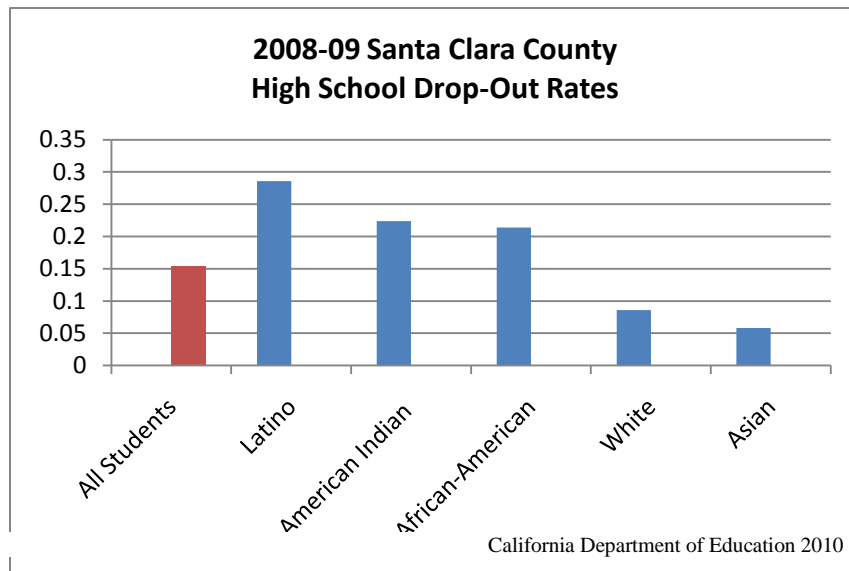
High levels of internal and external resilience assets (e.g. social-emotional skills, positive behaviors, and caring relationships with others) help to reduce behavioral problems and strengthen adolescents against risks. 62% of county fifth graders reported that it is “very much” or “pretty much” true that they have a caring adult relationship at school, but these rates drop as children enter adolescence. Among surveyed California students, only 33% of 7th graders reported having a caring adult relationship at school, compared to 60% of 5th graders.¹³⁸ In general, the number of developmental assets reported by children in middle childhood (4th-6th grades) tends to be greater than the number of assets reported by adolescents. In a recent Santa Clara County survey, 36% of 4th-6th graders had 31-37 of 40 assets, compared to just 9% of 6th-12 graders.¹³⁹

Alcohol and Drug Use

Teen alcohol and drug use in Santa Clara County is below national averages. 21% of ninth graders and 31% of eleventh graders in the county report having an alcoholic drink in the past thirty days, compared to 37% and 53%, respectively, nationally. 19% of ninth graders and 31% of eleventh graders report having been high from using drugs at some point in their lifetime compared to 22% and 37%, respectively, statewide.¹⁴⁰

Truancy and Dropouts

There are concerning discrepancies in the high school dropout rates across racial and ethnic populations. In the 2008-09 school year, 3,126 students in grades 9-12 dropped out of school in Santa Clara County, a four-year derived drop-out rate of 15.5%. The highest drop-out rate is among Latino



students (28.6%), followed by American Indian/Alaskan Native students (22.4%) and African-American students (21.4%).¹⁴¹ Santa Clara County’s truancy rate in 2008-09 was 19.34%, well below the state average of 28.15% and in 2009-10 there were 539 expulsions and 9,119 suspensions in Santa Clara County.¹⁴²

¹³⁸ Ibid

¹³⁹ Project Cornerstone. *A Profile of Santa Clara County Elementary School Students*. 2011.

¹⁴⁰ California Department of Education. *California Healthy Kids Survey – Santa Clara County Main Report 2007-2009*. 2009.

¹⁴¹ California Department of Education, 2011.

¹⁴² Ibid

Violence

Violence at and outside of school is an area of concern for many children and parents. 28% of ninth graders and 23% of eleventh graders in Santa Clara County report having been harassed at school because of race, ethnicity, gender, sexual orientation or disability in the past 12 months. 22% of ninth graders and 14% of eleventh graders report being afraid of being beaten up at school in the past 12 months and only 17% of ninth graders and 20% of eleventh graders report feeling very safe at school. 9% of ninth graders and 7% of eleventh graders reported considering themselves a member of a gang.¹⁴³

Youth exposed to violent environments are more likely to ultimately become involved in risky behaviors. In a recent focus group at SHCS, 17 third through fifth graders who live in impoverished neighborhoods in central Santa Clara County shared their impressions of their neighborhoods. 9 of the 17 students reported having seen gang members in their neighborhood, 6 reported having seen drugs, and 8 reported witnessing violence. When asked what they don't like about their neighborhood, the children overwhelmingly responded: "drugs and violence." When asked to name something scary in their neighborhood 5 children cited gangs and an additional 6 mentioned other types of "dangerous" people.

In a similar focus group, 12 middle school students shared detailed knowledge of dangerous people and places in their community and stories of witnessing extensive violence and drug use. One student mentioned that even school can be "bad" because of gang fights. When talking about a youth community center, one student said there are "lots of gangs around there. People are killed around there. I run in and out so I don't talk to gangs."

10. COMMUNITY PARTICIPATION

- ⇒ **Over 49% of the county population speaks a language other than English at home, but nearly all civic meetings lack translation services.**¹⁴⁴
- ⇒ **Non-Hispanic whites make up 35% of the population in the county's 15 cities, but hold 76% of city council seats.**¹⁴⁵

***"Our** power is in our people and our unity as a community. I believe in my community."* - low-income community leader in San Jose.

***"My** experience as an advocate working on preserving senior nutrition in the County has been unique and one that I'd like to share. After months of working attending Council meetings, hosting research meetings and more, on May 16, 2011, I was privileged to participate in the Community Meeting held at the Alma Center led by grassroots leaders*

¹⁴³ Ibid.

¹⁴⁴ Santa Clara County Office of Human Relations. *Immigrant Voices*. 2010.

¹⁴⁵ Rodriguez, Joe. "Diversity Defines Silicon Valley, Except at Town Halls." *San Jose Mercury News*. 2011.

from the Alma Action Committee. The building was full to capacity with more than 160 seniors, youth and community members. The leaders had invited Vice Mayor Nguyen and Councilmember Liccardo. This was a different experience for me because quite simply the entire tone of this meeting was very different than others I've attended in the past several months. There was a sense the audience felt they were on par with the officials and participants. For the first time, I felt the community leaders who made comments were actually heard and valued. It takes a lot of courage for some of these seniors and youth to speak in front of a large audience and to address those with the "power." When they spoke you could feel it came from their heart and that their voices were not just for them, but that they were speaking on behalf of many. At this meeting the real power was not just in the hands of the elected officials, but the leaders and the community were the ones in power. This is what I see as real democracy in action and it was an honor to have participated." – SHCS volunteer

Community Diversity

Santa Clara County's unique civic environment includes a diverse population with a wealth of immigrants from throughout the world. It is in the top 1% of counties in the entire United States with regard to immigrant diversity. 60% of all families in the Silicon Valley region are immigrant families. 35% of Santa Clara County residents are foreign-born. Including their U.S. born children, at least two thirds of county residents are directly impacted by immigration. The region depends on talented immigrants to fuel its economic growth: 55% of Silicon Valley "science and engineering talents" were born abroad and 40% of the region's total workforce is foreign-born.¹⁴⁶

Barriers to Participation

Involvement of low-income community members in public affairs is crucial to ensure local policies and budgets represent the interests of all county residents, not just those with greater financial resources or those who have lived in the region for many years. The rich diversity and heritage of Santa Clara County residents contributes significantly to the economic and cultural vibrancy of the region. It also creates some challenges for ensuring resident involvement in community affairs. Immigrant civic participation may be limited by a number of factors, including ineligibility to vote, language barriers, or coming from societies in which active participation is unwelcome or where authorities may be repressive.¹⁴⁷ Over 49% of the county population speaks a language other than English at home, but nearly all civic meetings still lack translation services, including San Jose city Council meetings, Santa Clara County hearings, and City Council Committee meetings.¹⁴⁸ Even Strong Neighborhood Initiative meetings run by the City, which are aimed at increasing participation across low-income neighborhood associations, do not provide translation services.

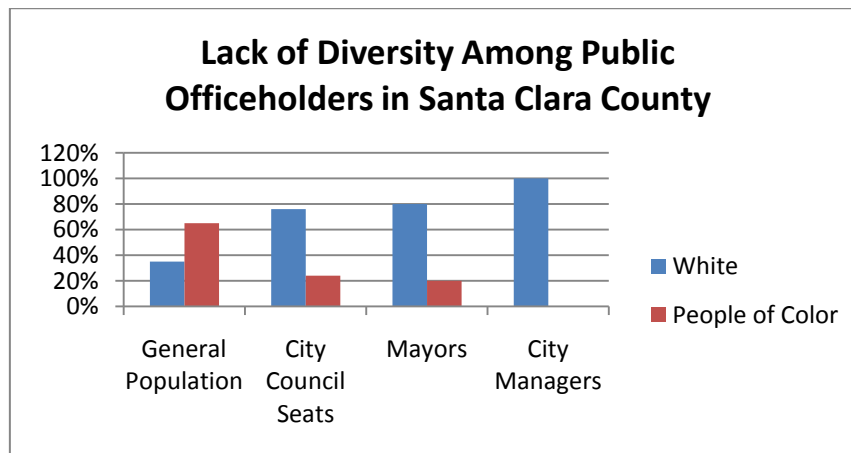
Despite the diversity of the county population, public officeholders remain almost uniformly white. Non-Hispanic whites make up 35% of the population in the county's 15

¹⁴⁶ Santa Clara County Office of Human Relations. *Immigrant Voices*. 2010.

