For more than 90 years, Northern Virginia Family Service (NVFS) has been a catalyst for community action, addressing the complex challenges faced by more than 34,000 families and individuals in our area.

We deeply believe community well-being starts with a solid foundation for everyone — access to affordable housing, healthcare, nutritious food, and clothing. Our unique wrap-around approach allows our most vulnerable neighbors to achieve stability and strengthen their capacity to thrive in our area community.

To better amplify our impact, we partner with a growing network of engaged donors, foundations, and community leaders to effectively leverage valuable resources and collectively ensure our Northern Virginia home remains vibrant for everyone.

WE LIFT FAMILIES AND INDIVIDUALS FROM POVERTY TO HOPEFUL FUTURES.

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OUR WORK MAKES A DIFFERENCE IN OUR COMMUNITY

Northern Virginia Family Service offers programs and services in Arlington, Fairfax, Loudoun, and Prince William Counties and in the cities of Alexandria, Fairfax, Falls Church, Manassas, and Manassas Park.

PROGRAM SERVICE AREAS

- Anti-Hunger Programs
- Child Placement
- Early Childhood
- Health & Mental Health
- Healthy Families
- Housing & Homeless Services
- Legal Services
- Multicultural Center & Youth Initiatives
- Workforce Development

INCOME

- 64% of NVFS clients fall below the Federal Poverty Level: $24,260 for a family of four
- 84% of NVFS clients live on less than $36,375 each year
- 91% of NVFS clients earn <$48,500

RACE AND ETHNICITY

- Hispanic/Latino: 55%
- African-American: 16%
- Caucasian: 14%
- Multi-racial/-ethnic: 10%
- Asian: 6%

GEOGRAPHIC

Percentage of clients served in Northern Virginia

- Fairfax: 47%
- Arlington: 9%
- Loudoun: 6%
- Alexandria: 4%
- Prince William: 31%

VOLUNTEERS HELP MAKE OUR WORK POSSIBLE. THANK YOU!

- More than 4,500 volunteers dedicated time and talents to NVFS in 2015
- Volunteers contributed 72,000+ hours, valued at $2 million
More than 2,600 miles, 53 hours, and four countries. Mateo fled from life-threatening conditions in Central America in hope of building a safe and secure life with his father. NVFS’s Family Reunification Program ensured their second chance at a lasting relationship and brighter future.

Establishing a new sense of safety and stability were critical first steps for Mateo’s recovery, which began with rebuilding his relationship with his estranged father. Through our FAMILY REUNIFICATION PROGRAM, a therapist worked with Mateo’s father to recognize trauma symptoms and parent with positive reinforcement. Their caseworker assisted with acclimating Mateo to his new community and registering for school. This opportunity also paved the way for NVFS to help establish best practices for transitioning other new students. Working in collaboration with school officials and teachers, we raised the school district’s capacity to proactively respond to the unique needs of recently immigrated youth and families fleeing violence.

An additional key milestone for Mateo was securing a life-long opportunity to succeed in his new community. Our LEGAL SERVICES expert helped Mateo obtain a T Nonimmigrant Status Visa, a humanitarian status set aside for victims of human trafficking. And because Mateo was a minor, family members in Central America were also able to obtain status.

“Many families from war-torn countries struggle with the personal and physical trauma of human trafficking and gang violence; particularly children and teenagers,” explains Meredith McKeen, Director of the Multicultural Center and Youth Initiatives. “By effectively leveraging our expertise in family reunification, trauma-informed mental health services, and legal advocacy, we set the path for life-long skills and opportunities that transform the well-being of every family member.”
A skilled workforce drives the vitality of our region. From career training to small business development, our nationally recognized Workforce Development programs increase wages, create new jobs, and contribute to local economies.

**DONOR PROFILE**

As a business woman, community advocate, and NVFS donor, JESSICA CLARK fulfills her charitable giving goals by supporting our broad-reaching Workforce Development programs. Her work as a volunteer writer and editor for our Training Futures e-newsletter helps prominently spotlight our program graduates and their valuable administrative training to area businesses interested in hiring motivated and skilled employees.

“Northern Virginia Family Service is stellar in its stewardship, agility, and capacity to create and lead innovative initiatives in response to one of our communities’ most pressing needs – ensuring the underemployed and unemployed have the professional training necessary to thrive in our community,” explains Ms. Clark. “As a donor and volunteer, I’m proud to work with NVFS to improve the lives of our most susceptible neighbors, and open new pathways to lifelong stability.”

