



BEYOND THE NUMBERS

Impacting the community every
day and for generations to come

2017
ANNUAL
REPORT



Northern Virginia
Family Service



This past year Northern Virginia Family Service (NVFS) provided more than 35,000 people with the tools and resources needed to build brighter futures. More important than that number, though, is the profound change we have seen in the lives of the children and families in need whom we have served.

In 2017, we thought bigger. We dug deeper. We launched pioneering new services and expanded the breadth and depth of our partnerships.

- ▶ **We expanded our youth services** and are now partnering with 15 schools across the region. We are giving youth the tools they need to build resilience, make positive choices, and graduate from high school.
- ▶ **We piloted a new partnership** adding behavioral health, mental health and case management services on site at the Arlington Free Clinic, supplementing the clinic's quality health care services, ensuring comprehensive and holistic care for patients.
- ▶ **We launched perinatal mental health services**, because depression can be devastating for new parents, and we know how critical attachment and bonding are in those early months.
- ▶ **We transformed the way we deliver services in our Hunger Resource Center.** Today, in addition to providing food, we are focused on nutrition education, overall well-being, and mitigating the root causes of hunger.
- ▶ **Our entrepreneurship program continues to help power the local economy.** Over the past four years, program graduates have started over 200 new businesses and brought over 500 new jobs to this region.
- ▶ **We launched a new family giving program called Village of Impact** — which provides opportunities for families to engage in philanthropy and service together.

At NVFS, we measure our success not by how many people we serve, but by how well we serve them. We look at how deeply we are engaging with our corporate, foundation, government, community and individual partners. We look at the transformational change we are having on the lives of children and families, and on our community.

Thank you for your partnership in creating a stronger Northern Virginia and I invite you to continue this journey with us as we deepen our impact beyond the numbers.

Stephanie

Stephanie Berkowitz, President & CEO

• 2017 AT A GLANCE •

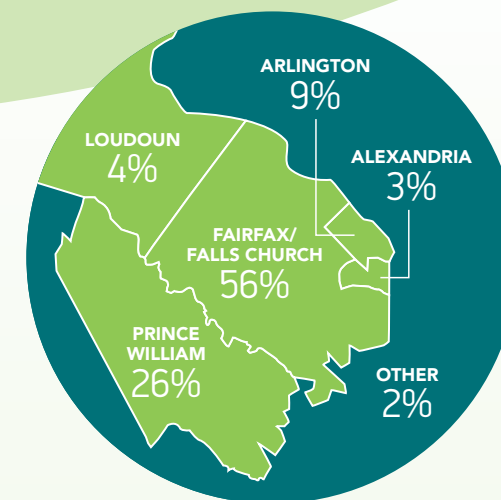
Northern Virginia Family Service helped **35,305 clients** on their path to self-sufficiency at **16 locations** across Northern Virginia. Through the efforts of **451 employees and 6,327 volunteers**, supplying more than **79,000 volunteer hours**, we ensured families have the tools and resources they need to build brighter futures.

WHO WE SERVE



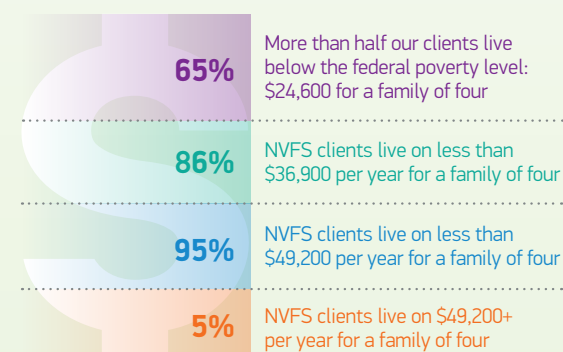
SERVICE AREAS

- ▶ Early Childhood Development
- ▶ Foster Care & Adoption
- ▶ Health Care Access, Nutritional Education & Food Assistance
- ▶ Homelessness & Housing
- ▶ Immigration Legal Services
- ▶ Mental Health
- ▶ Workforce Development
- ▶ Youth Initiatives