¹⁴⁷ Silicon Valley Community Foundation. *Civic Engagement Brief*.

¹⁴⁸ Santa Clara County Office of Human Relations. *Immigrant Voices*. 2010.

cities, but hold 76% of city council seats. All but three mayors are white. Every city manager, the top administrator appointed by a town's council, is white.¹⁴⁹



San Jose Mercury News 2011

Additional Barriers for Undocumented Immigrants

The uncertain legal status of undocumented immigrants restricts them to living in the shadows of the community. The large numbers of undocumented immigrants in Santa Clara County face barriers to economic, social and civic integration including fear of deportation, inability to obtain a driver's license or work legally, and threats to family stability. Undocumented immigration is largely considered a "Latino issue," but in reality a diverse population faces this challenge. There are approximately 50,000 undocumented Asian immigrants in Santa Clara County.¹⁵⁰ A large percentage of families are "mixed status" families with one or more family members born abroad and one or more family members born in the U.S. These families live with daily fear of separation should one or more family members be deported. In addition, a number of immigrants suffer the mental and social anguish of family separation because they have left their spouse and children behind in their native country in order to work in the U.S.

Recent crackdowns on undocumented immigrants across the country have left an atmosphere of fear and uncertainty in local communities. Staff at SHCS report that community members are more fearful of working with government and police because of fear of deportation. In recent surveys conducted by SHCS, the average amount spent by undocumented families living near SHCS to retrieve their cars after being stopped and having their car impounded was \$1,700.¹⁵¹ The harassment and fees associated with the impounding of cars for those driving their kids to and from school without drivers' licenses costs families dearly.

Motivation to Act

One silver lining of crisis is that it motivates people to get involved. At a time of increasing need and declining public resources, 53% of surveyed service providers

¹⁴⁹ Rodriguez, Joe. "Diversity Defines Silicon Valley, Except at Town Halls." *San Jose Mercury News*. 2011.

¹⁵⁰ Santa Clara County Office of Human Relations. *Immigrant Voices*. 2010.

¹⁵¹ Sacred Heart Community Service. *Police and Community Relations Survey*. 2010.

reported an increase in interest and involvement in advocacy and outreach among their constituents. 47% reported a similar increase among their donors.¹⁵² SHCS' education staff report that drastic cuts to local schools have led to more parents finding ways to get involved and come up with their own solutions. For example, a mothers group at a local elementary school organized parent volunteers to accompany students walking to school because they were worried about safety in their neighborhood. In addition, SHCS organizing committees have 120 leaders working on concrete changes in their neighborhoods.

B. COMMUNITY RESOURCES AND LINKAGES

Santa Clara County is home to a large number of public and private agencies that in some way touch the factors related to poverty that are described above. A summary of the services provided by some of these key agencies can be found in Appendix B. Santa Clara County has a relatively well-developed public and private infrastructure for responding to poverty-related needs, but ongoing cuts to state and local budgets continue to fray this safety net. There is a sense of anxiety about cuts across the board, but some types of services are more at-risk than others. In the survey conducted for this report 75% of economic/community development providers and 70% of job training and employment assistance providers indicated that their services are at-risk of being cut in the next 12 months. Income assistance (67%), child care (67%), and transportation (57%) were the next highest. One survey respondent noted that there are “gaps across the board relative to demand.”¹⁵³

In general, collaboration among service providers in Santa Clara County is high, but not always effective. In a survey of Santa Clara County service providers, respondents stated that they participated in the following collaboration methods at least monthly: 84% provide and receive referrals from partner agencies, 76% participate in interagency meeting and trainings, 65% share data about clients/participants, 63% share space or co-locate services, 62% collaborate on policy or advocacy issues, and 56% coordinate outreach efforts. In the community agency survey conducted for this report, 43% of respondents indicated they feel referral systems work well in the county and fewer than 30% indicated that follow-up after referrals works well.¹⁵⁴ This likely reflects the challenges local service providers face in truly integrating and connecting services to create a seamless and effective system of care. Many survey respondents cite lack of funding and staff time as well as lack of capacity at many agencies to accept referrals as challenges to more effective collaboration.

SHCS has a strong track record of collaborating with local organizations to provide critical services. SHCS' active presence in service networks allows it to develop meaningful referral relationships and a vast array of service providers view SHCS as a longstanding, knowledgeable, and credible partner in addressing the needs of the low-income population. Hundreds of companies, schools, colleges, faith communities, and

¹⁵² Sacred Heart Community Service. *Service Provider Agency Survey*. 2011.

¹⁵³ Ibid

¹⁵⁴ Ibid

civic groups, along with thousands of individuals, contribute through volunteering and in-kind and financial donations. More critically, SHCS nurtures formal service partnerships with key agencies, for example:

- Community Services Agency of Mountain View and Los Altos, West Valley Community Services, InnVision, St. Joseph's Family Center, Sunnyvale Community Services, and Salvation Army of Santa Clara County (*countywide emergency housing and utility assistance network*).
- FIRST 5 Santa Clara County, Gardner Family Health Network, Next Door Solutions to Domestic Violence, Somos Mayfair, and the County of Santa Clara Social Services Agency (*family support services, parent education, domestic violence services*).
- San Jose State University, Santa Clara University, and many high schools (*service learning*).
- Second Harvest Food Bank (*food pantry and food stamp assistance*).

These substantive formal program collaborations represent an important breadth and depth of services targeting those living in poverty throughout the county. Beyond the provision of services, SHCS participates and provides leadership in coalitions including the Santa Clara County Collaborative on Housing and Homeless Issues, Silicon Valley Council of Non-Profits, NOVA Workforce Board, Santa Clara County Citizenship Collaborative, and Santa Clara County Safety Net Committee.

C. REVIEW AND UPDATE OF THE COMMUNITY INFORMATION PROFILE

SHCS reviews and updates the CIP biannually. In addition, to ensure that agency planning is based on current and relevant information, the agency reviews changes in the community annually as part of its planning process for developing its operating plan and budget. To ensure the most current data and relevant factors are included in the CIP, SHCS incorporates information from multiple sources, including scanning for updated research and reports (including data from the census as well as state, county, and city data sources), listening to our community partners, and soliciting input from SHCS customers and community members through surveys, focus groups, and public meetings. SHCS conducts an annual agency-wide customer survey to identify emerging needs, evaluate performance, and adjust services. This consistent measurement tool, which is administered to all self-sufficiency customers and a statistically significant sampling of essential services recipients, makes possible comprehensive longitudinal evaluations of programs. Individual programs also conduct client satisfaction surveys and focus groups each year to assess program delivery and foster in-depth examination of services and needs.

2. COMMUNITY NEEDS ASSESSMENT

A. ASSESSMENT OF EXISTING RESOURCES

Santa Clara County is home to extensive networks of public and private agencies dedicated to providing resources and services to low-income families and individuals in Santa Clara County (See Appendix B for an inventory of county service providers), but the slow motion train wreck of budget cuts and increasing need have taxed these agencies and most report an inability to keep up with the needs of the community. Still, the county is fortunate to be home to many organizations that work hard to provide at least a minimal level of service, including addressing the following issues:

1) APPLICATION AND FORMS ASSISTANCE

In SHCS' recent survey of partner agencies in the county, 38 organizations claimed to provide forms and applications assistance to low-income individuals and families in the county. 80% of these organization help potential applicants determine their eligibility for the various public benefits and programs that are available in Santa Clara County and 88% of them assist with the completion of application forms. 65% provide translation assistance to those who do not speak English.¹⁵⁵

In 2010-2011 SHCS utilized CSBG Discretionary Funding to launch its Asset Building for Independence (ABI) team, including creating a Public Benefits Case Manager position to conduct outreach to people who may be eligible for benefits and assist them with determining eligibility and completing the application process. The ABI program facilitates access to 14 different benefits, including CalFresh (food stamps), MediCal, CalWORKs, and LIHEAP. In its first six months of operation, the public benefits assistance program provided intake and benefits consultation to 200 individuals, helped 100% of eligible individuals apply for at least one benefit, and referred 70 eligible individuals to agency partner Second Harvest Food Bank to complete applications for food stamps.

The continuation of programs in Santa Clara County providing assistance with applications for benefits is critical. 86% of organizations providing this assistance noted an increase in demand for services in the past year. At the same time, with decreasing availability of funding 27% of respondents noted that their applications and forms assistance services had been cut or reduced in the past twelve months and 40% expected them to be cut or reduced in the next twelve months.¹⁵⁶

2) EXPLANATION OF PROGRAM REQUIREMENTS

Individuals who participate in an intake and benefits consultation at SHCS receive a thorough orientation to benefits for which they may be eligible, including explanations of program requirements and client responsibilities. SHCS staff review with the individual each benefit program for which they may be eligible. The consultation includes providing

¹⁵⁵ Sacred Heart Community Service. *Service Provider Agency Survey*. 2011.

¹⁵⁶ Ibid

detailed information regarding the program's eligibility requirements and the benefit recipient's responsibilities. The staff member also reviews with the individual any reapplication requirements. In addition, 74% of agencies responding to the service provider survey that said that they provide forms and application assistance also help applicants navigate the process and advocate on their behalf.¹⁵⁷

3) TRANSPORTATION

Access to reliable and affordable transportation is a critical need for low-income families and individuals in Santa Clara County. With gas prices rising and public transportation budgets facing steep cuts it is becoming more and more challenging to simply get from here to there. This need is particularly strident for households that can't afford to live in neighborhoods close to jobs and services.