— Jessica Clark, NVFS donor and volunteer
"At first it was a hard situation for me. I was kicked out of my boyfriend’s house and scared. I heard all kinds of people went to shelters, and I was nervous to go there because I had a baby daughter.” After one meeting with her shelter case manager, Chrissie felt for the first time that she had the confidence and resiliency to take steps toward independence.

Through our Housing and Homeless Services, Chrissie quickly transitioned out of the shelter and into her own apartment. She learned how to budget for household expenses and was introduced to our Vehicles for Change program for reliable transportation. To assist with services closer to her home, Chrissie’s case worker successfully leveraged health care services, parenting resources, and job search assistance programs through area nonprofits and agencies working collaboratively with NVFS. As Chrissie progressed toward her goals — living on her own, employed and paying her bills, and raising her daughter — our dedicated NVFS team maintained weekly and monthly contact to ensure she remained diligent and confident with her new responsibilities.

Chrissie’s personal transformation is remarkable and she proudly recognizes how far she has come in this journey. “I always wanted to become independent and save money. This has been the hardest time in my life, but I realized there are good people in the world. I was able to get a job, start saving up money, and learn how to do things on my own. Now my goal is to go to school to help people and raise my daughter as best as I can. I want to keep my independence.”
DONOR PROFILE

VULCAN MATERIALS COMPANY — From repainting the Hunger Resource Center and snow plowing the 100-space parking lot at our SERVE campus to generously sponsoring special events and major fundraisers, Vulcan employees generously commit their time, talents, and financial resources to NVFS.

“As the largest aggregate supplier in the nation, we still operate our business in localized markets supplying essential building materials. But as a local company we also look for other ways to build up our communities. For more than 25 years, Vulcan employees have proudly supported NVFS at its SERVE campus as part of our ongoing commitment to our Northern Virginia home.”

— Christopher Carroll, Plant Manager - Manassas Quarry
Maria felt confident that Northern Virginia Family Service's Escala small business program offered her family the greatest opportunity to rise above this crisis. Through our ESCALA ENTREPRENEURSHIP AND BUSINESS PLAN COURSES, Maria acquired the acumen necessary to leverage her network of independent clients and start her own house cleaning service. From legal structures, insurance, and taxes to administration, sales projections, and marketing strategies, Maria developed the expertise needed to build a family-owned company in Northern Virginia. To help fund her ambitious goals, Maria participated in NVFS' CROWD-FUNDED MICROLAND PROGRAM, structured in partnership with Kiva Zip – an online microfinance loan program. “Many of our Escala graduates find it difficult to borrow money through customary channels. As new business owners, they typically have fewer than five employees, lack credit history, or they previously worked in an all-cash job position,” explains Julie Mullen, Director of Workforce Development at NVFS. “Working in partnership with Kiva Zip, we help close a critical lending gap for low-income entrepreneurs.”

With new found confidence and a sturdier foundation for income independence, Maria is fully realizing her potential as a successful business owner. “I’ve surprised myself with how much I’ve done and am grateful to Northern Virginia Family Service for their tremendous amount of help and training.”
2015 IMPACT
ARLINGTON COUNTY

Serving 2,979 Individuals in 1,651 Families

- 58% increase in wage earning for Training Futures graduates
- 2 new businesses started by Escala clients, with 4 new jobs created

Early Childhood

- 252 children enrolled in Head Start program; 100% of Head Start graduates met school readiness standards
- 95% of Health Families children met or exceeded developmental milestones

Health Services

- 588 received health and dental services
- 123 obtained health insurance
- 76 received mental health services

Workforce Development

- 73% of clients came to NVFS without health insurance
- 430 obtained free or reduced-fee prescriptions, valued at $2.3M

Legal Services

- 100% of legal cases prepared by NVFS were approved in the client’s favor; including 10 family reunification cases

2015 IMPACT
CITY OF ALEXANDRIA

Serving 1,271 Individuals in 705 Families

- 68% of NVFS youth participating in this program reduced their gang involvement
- More than 75% of them maintained or improved their school performance

Multicultural Center & Youth Services

- 51 adults and children received mental health services
- 252 people obtained access to medical insurance and health care, including dental services

Healthy Families

- 40 households received housing assistance
- $116K was provided in housing assistance to prevent evictions