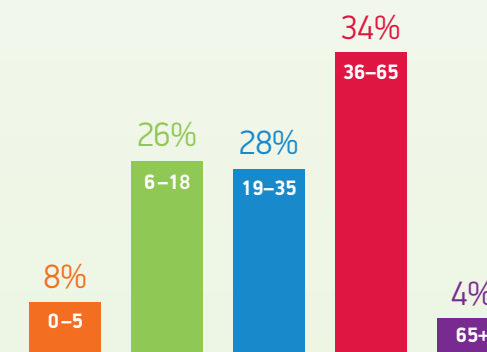


GEOGRAPHIC SNAPSHOT

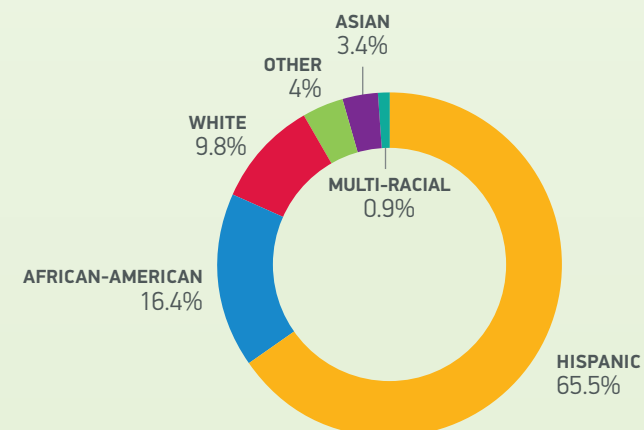
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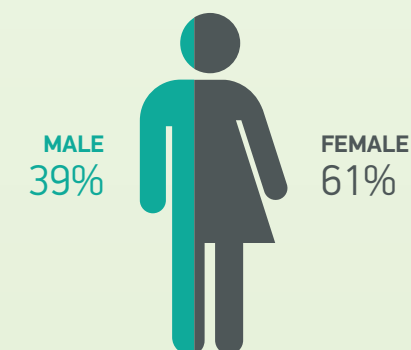
AGE



RACE AND/OR ETHNICITY



GENDER





Early education is the foundation for every child's success. Social and physical development at an early age is critical to ensuring that children are happy and healthy, and become thriving adults. We support this development throughout our programs.

- ▶ Low birthweight has been linked to long- and short-term health problems, learning disorders, behavioral challenges, grade retention and school failure. Good prenatal care is the first step to ensuring a strong, healthy child. Nearly 90 percent of mothers enrolled in our Healthy Families program received the prenatal care required to deliver healthy babies weighing 5.5 pounds or more.
- ▶ Through our Healthy Families, Early Head Start and Head Start programs, we partner with more than 1,700 families in creating nurturing home environments that foster child development. This includes equipping parents with the tools and resources to help their children thrive.
- ▶ Lack of good nutrition can lower a child's immunity, causing them to miss more school days because they're more susceptible to common illnesses, and make it hard for them to focus in class. Our Hunger Resource Center provides more than 5,000 families with nutritious meals to address these immediate needs.

By providing critical building blocks such as these, we help develop not only the physical health of children in our community, but their ability to learn, grow and succeed as well.

• **WE CREATE BRIGHTER FUTURES FOR CHILDREN** •



96 percent of Healthy Families toddlers and infants demonstrate they are on the right track for physical and academic success by meeting age-appropriate development milestones.



92 percent of Head Start students demonstrate school readiness for kindergarten, preparing them for academic success in the years ahead.



62 children can focus on being children and receive the support they need to build a brighter future because they have accessed safe, stable homes through foster care.

WE PROVIDE PEACE OF MIND



For 8-year-old Annie, the world no longer felt like a safe place. At her school, the social worker noticed Annie's changing demeanor and personality. She was becoming withdrawn and depressed and her school work was starting to decline. It was clear Annie needed help. Her social worker turned to NVFS.

Together they discovered Annie had been sexually assaulted by her babysitter's husband. To help her start to heal and rebuild her trust, confidence and connection with others, her NVFS case manager helped her identify activities she liked, including soccer, reading, swimming and dancing. To help the family feel safer, they made a safety plan. Annie's mother, Julia, also learned to identify signs and symptoms of trauma, and began to report them to Annie's therapist to help her recover and move forward.

Safety was still of paramount concern for the family, however. Julia was scared to leave Annie and her siblings with a babysitter again, so she cut back her hours at work. Meanwhile, the family had already been struggling to care for Annie's stepfather's growing medical needs. Money was tighter than ever. Annie's case manager realized Annie's mother was a great fit for NVFS' Escala program and it would open new opportunities for the whole family. Through the coaching she was provided through Escala, Julia developed a business plan and was supported through the launch of her own home-cleaning business. This would not only provide the family with the financial security they needed, it provided Julia with flexibility and funds to secure safe and stable child care.