Transportation needs often arise in customer surveys and focus groups at SHCS as a particular challenge for low-income families and individuals attempting to navigate the service system in Santa Clara County. SHCS provides bus tokens through its Welcome Center to assist with transportation to medical appointments and parole appointments. In 2009-2010, SHCS utilized CSBG ARRA resources to expand its transportation resources and provide monthly passes to a number of program participants to facilitate access to SHCS and to educational and employment opportunities. Unfortunately, given the limitations of funding, the agency had to discontinue this program at the conclusion of the CSBG ARRA contract term. The agency continues to provide one-time tokens for medical and parole appointments and refers low-income community members to other service providers.

Only 10 out of 50 agencies responding to SHCS' partner agency survey in spring 2011 provide transportation services of any kind in Santa Clara County. 71% of these agencies provide public transportation subsidies, 29% provide some type of bus or van service, and 29% provide car repair services. 33% of agencies providing transportation services noted that their transportation services have been cut or reduced in the past twelve months and 57% projected that these services will be cut in the next twelve months. At the same time, 67% of agencies identified an increase in demand for their transportation services over the past year. Among those answering a question regarding the availability of resources and services in Santa Clara County, 82% of survey respondents felt that transportation services were inadequate to meet the demand.¹⁵⁸

4) PROGRAM ACCESSIBILITY

United Way Silicon Valley runs a 211 hotline in Santa Clara County to direct callers to local services including food, housing, employment services, and child care. Last year more than 25,000 calls were made to 211. The 211 information and referral service is free, confidential, and multilingual. It is available 24 hours a day and provides access to 6,000 programs and services in the region in 170 languages.¹⁵⁹ In 2010 211 launched a

¹⁵⁷ Ibid

¹⁵⁸ Ibid

¹⁵⁹ United Way Silicon Valley, 2011.

new program to make sure that any caller who asks about food and other basic needs is informed about food stamps and referred to Second Harvest Food Bank to begin the application process.

SHCS provides extensive information and referral services through its Welcome Center. The Welcome Center fields over 40,000 calls per year and also provides intake services to approximately 5,000 new customers annually. The Welcome Center staff are trained to connect individuals to internal programs at SHCS and to other services and resources across the county. The staff are bilingual in Spanish and English and the program utilizes volunteers who are fluent in Vietnamese, Cantonese, and other languages.

B. ASSISTANCE DEALING WITH THE PROBLEMS AND CAUSES OF POVERTY

How much assistance is provided? Santa Clara County is rich in organizations, both public and private, that attempt to tackle the causes and consequences of poverty in our community, yet their efforts are not nearly enough to take on the full size and scope of the problem.

In SHCS' spring 2011 survey of public and private agencies, respondents identified the following as the top three services and resources that are "adequate to meet the current demand" in Santa Clara County: Food banks (42.9% of respondents), outdoor spaces for recreation (28.6%) and health services for children (23.8%). The services and resources identified as least available in the county were: affordable housing (79.1% inadequate or not at all available), mental health services for adults (70.8%), and child care services (66.6%).¹⁶⁰

How effective is the assistance provided? SHCS, like most organizations, measures the effectiveness of its programs and services by tracking outcome measures. For example, the number of families that report they are able to utilize their limited financial resources for other needs, such as rent or health care, because they have access to the food pantry (85%) or the number of students in Academic Summer Day Camp who improve their math, language arts, and computer skills (85%). A much greater challenge is assessing the true community level impact of our work on reducing poverty. Clearly, over the past few years any strides that have been made by SHCS and other anti-poverty agencies have been more than outweighed by the economic recession and deep cuts to critical community institutions, including schools, health clinics, and police and fire departments. There is much more work to do. SHCS has made the strategic decision to move beyond simply focusing on making its own in-house programs as effective as they can be for the small number of people able to participate in them to looking at how we as a community can change systems and structures that perpetuate poverty in Santa Clara County.

¹⁶⁰ Sacred Heart Community Service. *Service Provider Agency Survey*. 2011.

C. ESTABLISHMENT OF PRIORITIES FOR CSBG RESOURCES

SHCS prioritizes its use of CSBG resources based on 1) local conditions and needs, and 2) agency strengths and expertise in relation to the strengths and expertise of partner agencies and other community resources. Based on the themes that arose throughout the needs assessment process, its own strengths, and the availability and strength of other community resources, SHCS has decided to prioritize the following three key areas of work for 2012-2013:

- 1) **Addressing continuing unemployment** despite the beginnings of economic recovery, particularly among those without advanced degrees and technological training.
- 2) **Addressing the impending budget cuts** at all levels of government that are tearing apart core community services, including education, health, public safety, and the safety net.
- 3) **Addressing the unequal distribution of resources and opportunities** among residents of Santa Clara County.

In 2010, SHCS completed a strategic plan that identifies five core strategies for working towards the agency's vision of "*a community united to ensure that every child and adult is free from poverty.*" These strategies are:

- 1) **Essential Services:** We serve all customers in need of food, clothing, housing, and energy assistance, offering stability and hope as part of a first step toward economic self-sufficiency.
- 2) **Self-Sufficiency:** We provide integrated services and programs to empower customers to achieve economic self-sufficiency and healthy relationships in our community.
- 3) **Systems Change:** We improve and integrate the systems that respond to poverty in our community through analysis, advocacy, and the development of collaborations to effectively meet the needs of low-income community members.
- 4) **Organizing and Advocacy:** We strengthen the voice and presence of low-income community members and their allies in decision-making processes that impact the structural causes of poverty through leadership development, research, education, and action.
- 5) **Community Engagement:** We transform our community to one that takes on the cause of the poor as its own by nurturing powerful relationships, promoting shared work, and developing combined resources.

Together, these strategies help SHCS focus its work on the priorities identified above (for more information on SHCS' strategic plan see Appendix A). The following sections describe the key areas of need in greater depth and provide an overview of the ways in which SHCS plans to respond to them in 2012-2013.

1) Addressing continuing unemployment despite the beginnings of economic recovery, particularly among those without advanced degrees and technological training.

“It’s like there’s two different worlds: those able to access (the) employment and benefits of the tech sector, and those doing jobs not connected to it.... If you’re not in demand for (tech) jobs, there is no economic bubble going on here. There is no hiring bubble...if you’re a person who works in a fast-food restaurant or if you’re a person trying to make ends meet as a gardener”

- Tom Myers
Executive Director of Community Services Agency

Over and over, unemployment and job prospects come up in customer surveys, community partner surveys, focus groups, interviews, and any other way people share information about needs in Santa Clara County. For those who are able to work, there is nothing more important to establishing and maintaining economic sufficiency than a job, especially a job with a living wage and benefits.

The unemployment rate in Santa Clara County more than doubled during the recent economic recession growing from under 5% in 2007 to a high of 11.8% in January 2010. Since that time unemployment has begun to slowly decline and it reached 9.9% in April 2011, the first time it has been under double digits since February 2009.¹⁶¹ The outlook for the tech industry, in particular, has brightened. A recent article in the San Jose *Mercury News* highlighted increasingly large numbers of job openings for high-level high tech jobs, such as computer engineers. One tech recruiter noted that “the supply (for computer engineers) doesn’t meet the demand in the valley, and I’m starting to look outside of the state.”¹⁶²

Unfortunately, optimism about economic recovery and employment in the high tech sector does not spread to other industries in Santa Clara County. Excluding agriculture, the San Jose metropolitan area has 866,600 jobs, 49,000 fewer than it did three years ago in April 2008. Construction has grown only 500 jobs from last year despite upticks in the economy and the leisure and hospitality sector dropped 1,800 jobs from March to April 2011.¹⁶³

Most of the thousands of unemployed individuals in Santa Clara County lack the high level of education and technical experience necessary to qualify for engineering and computer programming jobs. The population that has access to employment in the tech sector is skewed by all the factors that come into play when looking at poverty in Santa Clara County: socioeconomic class, educational status, race and ethnicity, gender, immigration status, and age. For example, the percentage of Latinos that work in high tech occupations in Silicon Valley (1.3% in computer and mathematical occupations and

¹⁶¹ California Employment Development Department. *Historical Civilian Labor Force Santa Clara County*. 2011.

¹⁶² Carey, Pete. “Valley Gains Jobs Amid Intense Competition for Engineering Talent.” *San Jose Mercury News*. 21 May, 2011.

¹⁶³ Ibid

1.3% in architecture and engineering occupations) is disproportionately lower than the percentage of non-Latinos in these occupations (9% and 6% respectively).¹⁶⁴

In a survey of over 300 SHCS customers in spring 2011 most respondents expressed optimism in predicting they would need to utilize fewer SHCS services over the coming year compared to the previous year. One notable exception was in the area of employment assistance. Only 7.8% indicated that they utilized SHCS employment assistance in the last year, but 29.2% indicated that they think they will need employment assistance in the next year.¹⁶⁵

“The recent economic downturn has crystallized the fact that single-transaction services alone are inadequate to end the cycle of poverty unless those in need are able to generate enough income and resources to obtain marketable skills, save money and gain assets.”

- SHCS proposal to become a
Financial Opportunity Center, October 2010.

In response to the growing challenge of unemployment in Santa Clara County SHCS is expanding and improving its employment related services, but one agency isn't nearly enough, especially when there simply are not enough accessible jobs in the community. Long term, the Santa Clara County community needs to find a way to improve education and training enough to provide access to high paying tech jobs to a larger and more diverse population. To improve circumstances in the shorter term, SHCS is working through its Self-Sufficiency strategy to expand and improve employment services and to integrate these services with education and training programs, financial education, and asset development services.