Housing & Homeless Services

- 588 received health and dental services
- 123 obtained health insurance
- 76 received mental health services

DONOR PROFILE

ARLINGTON WOMEN’S CIVIC ALLIANCE — For more than 20 years, the Arlington Women’s Civic Alliance has kept an eye on the contemporary issues affecting their growing community. So it was no surprise when they championed the needs of unaccompanied minors from Central America enrolled in area schools. “While many young people reconnect with family or are transferred to the custody of sponsors, adapting to a new home life and cultural can be overwhelming. When Northern Virginia Family Service shared the depth of their Family Reunification program, we knew they were our ideal nonprofit partner,” explains Sheridan Collins, AWCA’s Community Support Co-Chair.

Thanks to AWCA, our Multicultural and Youth Initiatives team implemented intervention counseling and support groups at Washington-Lee High School. The program resonated so well that AWCA’s investment now supports another NVFS Family Reunification program at H-B Woodlawn Secondary Program in Arlington.
WAYS TO GET INVOLVED

PROVIDE GENERAL FINANCIAL SUPPORT
We depend on your financial support to help us operate effectively throughout all seasons of need. Consider an Honor or Memorial Gift to celebrate a colleague or family member, honoring their legacy of service to the community. You can also become a member of the Family Legacy Society by making a gift through your estate plan. To make a donation online, visit give.nvfs.org.

We are also proud to partner with influential foundations and corporations who share in our goal to lift families and individuals from poverty to hopeful futures. NVFS has a proven reputation for quality and sustainability in our community and we are happy to discuss how your business can fulfill its Corporate Social Responsibility goals through NVFS. Connect with us at nvfs.org/corporate for more information.

SHOP BARGAINS THAT BENEFIT NVFS
When you shop at our Centreville, Falls Church, or Manassas Thrift Shops, all proceeds benefit NVFS. We welcome your donations of gently-used clothing and household items at any of these locations. Your donation helps provide critical programs and services to vulnerable families in our community. For hours and directions to our Thrift Shops, visit nvfs.org/thriftshops.

VOLUNTEER
Volunteers are a vital part of NVFS’s 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. Visit nvfs.org/volunteernow to learn how your time and talents can make a lasting difference.

BECOME A FOSTER PARENT
Many children in our community need a loving and safe home. Our experienced caseworkers carefully match each child to a trained foster family to ensure each child reaches his/her full potential. As a foster parent, your family receives 24-hour professional assistance, support groups, ongoing training, and special event programs designed to bring everyone together. Learn more at nvfs.org/fostercare.

SPREAD THE WORD
Become a fan, friend, or follower through your social networks. Join the conversation!
Facebook - facebook.com/nvfs.org
Twitter - @nvfs
YouTube - NoVAFamilyService
LinkedIn - Northern Virginia Family Service

SENIOR LEADERSHIP

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President and CEO

ANN MCNERNEY
Chief Development Officer

CHUCK SZYMANSKI
Chief Operating Officer

LAURIE TARPEY
Chief Financial Officer

JACQUELINE DENDIEVEL
Vice President, Human Resources

ANDREA ECK
Senior Vice President, Programs

MALINDA LANGFORD
Senior Vice President, Programs

JEN MCCOLLUM
Vice President, Development & Communications

LAURENT POIROT
Vice President, IT

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TORI ANDREA BABINGTON
Director, Legal Services

TONYA BAILEY
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KATHY BRIDGEMAN
Deputy Director, Housing

BETH DARGATIS
Director, Finance

SHARON FROST
Director, Child Placement Services

KAREN HOROWITZ
Director, Volunteer & Internship Engagement

NITA LESCHER
Director, Early Childhood Education

MEREDITH MCKEEN
Director, Multicultural Center & Youth Initiatives

JULIE MULLEN
Director, Workforce Development

NANCI PEDULLA
Director, Healthy Families

PAM RYAN
Director, Anti-Hunger Programs
EVERY DOLLAR COUNTS! WE ARE FIRM IN OUR COMMITMENT TO INVEST YOUR FINANCIAL SUPPORT AND OTHER CONTRIBUTIONS IN THE WAYS THAT ADDRESS THE MOST CRUCIAL NEEDS IN OUR COMMUNITY, AND TO DO IT EFFICIENTLY. WE CONTINUE TO ENHANCE OUR PROGRAM OFFERINGS BECAUSE OF THE SUPPORT WE RECEIVE FROM OUR GOVERNMENT, FOUNDATION, CORPORATE AND INDIVIDUAL SUPPORTERS.