Annie now has greater peace of mind, too. The relationships she has developed with her case manager and her teammates have provided the stable and trusting support system she needed to heal. For the first time in a very long time, she felt safe. Her school work began to improve, her smile grew a bit brighter, and her confidence began to emerge, especially as she raced down the soccer field. Additionally, her mother has learned how to be a strong advocate for Annie and her siblings to ensure they always have the support they need.

"With the help of NVFS' program, I am not scared anymore," Julia shares. "I now know I can ask for help. I feel like I can actually accomplish things now."

For the first time in a very long time, she felt safe. Her school work began to improve, her smile grew a bit brighter, and her confidence began to emerge.

More than 10,000 children are impacted through NVFS' services.

We BUILD Healthy Foundations

We Combine Resources to Put Health First

Many in our region who are uninsured and struggling to pay bills are often faced with making a decision between critical medications, and other basic needs such as putting a roof over their children's heads and food on the table. When health is secondary, the overall stability and well-being of the family's foundation is weakened.

Since 2007, NVFS and HealthWorks of Northern Virginia have partnered to strengthen these foundations. NVFS' Prescription Access Program (PAP) has provided uninsured families visiting HealthWorks of Northern Virginia with access to free or reduced-cost prescriptions, so they

don't have to make the tough decisions between rent and their health.

The need for HealthWorks' services has continued to grow, and so has the partnership. Two specialists now serve both HealthWorks' locations in Leesburg and Herndon to help keep clients throughout the community healthy. One specialist also devotes one day a week to the Loudoun County Community Services Board with an intentional focus on mental health prescriptions.



WE PROMOTE BETTER HEALTH AND WELLNESS

• • •



2,314 individuals are better able to afford other basic necessities, such as food and rent, because they received free or reduced-cost prescription medication valued at more than \$17 million.



2,289 children and adults have improved their confidence and willingness to smile after receiving reduced-fee dental care.



100 percent of the 820 families served through Early Head Start and Head Start programs no longer need to use emergency medical services for routine care because they have access to continuous health and dental care.



88 percent of Healthy Families children are less susceptible to illness because they are current on their immunizations.

I have been a type II diabetic for nearly 20 years. I now require insulin to control my blood glucose levels. I have been fortunate to have been able to manage my diabetes very well over that period.

In 2014, I left my job as a registered nurse and relocated to Northern Virginia to care for my ailing mother. I had essentially been provided with "room and board," but otherwise, I had been living off of my savings and had no income.

When I sought treatment at HealthWorks the following year, I learned that, because Virginia had changed the terms for coverage under the Affordable Care Act, I was no longer qualified for the same coverage I had previously in another state. I had just used my last vial of insulin, and my fasting blood sugar (FBS) was about 775 ppm. That level lands most people in the emergency room, and I could not have survived for any length of time.

Through NVFS' Prescription Access Program (PAP) and its partnership with HealthWorks, I have been provided with insulin that maintains my FBS at less than 120 ppm. If I were to have to pay for my insulin, the cost would be about \$1,400 per month. Most recently, PAP has made it possible for me to add a new expensive medication — beyond what I could afford — to control my FBS. In combination with my insulin, I am achieving FBS ranging from 60 to 70 ppm. That is super!

I am very grateful to the staff at HealthWorks and the PAP program. Without their hard work and care and the medications available through the PAP program, I could not maintain my health — nor the care of my mother. Thank you.

John S.

We Make Giving Back a Family Affair

In 2016, a committed group of NVFS' supporters rallied together around a vision — a vision for families engaging in philanthropy together.

That vision would soon become a reality.

Village of Impact, NVFS' family giving program, provides Northern Virginia families with meaningful opportunities to engage in service together, learn about critical local needs and generate funds for NVFS through quarterly events highlighting a specific issue area.

"In December, we prepared bagged lunches for distribution to individuals in the NVFS hypothermia program," recalls Village of Impact co-founder Julie Simmons. "After the activity, the children read a book and discussed what it meant to be homeless. The leader asked what the children learned from the book. My 5-year-old answered, '**We are all the same on the inside.**' Knowing my children were able to learn such a valuable lesson through this activity and discussion is priceless."