Self-Sufficiency Strategy

One of the five core strategies in SHCS' strategic plan is *“to provide integrated services and programs to empower customers to achieve economic self-sufficiency and a healthy relationship with our community.”* Under this strategy SHCS provides resources, services, and connections targeted to helping families facing poverty overcome barriers to obtaining economic self-sufficiency for themselves and their families. For many years, SHCS has provided support to jobseekers through its JobLink program. In 2011 the agency is enhancing these services as it becomes a Financial Opportunity Center for the county. With funding from the Local Initiatives Support Corporation (LISC) SHCS is expanding its job search and job development resources and integrating them with financial literacy and asset development services to promote long-term economic self-sufficiency. Even with these expanded services SHCS will only be able to meet one small fraction of the need for job training, job search assistance, job development, and employment coaching in Santa Clara County. To this end, SHCS' ongoing work to collaborate with and support other strong providers in the county, including the NOVA Workforce Board and the Center for Employment Training, is critical.

¹⁶⁴ Hispanic Foundation of Silicon Valley. *Silicon Valley Latino Report Card 2011*. 2011.

¹⁶⁵ Sacred Heart Community Service. *Pantry Customer Survey*. 2011.

In addition to the activities under the Self-Sufficiency strategy, SHCS is also supporting job seekers through internship and skilled volunteer programs carried out under the Community Engagement program.

2) Addressing the impending budget cuts at all levels of government that are tearing apart core community services, including education, health, public safety, and the safety net.

“We really are seeing two very different economies emerging. We have the Google campus; they’re expanding, they’re adding employees, they’re doing very well financially. But the nonprofit sector and local government have been stretched to the maximum”

- Emmett Carson
CEO of Silicon Valley Community Foundation

California state spending has dropped precipitously over the past few years. The Legislature reduced General Fund spending from \$103 billion in 2007-08 to \$87.3 billion in 2009-10, a drop of 15.3%. In 2010-11 General Fund spending is estimated to be lower as a share of the state’s economy than in 33 of the previous 40 years.¹⁶⁶ Some specific cuts include:

- **Healthy Families:** From 2008-09 through 2011-12 lawmakers cut \$144.6 million from this health insurance program for low-income families. The impact of these cuts is magnified because the federal government matches state spending two-to-one. The total loss in funding for Healthy Families in Santa Clara County over the past three years is \$16,135,000. The impacts of these cuts include significant increases to premiums and copayments for low-income families. For example, a single parent of 2 children with an income of \$28,500 paid \$18/month for both children prior to 2009 and will now pay up to \$60/month.¹⁶⁷
- **CalWORKs:** Statewide cuts to CalWORKs between 2008-09 and 2011-12 total \$3.5 billion, a reduction roughly equivalent to a loss of \$3,100 for each of the 1.1 million children on CalWORKs in California. As a result, California has reduced CalWORKs grants by 12% and suspended two cost of living adjustments since 2008. The estimated cumulative loss of CalWORKs funds for Santa Clara County over the last three years is \$91,716,000.¹⁶⁸

¹⁶⁶ California Budget Project. *Recent Cuts have Contributed to a Decline in Children insured by Healthy Families Program*. 13 May, 2011.

¹⁶⁷ Ibid

¹⁶⁸ California Budget Project. *Recent Cuts to CalWORKs have Significantly Affected Families and Local Communities*. 11 May, 2011.

- **Education:** California State spending on K-12 education was cut more than \$1,000 per student (13.1%) between 2007-08 and 2010-11.¹⁶⁹ A California Legislative Analyst's Office (LAO) survey conducted in fall 2010 found that 58% of responding school districts cut their number of instructional days in 2010-11 compared to 2008-09 and 30% shortened their school year by a week. 48% of respondents discontinued high school class size reduction programs and 26% discontinued programs supported by arts and music grants.¹⁷⁰ A summer 2010 UCLA survey of high school principals in California found that 74% of respondents increased class sizes; 65% reduced or eliminated summer school; and 50% reported fewer counselors, in a state that already has nearly the most students per counselor in the nation.¹⁷¹

The recommended FY2012 Santa Clara County budget released by County Executive Jeffrey V. Smith in May 2011 contains a \$219.6 million General Fund shortfall. Santa Clara County is required by law to balance its budget and, facing the 10th consecutive year of significant general fund deficits, it has to find the cuts somewhere. Over the last ten years the county has closed funding gaps totaling \$1.8 billion. The recent recession led to dramatic declines in local property taxes, state program revenues, and federal program revenues – the major county revenue sources. The County Executive's recommended budget eliminates 400 positions and reduces county services including: closing three units of Juvenile Hall, eliminating public safety patrols in two geographic areas, and cutting funds that support community based organizations that supplement or replace lost community services by 25%.¹⁷²

Federal and state budget cuts further exacerbate inequality as wealthy localities utilize local taxes and local charity to fill gaps. In spring 2011, four of the wealthier school districts in Santa Clara County held elections seeking local taxes to stabilize their budgets in the face of potentially massive state budget cuts. All four of these initiatives – in Sunnyvale, Los Altos, Cupertino, and Los Gatos-Saratoga – passed. As a result, the Los Gatos-Saratoga District has been able to restore cuts it planned on making given the state funding situation, including restoring per pupil funding to prior levels and adding sections to ninth grade English and Algebra I to reduce class sizes.¹⁷³ Additionally, more and more public schools depend on PTAs and local community giving to provide resources for Art, PE, and even basic school supplies. Not surprisingly, schools in affluent communities have much greater success in raising money. By transferring more government decision-making to the local level there is even less equality in distribution of resources statewide.

Part of the challenge in addressing cuts to public services is that there simply isn't enough revenue at current tax rates to cover the costs. Over the past thirty years, the cost of funding California state services has shifted from corporations to personal income tax

¹⁶⁹ California Budget Project. *Countdown to May Revise: Schools Already Reeling from Deep Budget Cuts*. 12 May, 2011.

¹⁷⁰ Ibid

¹⁷¹ Ibid

¹⁷² Oney, Dan. "Santa Clara County Executive Releases Fiscal Year Recommendations." *PublicCEO.com*. 3 May, 2011.

¹⁷³ Barousse, Jeremy. "Budget Crisis Not as Severe for Los Gatos Schools." *Los Gatos Patch.com*. 2 June, 2011.

filers. The California Department of Finance estimates that personal income tax receipts will provide 51.5% of General Fund revenues in 2010-11, up from 35.4% in 1980-81. Meanwhile corporate tax receipts are estimated to provide 12.4% of General Fund revenues in 2010-11 compared to 14.6% in 1980-81. This is the result of new, increased, and expanded corporate tax breaks and the 1996 corporate tax reduction. Additional corporate tax cuts in the September 2008 and 2009 budget agreements will result in a loss of nearly \$2 billion when fully implemented.¹⁷⁴ In 2008, 611,318 taxpayers in CA reported incomes of \$200,000 or more. However, 2,431 of these households paid no CA personal income tax. The number of high-income “no tax” returns more than quadrupled during a 10-year period, rising from 579 in 1997 to 2,431 in 2008.¹⁷⁵

“As a society we have developed many institutions and systems to cope with poverty, but lack of investment, poor coordination, and institutional biases and barriers...prevent our societal response from working.... Additionally, limited – and shrinking – public resources have left many community-based service providers in financial crisis as needs continue to grow”

- SHCS Strategic Plan 2010-2013

Budget cuts are the result of structural imbalances between public revenues and expenses and are also a real life representation of community values – American voters value independence and freedom from taxes over the security and stability of strong community services. Ensuring low-income community members have a say in these value decisions is part of the organizing and advocacy strategy in SHCS’ strategic plan. One organizing committee comprised of grassroots customer leaders has successfully defended senior nutrition from all but disappearing in the county. These leaders managed to protect subsidized meals and senior socialization programs, which maintained 1,000 meals per day in the city of San Jose alone. The disappearance of this critical service would have driven thousands of seniors into despair, and quite possibly affected the caretakers of these seniors as well.

At the same time, SHCS is confronting the harsh and immediate reality of budget cuts by fighting hard to maintain its own provision of safety net services and by working with community partners to improve public and private systems to function more effectively and efficiently in an environment of such limited resources.

Essential Services Strategy

SHCS’ Essential Services strategy is to “*serve all customers in need of food, clothing, housing, and energy assistance, offering stability and hope as part of the first step toward economic self-sufficiency.*” SHCS has operated this strategy since its founding more than 45 years ago by providing food and clothing, and later housing and utilities assistance, to impoverished families and individuals in Santa Clara County. As public budget cuts decimate the safety net, private community based organizations such as SHCS become even more critical to maintaining a basic level of community well-being. To this end, SHCS continues to work hard to bring in community resources – financial, in-kind, and volunteer – to maintain a high level of Essential Services.

¹⁷⁴ California Budget Project. *Who Pays Taxes in California?* 2011.

¹⁷⁵ Ibid

Systems Change Strategy

SHCS' Systems Change strategy seeks *“to improve and integrate the systems that respond to poverty in our community through analysis, advocacy, and the development of collaborations to effectively meet the needs of our low-income constituents.”* This strategy becomes even more critical as shrinking resources further strain public and private institutions in Santa Clara County. SHCS' systems change efforts involve three key elements: 1) Listening to our community – we seek to understand and articulate the challenges and opportunities facing our low-income constituents; 2) Building relationships – we establish consistent, meaningful and intentional relationships with the existing systems and institutions; and 3) Collaborating – we initiate, develop, and maintain program collaborations in order to provide enhanced and integrated services where our experience, values, and capabilities can bring about change.

3) Addressing the unequal distribution of resources and opportunities among residents of Santa Clara County.

“That there are rich people and poor people is hardly news. Anyone who scans the real estate ads understands that there are wealthy neighborhoods and poor neighborhoods, neighborhoods with good schools and neighborhoods with lousy schools. But Silicon Valley is a place where the rich and poor live side by side -- while at the same time living in different worlds.”