**FY 2015 OPERATING REVENUE AND SUPPORT**

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Government Grants</td>
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<tr>
<td>Contributions</td>
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<td>Program Service Fees</td>
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<tr>
<td>Foundation Grants</td>
<td>$1,602,429</td>
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<tr>
<td>Thrift Shops</td>
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<td>Rental Income</td>
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<td>Investment Gains</td>
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<tr>
<td>Other</td>
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<td><strong>Total</strong></td>
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**FY 2015 OPERATING EXPENSES**

<table>
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<tr>
<th>Service</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Housing Services</td>
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<tr>
<td>Early Childhood Services</td>
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<td>Health Services</td>
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<td>General and Administrative Services</td>
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<td>Anti-Hunger Services</td>
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<tr>
<td>Intervention &amp; Prevention Services</td>
<td>$1,948,629</td>
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<tr>
<td>Workforce Development Services</td>
<td>$1,328,735</td>
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<td>Child Placement Services</td>
<td>$1,132,712</td>
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<tr>
<td>Thrift Shops</td>
<td>$977,377</td>
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<tr>
<td>Institutional Advancement</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$33,352,357</strong></td>
</tr>
</tbody>
</table>

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Thank you, community supporters!

NVFS is grateful for the following contributions received between July 1, 2014 – June 30, 2015.

### Foundation Contributors

ACT for Alexandria
Adopt A Family Foundation
AmazonSmile Foundation
Anonymous
Apple FCU Education Foundation
The Applied Materials Foundation
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Triangle Community Foundation
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Dimension Data
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HD Supply Facilities Maintenance
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Aerojet Rocketdyne
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Atlantic Telecommunications Corporation
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Titania Solutions Group, Inc.
Transurban Group
Ventera Corporation
Wheeler Equipment Co.
Xpect Solutions, Inc.
The Yoga Connection, LLC
Zeta Associates, Inc.

**$100-$999**

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Knight Point Systems, LLC
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<td>Ms. Peggy Louie</td>
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<td>Mr. and Mrs. Thomas Louise</td>
<td>Mr. and Mrs. Stewart Ocheltree</td>
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<td>Mr. and Mrs. Stuart Ocheltree Jr.</td>
<td>Mr. and Mrs. Chappell D. Pierce</td>
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<td>Mr. Edward Sing</td>
<td>Ms. Juanita Sing</td>
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<td>Mrs. Adrienne S. Vogel</td>
<td>Ms. Maureen Zeman</td>
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<td>Bea Kenner</td>
<td>Mr. and Mrs. Edmond Walsh</td>
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<td>Mrs. Kuber</td>
<td>Mahadeo and Madhavi Patwardhan</td>
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<th>Former Residents: Majesky, Carter, Walter, Miles</th>
<th>Marywood Apartment Resident Council</th>
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<td>Richard Metcalfe</td>
<td>Ms. Colton Haney</td>
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<td>Mary Oakey</td>
<td>Ms. Linda Oakey</td>
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<td>Claire Outen</td>
<td>Mr. and Mrs. Rodolfo Mayen</td>
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<td>Lydia Paddeu</td>
<td>Mr. Denis P. Paddeu</td>
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<td>Mattie Parrish</td>
<td>Supervisor Marty Nohe</td>
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<td>Jean Pocker</td>
<td>Mr. and Mrs. Stu Gilman</td>
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<th>Richard Russ</th>
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<td>Marilyn Spiro</td>
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<td>Paul Stewart, Jr.</td>
<td>Mr. and Mrs. Richard T. Shultz Sr.</td>
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<td>Lynn Waters</td>
<td>Dunbarton Sunshine Group</td>
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<td>George Wessel</td>
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<td>Richard Wilson</td>
<td>My Tribute Gift Foundation, Inc.</td>
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### IN HONOR OF