Village of Impact members have delved into topics such as homelessness, health access, immigration



and early childhood development, with hands-on activities providing an opportunity to make immediate impact in these areas.

"Through the Village of Impact, I'm able to combine my commitment to my community with a unique family-focused volunteer activity once a quarter," Simmons adds. "We know we will all learn something and walk away making our community stronger."

Volunteer activities are available for a number of programs, including our Hunger Resource Center, Head Start Center, homeless shelters and Training Futures, to provide myriad engagement opportunities. Find volunteer activities you're interested in at nvfs.org/volunteer, or visit nvfs.org/village-of-impact to learn more about becoming a Village of Impact member.

UNDERSTANDING OUR COMMUNITY

Village of Impact service days offer families an opportunity to learn more about the issues facing other families in Northern Virginia, while engaging in a service project directly related to those issues. Here are some examples of how Village of Impact members helped support our community this year:

December 2016: Homelessness

Project: Packed 100 lunches for homeless individuals and created holiday decorations for our shelter locations

August 2017: Early Childhood Education

Project: Packed 60 backpacks to ensure Northern Virginia students in need were prepared for the school year ahead

November 2017: Health Access

Project: Packed 100 activity kits for Healthy Families participants to engage and encourage their children's development





WE SUPPORT FAMILIES

We know when we help even one person, the impact includes not just his or her immediate results but extends to rest of his or her family and beyond to our community.

► With stable housing, children remain engaged and learning in school, parents are better able to maintain employment, and families can be active participants in their community. We provided **628 families with nearly \$3.2 million** in rental assistance to allow them to stay in their homes and local communities.

- With safe, reliable transportation, the **70 parents** who purchased a car through our Vehicles for Change program can explore new employment opportunities outside of public transportation routes, and their kids can participate in afterschool activities.
- When they live together without fear of separation, families are stronger. NVFS' Immigration Legal Services helped **114 clients** petition for their spouses, children, parents and/or siblings to legally reside with them in the United States.
- With the security of a loving, supportive home, children thrive. We supported **80 percent of our foster children** in finding permanent homes — be it with a biological parent, additional family member or a new caring family.

Our services help our neighbors to develop strong relationships, build nurturing environments, and provide opportunities for their families to thrive. Through stronger families, we create a stronger community.

• WE STRENGTHEN BONDS •

Strong, nurturing connections with parents are critical building blocks for children's developing brains, and support language, cognitive functioning, and physical, social, emotional and behavioral health development. Research demonstrates that when there are at least two years between subsequent births, mothers create stronger bonds with their children. **Ninety-four percent of mothers** enrolled in Healthy Families achieved this goal. With the tools provided by this program, mothers build their self-esteem and feel more confident in their parenting skills, which in turn helps them ensure their children have a sense of security, are healthy and well-nourished, and can build a bright future.



WE OFFER A JUMP START TO SELF-SUFFICIENCY



Ranjit stared lovingly at the tiny newborn cradled in her arms. Cooing softly, she tried to keep her worries at bay. Alone. No family. No affordable child care. Work demanding her immediate return. What were her options?

The cost of child care outweighed her income, causing her savings to dwindle. Eventually, she could no longer afford her home and became homeless. Ranjit slid into depression.

As her situation seemed to become bleaker, a small ray of hope shone through. At just the right time, Ranjit heard about NVFS' Early Head Start program. It would provide full-day, full-year care in an environment that would foster her child's development. NVFS' Early Head Start program would care for her child as she would.

After her infant was accepted, Ranjit started working again. After saving enough and with a little help from NVFS' rental assistance program, Ranjit and her baby moved into a new home. It was a big moment for her and the first of many to come. Her second victory was securing reliable transportation through NVFS' Vehicles for Change program. With a car of her own and her baby being safely cared for during the day, Ranjit could fully pursue better opportunities for her financial and professional growth.

At the time, the Early Head Start center was hiring for teachers. Based on her previous work experience, her NVFS case worker suggested she apply. That was two years ago, and Ranjit has been happily working with NVFS ever since.

"I feel myself growing and being a self-dependent woman."

—Ranjit

"I feel myself growing and being a self-dependent woman," Ranjit shares. "NVFS has helped me to grow and encouraged me to continue my education in early childhood at community college."

Ranjit grows more confident with each passing day, both as a mother and as an educator. Excited to be building a beautiful life for her and her child, she also enjoys extending her knowledge and care to the young minds in her classroom. She knows that healthy families make up the heart of healthy communities. **"NVFS is helping families to grow to be self-dependent,"** she states.