- Mike Cassidy
San Jose Mercury News

By and large, residents of Santa Clara County are fortunate to live in one of the best regions of the country. Incomes are high, education is good, high-powered tech jobs are plentiful, and there's sunshine almost all year long. But, hidden behind the high averages is a consistent pattern of the widening gap between the “haves” and the “have-nots.” In reviewing the ten categories of the Community Information Profile a pattern becomes apparent: over and over it is the low-income families, people of color, immigrants, seniors, disabled, women, and children who struggle with negative indicators – unemployment, lack of health insurance, poor health, substandard, overcrowded housing or homelessness, crime, and fear. Economic and social inequality in the county perpetuates itself across generations as those growing up in middle and upper class homes have access to high quality education, good health care, and the assets of their parents to pay for college or invest in homes, while those growing up in low-income households struggle in the worst schools, lack access to health care, and take on growing levels of debt to finance education, housing, or basic daily needs.

In a recent report profiling living conditions in different geographic areas of the state, Silicon Valley was singled out as among the best “quality of life” areas in the state. But further analysis of specific areas within the region reveals that some areas, such as the towns of Cupertino, Saratoga, and Los Gatos, which have a median income of \$73,000, are part of “Shangri-La” – the best of the best, while other areas, such as East San Jose, which has a median income of \$25,000, are grouped at the bottom in “Struggling California.” The differences between these groups go far beyond household income. In

the same report Silicon Valley Shangri-La scored a perfect 10 on education based on school-age enrollment and degrees held by adult residents. In contrast, East San Jose scored a 2.8. Only 2.4% of children in Cupertino, Saratoga and Los Gatos live in poverty, but more than 22% of East San Jose's children do.¹⁷⁶

The City of Mountain View, located in northern Santa Clara County, is home to Google, LinkedIn, and Symantec. The five biggest tech companies with headquarters in Mountain View are valued at more than \$200 billion, but the city, with a population of 74,000, faces a \$2.6 million budget gap and has an unemployment rate of 7.7%. One reason: internet companies generally do not produce products that are subject to local sales taxes. Thus the Web 2.0 boom has not provided a direct financial boost to the City of Mountain View.¹⁷⁷

“Santa Clara County is rich in resources, yet substantial numbers of our children and adults are continuously denied their basic human needs. While the majority live comfortably, multitudes must survive without adequate food, clothing, housing, healthcare, education, employment, and the dignity of a caring community. This poverty, persisting as it does in the midst of prosperity, is not unfortunate; it is unjust.”

- SHCS Strategic Plan 2010-2013

In its most recent strategic plan SHCS identified one of the trends that is most evident in this Community Information Profile and Community Needs Assessment: stark inequality between those with resources and those without. SHCS selected two strategies to address this issue:

Organizing and Advocacy Strategy

The voice of low-income residents needs to be nurtured in order to address the profound inequality in Silicon Valley. One of five core strategies in SHCS' strategic plan is *“to strengthen the voice and presence of low-income community members and their allies in decision-making processes that impact the structural causes of poverty through leadership development, research, education and action.”* As noted in the Community Information Profile, there is a strong need for civic participation across the entire community, but particularly in low-income communities where people are disempowered, isolated, and disenfranchised. Those most affected by poverty are often those with the least power in decision-making. Underlying the Organizing and Advocacy strategy is an understanding of poverty as a social and economic condition that is multifaceted and accompanied by heavy social stigma. More than solely an indicator of economic deprivation, it encompasses neighborhood environments, health disparities, housing quality, access to mainstream financial services, lack of opportunities for higher education, few if any opportunities for labor mobility, and social isolation. Through leadership development and community action SHCS empowers low-income community members to become involved in civic decision-making processes and ensure that their voices are heard, too.

¹⁷⁶ Cassidy, Mike. “Silicon Valley Haves could Save Have-Nots.” *San Jose Mercury News*. 6 June, 2011.

¹⁷⁷ Robinson, Hadley. “In Mountain View, 2 Contrasting Economic Worlds Intersect.” *The New York Times*. 4 June, 2011.

Community Engagement Strategy

Ultimately, addressing poverty and inequality in our community will be most effective if we engage all of our community in the effort. SHCS' Community Engagement strategy seeks to *"transform our community to one that takes on the cause of the poor as its own by nurturing powerful relationships, promoting shared work, and developing combined resources."* SHCS implements this strategy by providing opportunities for community members to volunteer with the agency and to participate in educational activities, such as immersion programs, simulations, and internships. As more prosperous community members join with us in our work, the personal encounters they have with neighbors living in poverty, the understanding they develop, and the experience of sharing their resources leads them toward a deeper commitment to those who live in poverty. As members of the broader community begin to see the world through the eyes of the poor, SHCS provides opportunities for them to use their strengths and resources in ways that work toward a more just and equitable society.

D. NEEDS ASSESSMENT PROCESS

SHCS conducted this community needs assessment during the months of March-June 2011. The project was led by a team of staff from the agency's policy and organizing and administrative departments. The team coordinated a range of efforts to gather current and relevant information related to poverty and the conditions in which low-income individuals and families live in Santa Clara County. The primary information sources for this report include:

- Research and inventory of existing and publicly accessible Santa Clara County surveys, information, and literature.
- Community feedback from a public meeting held at SHCS on June 15th, 2011.
- A survey of public and private agencies that provide assistance to meet needs related to poverty in Santa Clara County, completed in May and June 2011.
- SHCS staff input at an all-staff meeting June 3rd, 2011.
- SHCS customer surveys and focus groups conducted in Spring 2011.
- SHCS community surveys and assessments completed during 2010 and 2011.

The planning team compiled and analyzed data from the above sources for each of the ten main categories in the community information profile: poverty, unemployment, education, health, nutrition, housing, homelessness, crime, delinquency, and community participation. The three major themes that arose from the community information profile were discussed with the agency's tripartite board and agency staff before being shared with the community as part of a presentation of the results of the community needs assessment and the resultant community action plan at a community meeting June 15th, 2011. Input from this meeting was used to make minor revisions to the CIP, CNA, and the agency's action plan for the next two years and the final plan was presented to the board and approved at the board meeting of June 23rd, 2011.

E. PLAN FOR REGULAR REVIEW OF THE NEEDS ASSESSMENT

In accordance with state law, SHCS will review and update the community needs assessment biannually. In addition, to ensure that agency planning is based on current and relevant information, the agency will review and take note of significant changes in the community as part of its annual planning and budgeting process. To ensure the most current data and relevant factors are included in the community needs assessment, SHCS incorporates information from multiple sources, including scanning for updated research and reports (including data from the census as well as state, county, and city data sources), listening to our community partners, and soliciting input from SHCS customers and community members through surveys, focus groups, and public meetings. SHCS conducts an annual agency-wide customer survey to identify emerging needs, evaluate performance, and adjust services. This consistent measurement tool, which is administered to all self-sufficiency customers and a statistically significant sampling of essential services recipients, makes possible comprehensive longitudinal evaluations of programs. Individual programs also conduct client satisfaction surveys and focus groups each year to assess program delivery and foster in-depth examination of services and needs.

REQUIREMENT 2
2012/2013 STATEWIDE PRIORITY/STRATEGY STATEMENT
Government Code Section 12745(e)

The department may prescribe statewide priorities among eligible activities or strategies that shall be considered and addressed in the local planning process and described in the community action plan submitted to the state. Each eligible entity shall be authorized to set its own program priorities in conformance to its own determination of local needs. (*Government Code 12745(e)*)

Does the Agency accept the Family Self-Sufficiency Statewide Priority?

Yes No

(If "No", answer question 3)

1. What is the agency's definition of Family Self-Sufficiency?

SHCS defines family self-sufficiency as a family's ability to provide for their own well-being and meet their needs, including material, physical, mental, and emotional needs, by accessing resources and utilizing formal and informal support systems within their community.

2. Describe the strategies utilized to support and achieve the Family Self-Sufficiency priority.

SHCS utilizes a combined strategy of stabilizing immediate crisis with essential services while providing tools for building long-term self-sufficiency.

Essential services stabilize families in crisis by helping meet basic needs for survival, including food, clothing, and shelter. This basic stabilization provides families with the support to move through the immediate crisis and begin working toward long-term security and self-sufficiency. SHCS deploys several programs to provide essential services:

Pantry – The pantry program provides a 3-day supply of groceries up to twice a month for low-income families. Grocery allotments ensure families, whether homeless or housed, have access to food that helps them meet their basic nutritional needs. This supplemental supply of food also helps families stretch their budgets by diverting financial resources from food to other vital costs, such as rent, child care, or transportation.

Clothes Closet – The clothes closet provides gently-used clothing to keep families clothed and prepared for school, work, and cold weather. Clean, dignified, and well-fitting clothing is necessary to help families obtain goals, such as education

and employment, and the provision of free clothing helps families stretch their budgets.

Emergency Financial Assistance – SHCS provides emergency financial assistance with security deposits and past-due rent to help families avoid or end homelessness. This one-time assistance helps families through a crisis so that they avoid falling further into poverty or homelessness. SHCS also administers the LIHEAP and Weatherization contracts for Santa Clara County and provides low-income families with utilities assistance and home improvements to lower energy costs.

Information, Referral and Connection to Resources – SHCS' Welcome Center provides information and referral services that connect families to internal and external resources that will help them meet basic needs and move toward self-sufficiency.

Self-sufficiency services provide tools for families to obtain economic self-sufficiency. SHCS' self-sufficiency programs include:

Education – Educational services provide a key pathway out of poverty for children and adults by equipping them with the tools to navigate the community and obtain employment. SHCS' educational services include early childhood education, after-school homework club, and academic summer day camp, which prepare children for academic and career success. Educational opportunities for adults include ESL and parenting skills.

