

EAN Impact Report

FY2025

(July 1, 2024 - June 30, 2025)

SANTA CLARA COUNTY EMERGENCY ASSISTANCE NETWORK



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.

United Way continues to lead this collaborative network – setting standards, driving advocacy, coordinating fundraising, and supporting data-driven solutions – so more people in our communities receive help when they need it most.

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
- Finalized our Theory of Change created Logic Model framework

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

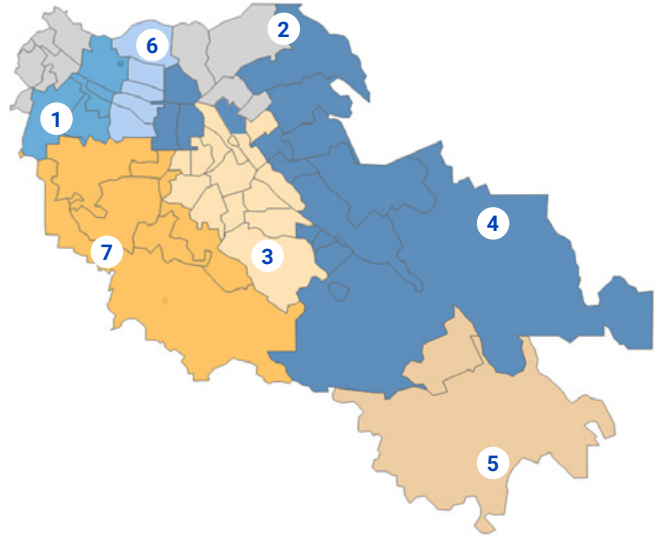
We hold ourselves and each other accountable to ensure we are using resources effectively and generating the shared outcomes we are striving for.

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.

The EAN collaborative effort is made possible by the generous support of Sobrato Philanthropies.

SERVING EVERY ZIP CODE



WORKING TOGETHER

To strengthen food and housing support for neighbors in need:

3,157

volunteers contributed
18,877 hours

WHO IS SERVED BY EAN?

Among the 1,531 households who received rental and utility assistance:

89%

individuals identified as Black, Indigenous, or Person of Color

97%

households with an income below \$75,000

36%

with children under 18 years old

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



English **58%**

Spanish **23%**

Vietnamese **7%**

** Chinese **2%**

* Other languages **10%**

* Russian, Korean, Farsi, Tagalog, Arabic, Cambodian, and more

** Cantonese and Mandarin

COMMUNITY IMPACT

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



Food security impacts a person's physical health, mental health, school and work, and overall well-being.

31,242 HOUSEHOLDS

received food assistance, which included 53,277 adults and 22,725 children

9,009,014 MEALS

provided equivalent to 10,810,816 pounds of food distributed



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.

11,640 HOUSEHOLDS

assisted with rent or utilities, 10,109 of which were assisted through Low Income Home Energy Assistance Program (LIHEAP)

\$11.5 MILLION

in rental and utility assistance distributed to the community

95% OF FAMILIES

have remained stably housed while receiving prevention services

3,370 HOUSEHOLDS

received direct case management, which includes 8,643 individuals



COMMUNITY DATA

1 IN 4 HOUSEHOLDS

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

187,930 PEOPLE

experience food insecurity

100,933 HOUSEHOLDS

spend 50% or more of their income on housing



IMPACT STORY

In April 2025, a 63-year-old Sunnyvale resident contacted Sunnyvale Community Services after a serious work-related injury left them temporarily unable to work. Formerly employed as an In-Home Supportive Services (IHSS) provider, they fractured their knee while caring for a client. Although workers' compensation had been approved, there was a 90-day waiting period before benefits would be issued, leaving the client without income during a critical recovery period. Shortly afterward, the client received a three-day eviction notice. Facing both medical vulnerability and housing instability, they were connected to an SCS case manager who immediately mobilized support.

The case manager provided emergency financial assistance, initiated landlord mediation, and coordinated directly with the property manager and legal representative to delay eviction proceedings. This created a short but critical window to complete a rental assistance application. The request was approved within two weeks, and the case manager personally delivered the rent payment preventing eviction and stabilizing the client's housing.

In addition to rent relief, the case manager provided wraparound services, including enrollment in the SCS Food Program, referrals to in-home support services to assist with mobility and daily living needs, and connections to debt management and utility assistance programs. Temporary caregiving and household upkeep were also arranged as part of the client's recovery plan.

Soon after, the client began receiving workers' compensation, ensuring a stable income while they continued to heal. With housing preserved and mobility improving, they avoided tapping into Social Security benefits early and have since returned to work restoring both independence and long-term stability.