We Set the Standard

Since 1924, NVFS has helped Northern Virginians in need on their path to self-sufficiency, and is a leader and innovator in solving issues surrounding systemic poverty. We adapt to meet the changing needs of the community and seek to get to the root of the issues each family faces. We have set the standard for serving our community and for driving change. In just the past year:

We ensured our neighbors have access to quality emergency shelter in Northern Virginia and beyond. NVFS was asked by the Commonwealth of Virginia to step in as interim lead to support the Homelessness Prevention Program in the Fredericksburg area through a critical transition period. The National Alliance to End Homelessness and the Substance Abuse and Mental Health Service Administration also sought our team’s expertise in sharing best practices.

We remained responsive to clients’ evolving needs in the face of immigration changes:

- ▶ We provided training on immigration-related topics at the invitation of human service providers and leadership in Fairfax and Arlington counties, and the city of Alexandria.
- ▶ We presented Know Your Rights sessions across Northern Virginia.
- ▶ We provided Deferred Action for Childhood Arrivals (DACA) renewal clinics upon announcement of DACA termination.
- ▶ With in-kind support, we responded to an unmet need, expanding legal services to Fauquier County.

We continued to remove barriers to stable housing by innovating our support and approaches. In an effort to further integrate services and deepen impact, NVFS housing clients now work with a career navigator to develop individualized plans, based on skills, interests and goals. Nearly 90



percent have been able to increase their wages, hours or access to benefits. Fairfax County’s Department of Housing and Community Development (HCD) awarded NVFS the 2017 Friends of HCD award for this successful approach.

We celebrated milestone achievements in workforce development. Happy 20th birthday to Training Futures! Through this nationally recognized program, we’ve provided skills training to more than 2,100 graduates and helped them increase their wages by 76 percent through new corporate, career-track positions. Training Futures graduates also achieve long-term success through promotions and continued education, and as a talent pipeline of in-demand skilled workers, the program continues to enhance our Northern Virginia workforce.

We championed the importance of early childhood development. Our Early Head Start, Head Start and Healthy Families programs provide early intervention to make a second-generational impact. Our support of families was recognized by the U.S. Dept. of Health and Human Services as an example of its new Program Performance Standards for Early Head Start and Head Start. The Virginia Home Visiting Consortium’s Expanding Horizons Awards also recognized NVFS for our solution-oriented, holistic approach to helping families succeed.

We have been chosen to lead. Because of our history and experience as a provider of high-quality, trauma-informed Therapeutic Foster Care, Fairfax County selected our foster care team to lead training for county foster parents. These trainings help parents navigate the care of vulnerable and traumatized youth as they develop healthy relationships with adults, understand and control their emotions and behaviors, and build strengths and competencies that may have been affected by their experiences.

WE THANK YOU!

Thank you to all of our incredible supporters for your cash and in-kind contributions in 2017! (July 1, 2016–June 30, 2017)

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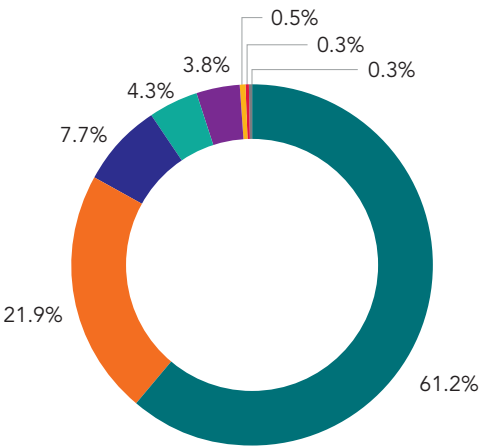
FY2017 ANNUAL REPORT

FINANCIAL STATEMENT

Every dollar counts! We are committed to investing your financial support and other contributions in the ways that address the most crucial needs in our community. Because of the support we receive from our government, foundation, corporate and individual supporters, we are able to respond effectively and efficiently to ever-evolving community needs.