JobLink – The JobLink program provides unemployed and underemployed individuals with job search and job preparation assistance, directly linking low-income families to employment income.

Asset Building for Independence (ABI) – The ABI program provides financial education, tax preparation, and assistance applying for public benefits. This program helps families increase their incomes and build assets for long-term financial stability.

Citizenship – The citizenship program assists individuals applying for citizenship with filling out applications and studying for the citizenship exam, a critical barrier to civic engagement and achieving self-sufficiency.

Family Support – Family support programs promote family self-sufficiency through mentoring, parent education, and case management support. The goal of the program is to give low-income families and individuals the resources to escape poverty and obtain and maintain economic self-sufficiency

La Mesa Verde – The La Mesa Verde program teaches low-income families to grow home organic gardens. The program provides materials, seeds, volunteer labor, and educational workshops to help families grow nutritious produce at

home, thereby increasing access to healthy food and decreasing family grocery expenses.

3. If the agency rejects the statewide priority, state the reason(s) for the agency's rejection.

Not applicable.

**REQUIREMENT 3
FEDERAL ASSURANCES
COATES Human Services Reauthorization Act of 1998: Public Law 105-285**

In an attachment, with corresponding headings and sequence (i.e., 1. Section 676(b)(1)(A), vii:), identify and provide a narrative description for the agency activities, as applicable, in accordance with the Federal Assurances 676(b)(1)(A-C).

SEE ATTACHED

1. Section 676(b)(1)(A):

To support activities that are designed to assist low-income families and individuals, including families and individuals receiving assistance under part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.), homeless families and individuals, migrant or seasonal farm workers and elderly low-income individuals and families, and a description of how such activities will enable the families and individuals—

- i. remove obstacles and solve problems that block the achievement of self-sufficiency, (including self-sufficiency for families and individuals who are attempting to transition off a State program carried out under part A of title IV of the Social Security Act);
- ii. secure and retain meaningful employment;
- iii. attain an adequate education, with particular attention toward improving literacy skills of low-income families in the communities involved, which may include carrying out family literacy initiatives;
- iv. make better use of available income;
- v. obtain and maintain adequate housing and a suitable living environment;
- vi. obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and individual needs; and
- vii. achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to;
 - I. document best practices based on successful grassroots intervention in urban areas, to develop methodologies for widespread replication; and;
 - II. remove obstacles and solve problems that block the achievement of self-sufficiency, (including self-sufficiency for families and

individuals who are attempting to transition off a State program carried out under part A of title IV of the Social Security Act);

2. Section 676(b)(1)(B):

To address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime, and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as—

- (i) programs for the establishment of violence-free zones that would involve youth development and intervention models (such as models involving youth mediation, youth mentoring, life skills training, job creation, and entrepreneurship programs); and
- (ii) after-school childcare programs.

3. Section 676(b)(1)(C):

To make more effective use of, and to coordinate with, other programs related to the purposes of this subtitle (including State welfare reform efforts).

Attach a narrative description, with corresponding headings (i.e., 1. Section 676(b)(4):), of the agency activities for each of the Federal Assurances listed below:

- 1. Section 676(b)(4):** Will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals.
- 2. Section 676(b)(5):** Entities will coordinate and establish linkages between governmental and other social services programs to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services and a description of how the State and eligible entities will coordinate the provision of employment and training activities, as defined in section 101 of such Act, in the State and in communities with entities providing activities through statewide and local workforce investment system under the Workforce Investment Act of 1998.
- 3. Section 676(b)(6):** Will ensure coordination between antipoverty programs in each community in the State, and ensure, where appropriate, that the emergency energy crisis intervention programs under title XXVI (relating to low-income home energy assistance) are conducted in such community.
- 4. Section 676(b)(9):** Entities will to the maximum extent possible, coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the State, including

religious organizations, charitable groups, and community organizations.

- 5. Section 676(b)(10):** Each eligible entity to establish procedures under which a low-income individual, community organization, or religious organization, or representative of low-income individuals that considers its organization, or low-income individuals, to be inadequately represented on the board (or other mechanism) of the eligible entity to petition for adequate representation.
- 6. Section 676(b)(12):** All eligible entities will not later than fiscal year 2001, participate in the Results Oriented Management and Accountability System (ROMA), or another performance measure system for which the Secretary facilitated development pursuant to section 678E(b), or an alternative system for measuring performance and results that meets the requirements of that section, and a description of outcome measures to be used to measure eligible entity performance in promoting self-sufficiency, family stability, and community revitalization.
- 7. Section 678D(a)(1)(B):** Ensure that cost and accounting standards of the Office of Management and Budget apply to a recipient of the funds under this subtitle.
- 8. Section 676(b)(3)(A):** Provide a description of the service delivery system, for services provided or coordinated with funds made available through grants under section 675C(a), targeted to low-income individuals and families in communities within the State.
- 9. Section 676(b)(3)(B):** Provide a description of how linkages will be developed to fill identified gaps in the services, through the provision of information, referrals, case management, and follow-up consultations.
- 10. Section 676(b)(3)(C):** Provide a description of how funds made available through grants under section 675C(a) will be coordinated with other public and private resources.
- 11. Section 676(b)(3)(D):** Provide a description of how the local entity will use the funds to support innovative community and neighborhood-based initiatives related to the purposes of this subtitle, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting.

**REQUIREMENT 3
FEDERAL ASSURANCES
COATES Human Services Reauthorization Act of 1998: Public Law 105-285**

NARRATIVE RESPONSE

1. Section 676(b)(1)(A):

- i. SHCS removes obstacles and solves problems that block the achievement of self-sufficiency by: 1) providing essential services that meet basic needs, such as food, clothing, and housing, that can derail a family or individual's ability to move forward with education, employment, or other steps toward self-sufficiency; and 2) providing information, referral, and case management support to help families navigate systems of assistance and overcome challenges to their success.
- ii. SHCS helps individuals secure and retain meaningful employment through its JobLink program. JobLink offers job search assistance, including resume preparation, interview coaching, career clothing, transportation assistance, and job search assistance. SHCS also brings employers onsite for recruiting fairs to connect job searchers directly to those who are hiring.
- iii. SHCS provides a range of educational programs for family members of all ages, including early childhood education, homework club and academic summer day camp for elementary and middle school students, and adult education offerings including ESL and parenting skills. All educational programs focus on literacy as a critical tool for navigating the community. Children's educational programs also focus on including the family and providing educational opportunities that engage parents in their children's schools.
- iv. SHCS' Asset Building for Independence (ABI) program provides financial education classes to improve financial literacy and skills of low-income individuals. The topics covered include budgeting, saving, improving credit, and navigating banks and other financial institutions. Additionally, the program connects individuals to agency partner Opportunity Fund to access individual development accounts (IDA) for savings. SHCS also serves as a VITA site during tax season helping individuals and families file taxes and access the Earned Income Tax Credit (EITC).
- v. SHCS provides one-time financial assistance for past-due rent to low-income households in danger of losing their housing. Financial assistance is also provided for security deposits for homeless families and individuals who have obtained housing, but need assistance getting over the hurdle of a combined security deposit and first month's rent. In addition, SHCS' HEAP program provides utilities assistance to ensure low-income families and individuals are able to maintain a comfortable living environment with electricity, heat, and/or air conditioning.

- vi. Same as above (See V).
- vii. SHCS focuses on engaging people through outreach, education, and organizing efforts that strive to involve community members of all backgrounds, especially those who are low-income, in community affairs. In addition, SHCS emphasizes the need for collaboration with a wide range of public and private entities in the community, because no organization can achieve its intended impact alone. To this end, SHCS collaborates with a diverse group of service providers, local government agencies, schools, faith organizations, and civic groups.
 - I. Last year SHCS utilized CSBG ARRA funding to work with community partner Somos Mayfair to develop and replicate a service model for training and utilizing community promotores to improve community health and wellbeing.
 - II. Many of SHCS' extensive collaborative and community-based efforts focus on creating pathways to self-sufficiency. This includes collaboration with other service providers to develop stronger, more effective, and more integrated systems of service, as well as working with a wide range of community groups that support – and make possible – the services provided at SHCS.

2. Section 676(b)(1)(B):

- i. SHCS does not conduct activities relevant to this section; however, the agency works with the City of San Jose and nonprofit organizations such as Catholic Charities that do provide these services in Santa Clara County.
- ii. SHCS provides after-school (Homework Club) and summertime (Academic Summer Day Camp) programs for school-age children. Both programs emphasize academic development, cultural enrichment, and family inclusion. Families are involved through home visits, educational parent workshops, and family celebrations. Homework Club and Academic Summer Day Camp also provide children who live in violent neighborhoods with a safe place to be and positive adult role models.

3. Section 676(b)(1)(C):

- 1. Section 676(b)(4):** SHCS' Pantry program provides a 3-day supplemental supply of groceries to more than 45,000 adults and children a year. The grocery allotment is based on household size and includes a nutritionally balanced supply, including dairy, protein, and produce items. Diapers and infant formula are available for families with infants. One-time, emergency food is provided to anyone in need. On an ongoing basis, food is provided according to the geographic

distribution system coordinated by Second Harvest Food Bank for Santa Clara County. Customers living in SHCS' assigned zip codes can receive food up to twice a month. Those who live in other zip codes are connected to the appropriate agency. The pantry also provides 200 bag lunches to hungry individuals each day.

