

# EMERGENCY ASSISTANCE NETWORK



## IMPACT REPORT FY2024 (JULY 1, 2023 - JUNE 30, 2024)

**LEARN MORE:** [UWBA.ORG/EAN](http://UWBA.ORG/EAN)

The Emergency Assistance Network (EAN) envisions that every low-income resident, in every zip code in Santa Clara County, has access to basic safety net services to prevent homelessness, food insecurity, and support recovery from emergencies. We base our work on the belief that every community member has the right to dignity and justice.

The EAN is a network of safety-net service providers throughout Santa Clara County. Each EAN agency has strong and deep local ties to the communities they serve and connect regularly to coordinate and streamline access to resources for the most vulnerable residents.

### SERVICES PROVIDED

- Financial Assistance
- Homelessness Prevention
- Food Assistance
- Referrals and Onsite Connections to Benefits & Services
- Intensive Case Management
- Community Outreach & Engagement
- Public Policy & Advocacy

### AS A COLLECTIVE, WE:

- Met monthly to identify overlapping services, ensuring resources are used efficiently and not duplicated
- Created joint initiatives which improved trust and collective capacity to serve the community
- Exchanged best practices, lessons learned and successful strategies to improve the quality of services across the county
- Conducted listening tours among various Santa Clara County stakeholders to inform a "Theory of Change" for the network
- Started development of transition and succession training for EAN agencies

## WE WORK TOGETHER

as a network with the shared principles:

- **WE ARE STRONGER TOGETHER**  
Being in a network for direct referrals, advocacy, and influence helps us provide comprehensive and equitable wrap-around safety net services to community members in every zip code across the county.
- **POWER OF COLLECTIVE EXPERIENCE**  
With each agency's experience in the field and through shared analysis, we can collectively be more responsive to emerging needs.
- **SHARED ACCOUNTABILITY**  
We hold ourselves and each other accountable to ensure we are using resources effectively and generating the shared outcomes we are striving for.
- **FOCUS ON PREVENTION**  
We focus on meeting immediate needs, but also on with upstream approaches to prevent the need for services down the road. This can help our community members have agency and self-sufficiency while saving our community resources.

# COMMUNITY IMPACT

EAN made substantial community impact and helped mitigate housing and food insecurity for thousands of families in Santa Clara County.



Providing food security can have an effect on physical health, mental health, school and work, and overall well-being.

**30,873 HOUSEHOLDS**

received food assistance, which included 53,769 adults and 25,395 children

**11,786,006 MEALS**

meals provided equivalent to

**14,143,207 POUNDS**

of food distributed



## Community Data

**1 IN 4 HOUSEHOLDS**

struggle to meet their basic needs such as housing, childcare, food, healthcare, and transportation

**37% OF CHILDREN**

live in households at risk of food insecurity

**99,426 HOUSEHOLDS**

spend 50% or more of their income on housing



Studies show that individuals and families receiving financial aid were 81% less likely to be homeless within 6 months of receiving services and 73% less likely to become homeless within a year of receiving services.

**3,712 HOUSEHOLDS**

assisted with rent or utilities, which included 5,503 adults and 3,841 children

**\$10.4 MILLION**

in rental and utility assistance distributed to the community

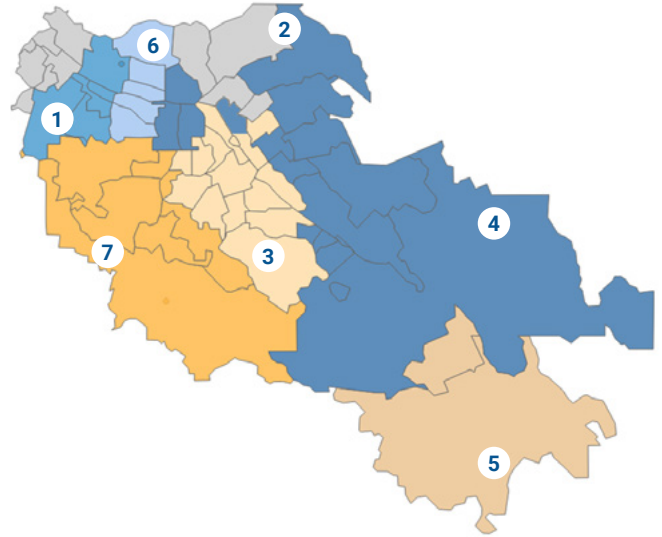
**94% OF FAMILIES**

have remained stably housed while receiving prevention services



# SERVING EVERY ZIP CODE

- 1  **CSA**  
Community Services Agency  
The community's safety net since 1957
- 2  **LifeMoves**  
Breaking the Cycle of Homelessness
- 3  **SACRED HEART**  
COMMUNITY SERVICE
- 4  **THE SALVATION ARMY**
- 5  **St. Joseph's Family Center**
- 6  **Sunnyvale Community Services**
- 7  **West Valley Community Services**  
CELEBRATING 50 YEARS HEALTH • HOME • HEART



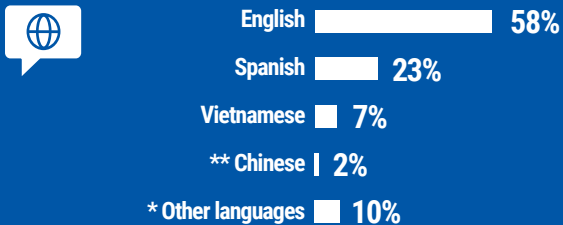
# WHO IS SERVED BY EAN?

Among the 3,712 households who received rental and utility assistance:

- 91%** individuals identified as Black, Indigenous, or Person of Color
- 98%** households with an income below \$75,000
- 16%** older adults 65 and over
- 56%** households with children

People served by EAN often represent communities who experience disproportionately higher rates of poverty and barriers to opportunities and resources. The following data represents those who received rental assistance. Demographic data is not collected for food assistance.

## LANGUAGES SPOKEN



\* Russian, Korean, Farsi, Tagalog, Arabic, Cambodian, and more  
\*\* Cantonese and Mandarin

## IMPACT STORY\*

Just before the holidays, Rick approached CSA for assistance because he was living in his car. He had recently relocated from Washington to California and stayed with a friend for a few weeks, but due to space constraints, had to leave. Rick's wife and two daughters remained in Washington while he sought stable housing in California.

Determined to improve his situation, Rick focused on increasing his income and applied to numerous rental opportunities. Three weeks after his first appointment at CSA, he returned with great news—he had been approved for a rental. With support from CSA, Rick traveled back to Washington to reunite with his family and bring them to their new home in California.

Upon their return, CSA ensured the client's children received gift cards distributed while they were gone as part of our Holiday Sharing Program. Thanks to generous contributions from our funders, CSA helped successfully reunite the client with his family and house them just two weeks before Christmas, turning their challenging journey into a joyful and hopeful new beginning.

\* name changed