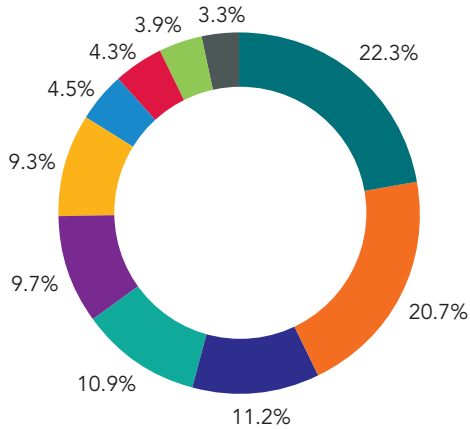
FY2017 Support and Revenue

Government Grants	\$ 23,832,936
Contributions	\$ 8,529,078
Program Service Fees	\$ 3,004,774
Foundation Grants	\$ 1,661,315
Thrift Shops	\$ 1,476,074
Investment Gains	\$ 204,587
Rental Income	\$ 111,651
Other	\$ 121,335
Total	\$ 38,941,750



FY2017 Expenses

Housing Services	\$ 8,639,575
Early Childhood Services	\$ 8,043,470
Intervention & Prevention Services	\$ 4,353,847
General & Administrative	\$ 4,241,122
Anti-Hunger Services	\$ 3,770,912
Health Services	\$ 3,595,286
Institutional Advancement	\$ 1,751,638
Child Placement Services	\$ 1,670,227
Workforce Development Services	\$ 1,507,177
Thrift Shops	\$ 1,274,092
Total	\$ 38,847,346



We Deepen Engagement to Deepen Impact



Corporations such as **Deloitte** often seek a wealth of volunteer opportunities from community partners. Deloitte has brought a wide spectrum of support — from skills-based volunteering opportunities with NVFS staff and clients to painting and landscaping NVFS’ SERVE Campus — to engage employees in the local community.

“Our motto is ‘Make an Impact That Matters’ — that’s the foundation of our relationship with NVFS,” shares Allison Solomon, corporate citizenship manager at Deloitte. “Through a range of meaningful volunteer and engagement opportunities, Deloitte is able to reach thousands of Northern Virginia residents through our support of NVFS. Hundreds of Deloitte employees have been able to lend their time and talent to NVFS programs, and it is the scope and quality of the volunteer experience that keeps them coming back.”

- Projects this past year have included:
- ▶ Recruitment campaign concepts for NVFS’ foster care program, aimed at creating greater visibility for the program and safer homes for children who need them;
 - ▶ Preplanning analysis to inform NVFS’ website redesign, making the site easier to navigate and finding help as simple as pushing a button;
 - ▶ Team-building training utilizing personality characteristics for Training Futures and the NVFS staff, allowing for increased collaboration, efficiencies and overall success; and
 - ▶ Scrapbooks for the children in our early childhood development programs to help celebrate their many accomplishments, just to name a few.
- “Our relationship with NVFS continues to evolve — and only get better — with time,” she adds.

We look forward to seeing our relationship continue to evolve as well. Working with Deloitte, and so many others, makes it possible for us to dream big for our clients, our staff and our community.

GET INVOLVED

DONATE

- We depend on your support to help us operate effectively throughout all seasons of need. Give back to your local community through NVFS by:
- ▶ Donating to our Family Hope Fund
 - ▶ Celebrating a colleague or family member through Honor or Memorial Gifts
 - ▶ Joining the Family Legacy Society to make a gift through your estate plan
 - ▶ Engaging your family in our Village of Impact (nvfs.org/village-of-impact)
 - ▶ Shopping at and/or donating items to our Centreville or Falls Church Thrift Stores (nvfs.org/thriftshops)
 - ▶ Participating in our back-to-school or holiday drives — or hosting your own!
- Donations can be made online at nvfs.org. Or visit nvfs.org/wishlist for a list of current in-kind needs.

VOLUNTEER

- Volunteers are a vital part of NVFS’ rich history of permanently lifting families out of poverty. We are committed to engaging volunteers in meaningful opportunities that encourage innovative ideas, unique perspectives and specialized expertise. Families are the heart of our community, and volunteers are an essential resource in guiding them on the path to self-sufficiency.
- Opportunities include:
- ▶ Prepare and serve meals at our shelters
 - ▶ Sort and organize items at our Thrift Stores
 - ▶ Stock the shelves and prepare food packages at our Hunger Resource Center
 - ▶ Lead creative activities for young children in our Head Start programs
 - ▶ Provide job training and mentoring to prepare individuals for corporate positions

We have numerous opportunities for individuals, groups and families to get involved in our programs. Contact us or visit our website (nvfs.org/volunteer) to learn more about how you can deepen your community impact.

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