- 2. Section 676(b)(5):** SHCS collaborates with a wide range of community partners to reduce duplication and improve the effectiveness of services in Santa Clara County. SHCS coordinates services with the local Workforce Boards, including NOVA Workforce Board of Silicon Valley and Work2Future, as well as other providers that offer similar services. These agencies are frequent referral partners, allowing SHCS to focus its services on a more narrow range of services and needs – primarily related to severe barriers to employment, including chronic homelessness – while referring many other customers to the local Workforce Boards and other providers.
- 3. Section 676(b)(6):** SHCS is a member of Santa Clara County's Emergency Assistance Network, a local collaboration of agencies that provide emergency financial assistance to low-income households in Santa Clara County. The EAN coordinates assistance to ensure funds are distributed geographically across the county and works together to better integrate systems for more effective delivery. SHCS also participates in other collaborative networks of antipoverty programs and service providers, including Step Up Silicon Valley and the Santa Clara County Collaborative on Housing and Homeless Issues.
- 4. Section 676(b)(9):** SHCS puts great emphasis on building strong relationships with a diverse range of community partners, all of whom play vital roles in maintaining a safety net for low-income residents of Santa Clara County and ultimately making changes that reduce poverty in our community. These partners include public and private service providers, schools, corporations, faith communities, and civic organizations. SHCS works to coordinate services through participation in multiple collaborative networks, including Step Up Silicon Valley, the Emergency Assistance Network, and the Santa Clara County Collaborative on Housing and Homeless Issues. Additionally, widespread community involvement is central to SHCS' success in providing services. SHCS works with hundreds of community groups each year, including schools, churches, and companies, that volunteer and contribute in-kind donations. SHCS literally cannot operate without this level of community involvement: it takes 150-200 volunteers each day to run all of SHCS' programs.
- 5. Section 676(b)(10):** As a relatively new Community Action Agency, SHCS recently developed its tripartite board structure, new agency bylaws, and a procedure for the election of low-income representatives to the board. SHCS seated its first tripartite board in June 2009. SHCS' board structure and bylaws provide multiple opportunities for community input to ensure all voices are able to be heard. This includes a petition process for the election of low-income representatives to the board and public comment opportunities at all board meetings. SHCS utilizes the ROMA system for ensuring strong organizational
- 6. Section**

676(b)(12): management and administration and measuring agency performance and results. The organization sets agency, program, and individual staff goals that function together to promote self-sufficiency, family stability, and community revitalization. The organization documents and tracks goals and outcomes in its agency wide operating plan, which also ties each individual activity and outcome goal to the strategies and values in the agency's strategic plan. SHCS sets goals in alignment with the National Performance Indicators and reports on outcomes to the State Community Services Department.

**7. Section
678D(a)(1)
(B):**

SHCS complies with all OMB standards, including OMB circulars A-122 and A-133, and general accounting practices to ensure funds are managed in an efficient, effective, and appropriate manner. The agency is audited annually by an outside auditor, including testing for compliance and strong internal controls. For many years, SHCS has maintained strong, efficient, and transparent fiscal management and grant administration infrastructure. SHCS' Accounting Policies and Procedures manual establishes effective internal controls and procurement policies that meet federal standards. Working closely with its Board of Directors and its external audit firm SHCS strives to incorporate best practices in non-profit accounting and fiscal oversight.

**8. Section
676(b)(3)
(A):**

All community action projects are provided by SHCS in collaboration with other public and private service providers located throughout Santa Clara County to ensure efficiency, avoid duplication of efforts, and promote geographic distribution of services throughout the county. SHCS is among the most comprehensive and respected service providers in Santa Clara County, operating in collaboration with a considerable array of public and non-governmental organizations. Annually SHCS serves over 50,000 unduplicated individuals and serves as a focal point for community resource referrals and information exchange.

**9. Section
676(b)(3)
(B):**

SHCS actively works with partner organizations to develop strong referral relationships between one another because no organization can do everything. SHCS' Welcome Center is the first point of contact for the more than 50,000 individuals who come through SHCS each year. In addition to providing customer intake and registration, the Welcome Center provides extensive information and referral services, and Welcome Center staff spend substantial amounts of time communicating with other agencies to keep referral information on both ends up to date and ensure that strong connections are made between organizations. Welcome Center staff also identify families that might benefit from deeper and more individualized support and refer them to SHCS' Family Support programs, which offer case management and other services. Families and individuals for whom SHCS' programs are not the best fit are referred to other organizations' case management programs.

**10. Section
676(b)(3)
(C):**

SHCS leverages CSBG funds with substantial support from local government sources, foundations, corporations, community groups, and individuals. In addition, SHCS works closely with other public and private partners to ensure community resources are used wisely and efforts are not duplicated.

**11. Section
676(b)(3)
(D):**

SHCS supports the development of community and neighborhood-based initiatives through its community engagement and organizing efforts. These efforts strive to engage community members in community building and anti-poverty initiatives. In addition, SHCS is using its CSBG resources to support the development of innovative ideas, such as the La Mesa Verde project, which is cultivating neighborhood gardens, and a co-op project, which supports the development of local co-ops by local low-income community members.

**REQUIREMENT 4
STATE ASSURANCES
California Government Code**

Attach a narrative description, with corresponding headings (i.e., 1. Section 12730(h):), of how your agency is meeting the State Assurances listed below:

SEE ATTACHED

- 1. Section 12730(h):** Eligible beneficiaries are the following: (1) all individuals living in households whose income is at or below official poverty income guidelines as defined by the United States Office of Management and Budget; (2) All individuals eligible to receive Temporary Assistance to Needy Families or Federal Supplemental Security Income benefits, and (3) Residents of a target area or members of a target group having a measurably high incidence of poverty and which is the specific focus of a project financed under this chapter.
- 2. Section 12747(a):** Community action plans shall provide for the contingency of reduced federal funding. Provide your agency's contingency plan for reduced federal funding. Also, include a description of how your agency will be impacted in the event of reduced CSBG funding.
- 3. Section 12760:** Community Action Agencies funded under this article shall coordinate their plans and activities with other eligible entities funded under Articles 7 (commencing with Section 12765) and 8 (commencing with Section 12770) which serve any part of their communities, so that funds are not used to duplicate particular services to the same beneficiaries and plans and policies affecting all grantees under this chapter are shaped, to the extent possible, so as to be equitable and beneficial to all grantees and the populations they serve.

**REQUIREMENT 4
STATE ASSURANCES
California Government Code**

NARRATIVE RESPONSE

**1. Section
12730(h):**

SHCS' services target low-income individuals and families whose income is at or below the federal poverty level, including those eligible to receive TANF or SSI. The majority of individuals served by SHCS are residents of neighborhoods with high incidences of poverty.

**2. Section
12747(a):**

SHCS budgets for each fiscal year based on careful income projections for all areas of agency funding: CSBG, local government, foundations, corporations, and individuals. The board of directors reviews agency finances at monthly board meetings and completes a more intensive review, and budget revision if necessary, midway through the year. These frequent reviews allow for changes to be made in the event of lower income than expected from any source, including CSBG. Given the uncertainty surrounding CSBG funding at the federal level this year, the agency has taken additional steps to prepare for the possibility of significant cuts. The agency is attacking the problem from both sides:

Increasing Revenue – Over the past few years SHCS has invested in further developing its strong base of individual donors. As a result, individual donor fundraising increased from \$800,000 in FY2005-06 to \$1.2 million in FY2010-11. In order to maintain and continue to grow this strength the agency is investing in adding a Development Associate position in the next fiscal year.

Reducing Expenses – Already in its budget preparations for the coming FY2011-12 SHCS has chosen not to fill some non-critical open positions. Additionally, as part of the budgeting process this year all program areas in the agency prepared a contingency 10% cut budget in addition to the regular program budget. Should CSBG funding be cut significantly, SHCS is prepared to move to the 10% cut budget. With 10% cuts across the agency (not just in CSBG funded programs) the agency will be able to weather up to 50% CSBG cuts. Should this occur, the agency will lose program strength and will be forced to reduce the number of people receiving assistance.

**3. Section
12760:**

As described above, SHCS strives to connect and integrate its services with a wide range of community partners, both public and private, in order to improve the quality, effectiveness, and efficiency of services in Santa Clara County. SHCS actively participates in the community action network and CalNeva.

**REQUIREMENT 5
DOCUMENTATION OF PUBLIC HEARING(S)
Government Code Section 12747(d)**

Agencies holding public hearings pursuant to this Article shall identify all testimony presented by the poor and shall determine whether the concerns expressed by that testimony have been addressed in the Community Action Plan (CAP). If the agency determines that any of the concerns have not been included in the CAP, it shall specify in its response to the CAP information about those concerns and comment as to their validity. (*Government Code 12747(d)*)

This section shall include the following:

1. Attach a narrative description of the agency's public hearing process. Agencies should describe the methods used to invite the local community to the public hearings. Note: Public hearing(s) shall not be held outside of the service area(s).
2. One copy of each public notice published in the media to advertise the public hearing.
3. Attach a summary of all testimony presented by the poor and identify the following:
 - Was the testimony addressed in the CAP? (If so, indicate the page).
 - If the testimony was not addressed in the CAP, provide an explanation.
4. Attach a narrative description of other methods the agency used to gather information regarding the needs of the community (i.e. surveys, public forums, etc).

SEE ATTACHED

**REQUIREMENT 5
 DOCUMENTATION OF PUBLIC HEARING(S)
 Government Code Section 12747(d)**

1. Public Hearing Process

A public hearing was held on June 15, 2011 at SHCS to invite input from low-income community members into the Community Needs Assessment and Community Action Plan. Approximately 50 community members attended and participated in the event. In order to maximize accessibility, the hearing was held in the evening at SHCS and dinner and child care were provided. The hearing was published on SHCS’ website, through extensive email distribution lists (emailed to 150 nonprofit, government, and faith-based agencies and 11,000 SHCS constituents), in strategic locations throughout agency facilities and the larger community (community centers, etc), and in flyers handed out to customers receiving services at SHCS in the week before the meeting.

In addition, the Community Action Plan was presented, discussed, and approved at SHCS’ regularly scheduled board meetings on May 28, 2011 and June 23, 2011. All SHCS board meetings are open to the public, publicly noticed, and allow for public comment.

2. Public Notice

Attached as Appendix D.

3. Summary of Testimony

Testimony or Concerns	Addressed in CAP?	If YES, page #	If NO, Indicate the Reason
UNEMPLOYMENT			
The only open jobs are in high tech.	Yes	42	
It is difficult to obtain jobs without education/skills.	Yes	42	
People with limited resources have to work more than one job to survive.	Yes	42	
If high tech economy is improving shouldn't that lead to other jobs?	Yes	42	
Unemployment is affecting everyone in the community.	Yes	42	
Unemployment is increasing	Yes	42	

and more people need help.			
Unemployment isn't the only problem. Many people are underemployed – working but not earning enough to survive.	Yes	42	
The non-tech workers are the ones driving the economy, but we aren't receiving the benefits.	Yes	42	
Some people have the perception that the economy is recovering, but the recovery is “jobless”	Yes	42	
There are more jobs out there, but people need high levels of education and skills to get them.	Yes	42	
9.9% unemployment rate feels too low. Unemployment is only decreasing for certain people.	Yes	42	
It's harder to get a job if you don't already have one.	Yes	42	
BUDGET CUTS			
Budget cuts are impacting schools.	Yes	44	
Crossing guards are being cut.	No		The impacts of a wide range of budget cuts are described on page 44. SHCS has not identified crossing guards as a top priority for investment given the breadth and depth of community needs.
The library hours are being reduced. This impacts youth being able to study/do homework.	No		The impacts of a wide range of budget cuts are described on page 44. SHCS' Homework Club provides a safe study space for a limited number of youth in the community.
Home health aides are being cut.	No		The impacts of a wide range of budget cuts are described on page 44. Among the wide variety of significant needs caused by budget cuts SHCS has not specifically addressed home health care because it is not within the agency's core competency.

The public safety net is gone. We will have to learn how to provide a safety net for ourselves.	Yes	44	
Violence is increasing and public safety is being cut.	Yes	44	
INEQUALITY			
There is more of a division between haves and have-nots.	Yes	47	
The economic recession has made things worse for people who were already poor.	Yes	47	
Resources need to be shared with those who need them in the county.	Yes	47	
Money represents power in our community.	Yes	47	
Schools don't provide equal educations – schools in wealthy areas are much better.	Yes	47	
People without legal immigration status have limited options and must work twice as hard.	Yes	33	
There is a cultural shift – the top 10% of the population want to divide us.	Yes	47	
Those most victimized are least able to be involved politically, e.g. able to vote.	Yes	33	
Immigration status is a barrier to civic participation.	Yes	33	
Poverty is a cycle. Parents work multiple jobs, their children do poorly in school, and the cycle continues.	No		The cyclical nature of generational poverty has been well-studied. SHCS' programs in education and family support focus on helping families break these cycles by supporting their children's education and well-being.
We need a paradigm shift so that it is no longer "us" vs. "them" but we work for the best for all.	Yes	47	
There is economic segregation at my high school. Only white kids are in the AP classes.	Yes	47	

INCREASE IN NEED			
Many more people need essential services because of the economic recession.	Yes	44	
The resources exist, but it is difficult for people to access them.	Yes	39	
It is difficult to even find out how to get help when you end up in a difficult situation.	Yes	39	
The capacity of agencies providing essential services is limited. Additional resources were available during the worst of the economic crisis, but now they are drying up.	Yes	36	
There is more competition for the same or fewer resources in the county.	Yes	44	
HIGH COST OF LIVING			
The high cost of living here makes affording things very difficult.	No		SHCS and its partners have no ability to change the cost of living in the region, however, programs such as the food pantry and clothes closet help low-income families reduce basic living expenses.
The cost of living is very high here.	No		Same as above.
I am making less money but my expenses, like groceries, keep getting more expensive.	No		Same as above.
EDUCATION			
Education needs to improve so that residents can access high tech jobs.	Yes	42	
Education is the key to getting out of poverty, but the price of higher education is constantly rising.	No		The challenges facing the educational system in the region are described in the Education section of the CIP (page 15). SHCS does not have the capacity to address concerns related to higher education, but barriers to higher education have been identified as a significant barrier to breaking generational cycles of poverty.

HEALTH			
Need better access to health care services.	Yes	24	
There are not enough health care services.	Yes	24	
HOUSING & HOMELESSNESS			
More families need shelter. There is a longer waiting list at the San Jose Family Shelter.	No		The need for housing and shelter is described in the Housing and Homelessness sections of the CIP (page 24). SHCS only provides housing assistance through financial assistance and housing location assistance. The agency refers people to partner agencies, but as noted here most shelters, especially for families, are at or above capacity.
Everyone is out of money. Food isn't enough. People need financial assistance and housing.	No		Same as above.
Need more services to provide financial assistance for housing.	No		Same as above.
There is increased demand for housing.	No		The need for housing and shelter is described in the Housing and Homelessness sections of the CIP (page 24). SHCS did not identify a need for more housing in general, but rather a specific need for more affordable housing.
There are many restrictions on financial assistance. If you've already received financial assistance you are turned away.	No		SHCS and its partners in the Emergency Assistance Network have very limited resources for financial assistance, and thus strict restrictions including one-time only assistance are utilized to distribute resources as widely and effectively as possible.
PUBLIC SAFETY			
Need to improve security of schools and neighborhoods.	Yes	28	
It feels like crime is going up, even though crime rates are still mostly low. People don't always report crime because	Yes	28	

nothing happens if they do.			
ACCESS TO PUBLIC BENEFITS			
It has become more difficult to access public benefits – more paperwork, more difficult eligibility requirements.	Yes	38	
FEEDBACK FOR SHCS			
SHCS no longer provides ESL classes, computer classes, or bus passes.	No		SHCS was forced to discontinue adult ESL and computer classes in May 2011 when MetroEd, the provider, had its budget cut 67% (see page 15). Additionally, because of limited resources SHCS can no longer provide as many bus passes as in prior years. The high need for transportation is described on page 39.
Can SHCS mentor churches and community groups to improve their programs and services?	No		SHCS has from time to time trained staff and volunteers from other organizations, such as St. Julie’s church, through its internship program.
The zip code restrictions for food make it difficult for people to access needed resources and discourage people who seek help at SHCS.	No		SHCS is limited by its participation in the Second Harvest Food Bank network. This network divides up the region geographically and assigns each zip code to a particular agency.
Besides SHCS there are not many places to go to receive help.	No		SHCS works with many other local providers, but all providers are facing tight budgets and limited resources (see page 36).

4. Methods Used to Gather Information

SHCS conducted this community needs assessment during the months of March-June 2011. The primary information sources for this report include:

- Research and inventory of existing and publicly accessible Santa Clara County surveys, information, and literature.
- Community feedback from a public meeting held at SHCS on June 15th, 2011.
- A survey of public and private agencies that provide assistance to meet needs related to poverty in Santa Clara County, completed in May-June 2011.
- SHCS staff input at an all-staff meeting June 3rd, 2011.
- SHCS customer surveys and focus groups conducted in spring 2011.
- SHCS community surveys and assessments completed during 2010 and 2011.

**REQUIREMENT 6
MONITORING & EVALUATION PLAN**

Attach a narrative description of the specific method(s) of evaluation, frequency, and monitoring that ensures program and fiscal performance in accordance with the objectives in the agency's Community Action Plan.

The monitoring and evaluation plan shall ensure the following:

1. Data is collected to measure the progress of the agencies goals.

2. Ensure that reports are prepared and submitted to CSD in accordance with contract requirements.

SEE ATTACHED.

REQUIREMENT 6 MONITORING & EVALUATION PLAN

SHCS monitors service activities and evaluates program outcomes to measure progress toward implementation of the agency's strategic plan and achievement of agency goals. Monitoring and evaluation of program activities is the responsibility of program managers and directors and is reviewed by the board of directors on a monthly basis.

1. Data is collected to measure the progress of the agencies goals.

SHCS collects detailed customer data and information for the purposes of evaluating individual client success, tailoring services to individual needs, and measuring progress toward service delivery goals and outcomes. SHCS evaluates program progress based on the number of people served and the quality and impact of those services. SHCS participates in a countywide management information system shared by 21 regional service providers, which uses ServicePoint, the leading case management software in the health and human services industry. The database tracks data countywide and creates an efficient, unified enrollment process for low-income residents to access services from the participating agencies –which can use the system to make, track, and manage referrals. All programs track basic customer demographic information and service statistics in the countywide database system. Additionally, each program has unique outcome measures targeted to the intended result of the services it provides. For example, youth education programs measure changes in academic skill levels to assess the impact of after school programs. Program outcomes are measured using a variety of tools, including individual assessments, pre and post-tests, surveys, focus groups, and individual case files. Aggregate outcomes are tracked on individual program spreadsheets and reported quarterly at the department-level. Service statistics are tracked and reviewed monthly by the board of directors. Progress toward program goals and outcomes is monitored quarterly by program managers and directors and reviewed by the administration department, which reports on progress to program funders.

2. Ensure that reports are prepared and submitted to CSD in accordance with contract requirements.

SHCS' Finance Manager is responsible for ensuring compliance with all CSD contract requirements, including the timely submission of complete and accurate reports. The finance and administration team works in collaboration with program managers to develop an annual plan with a reporting timeline and to ensure that all necessary information is being tracked. Reports are completed in accordance with the timeline to ensure they are reviewed and submitted on or before the deadline.