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<th>Mariam Agah</th>
<th>Ms. Christina S. Coll</th>
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<td>Mary Agee</td>
<td>Mr. and Mrs. Chris Bartnik</td>
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<td>Dr. and Mrs. William L. Bekenstein</td>
<td>Mr. and Mrs. John Beyer</td>
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<td>Ms. Briget Bishop</td>
<td>Ms. Linda L. Dunphy</td>
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<td>Mr. and Mrs. Richard Bodson</td>
<td>Mr. Marshall H. Groom and Ms. Patricia A. J. Bray</td>
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<td>The Honorable Penelope A. Gross</td>
<td>Mr. and Mrs. Donald O. Hewitt</td>
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<td>Ms. Claudia J. Lewis</td>
<td>Mr. Edward T. Lewis Jr.</td>
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<td>Mr. and Mrs. Daniel Lynch</td>
<td>Mr. and Mrs. Bob F. Mechler</td>
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<td>Mr. and Mrs. David Meiselman</td>
<td>Ms. Crista Peterson</td>
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<td>Mr. and Mrs. Doug Smarte</td>
<td>Mr. and Mrs. Thomas J. Sneeringer</td>
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<td>Mr. and Mrs. Marc Zlotnik</td>
<td>Stephen Arledge</td>
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<td>Mr. and Mrs. John R. Drayer</td>
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<td>Jim and Kathy Drinkard</td>
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<td>Ms. Maura Burke</td>
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<td>Mr. Joseph W. Lacey</td>
<td>Ms. Jill V. Sobon</td>
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<td>Mr. and Mrs. Rodolfo Mayen</td>
<td>McCartney and Virginia Heyward</td>
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<td>Mr. John M. Heyward</td>
<td>Capt. and Mrs. Shannon D. Heyward</td>
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<td>Alyssa Lee</td>
<td>Ms. Kimberly Haynes</td>
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<td>George Lizama</td>
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<td>James Lucier</td>
<td>Mr. Haren P. Dhokai</td>
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<td>Ron Mundt</td>
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<td>Nanci Pedulla</td>
<td>Mr. and Mrs. James A. Allen</td>
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<td>Jimmy and Susan Pittleman</td>
<td>Mr. and Mrs. Bruce J. Pittleman</td>
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<td>The Pringle Family</td>
<td>Ms. Katrina L. Pringle</td>
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<td>Rino Quevedo</td>
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<td>Nina and Bob Randolph</td>
<td>Mr. and Mrs. Peter Lyon</td>
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<td>William Richardson</td>
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<td>Carlos and Margaret Rodriguez</td>
<td>Ms. Mary Agee</td>
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<td>Keith Shuster</td>
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<td>Mike Tervo</td>
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<td>Mrs. Alice Lowenthal</td>
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<td>Catherine Tucker</td>
<td>Summit Consulting LLC</td>
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<td>Karen Vahouny</td>
<td>The Resiliency Fund</td>
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<td>Casey Yeatch</td>
<td>Legacy Contractors Group, Inc.</td>
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Stephanie Berkowitz, NVFS’ President and CEO, and Joe Fay, Board Chair, are resolute in leading efforts that invest in families and strengthen our community in Northern Virginia. They are committed to working alongside diverse allies throughout the region to raise awareness of and respond to our community’s most pressing human service needs.

In this Annual Report message, Stephanie and Joe exchange insights for amplifying the organization’s impact and plans for leveraging resources, knowledge, and partnerships to maximize NVFS’s impact.

**APPROACH AND EXPERTISE**

**Joe:** “Achieving real results means everything, both to our supporters and beneficiaries of our services. At one time or another we’ve all gone through a crisis. But few of us really recover from a bad situation without help. This is where NVFS excels. We target the real problems and not just the symptoms. We build families back up again so they can thrive.”

**Stephanie:** “Our approach is complex yet simple. A family struggling with hunger needs more than groceries. When a hungry family walks through our doors, we provide them with food to mitigate their immediate hunger, and then we look holistically at what caused them to be hungry in the first place.”

**Joe:** For many what stands out as a significant barrier to independence is the need for job training.

**Stephanie:** Right. Along with quality childcare, and safe and appropriate housing that is affordable, these essentials are out of reach for many living in Northern Virginia. Without the skills to secure a living wage job, it becomes harder to afford housing and childcare. At NVFS we provide opportunities so that individuals and families can prosper in our community and achieve their highest potential. For example, we know that the right job skills can create opportunities to succeed in a career and set a person on a whole new path.

**ACHIEVING MEANINGFUL IMPACT**

**Joe:** “Knowing where our resources have the greatest value is key. By analyzing our data we ask ourselves ‘what is working and where should we be investing our resources?’ For example, when a child enrolls in our Head Start program and her mom graduates from Training Futures (our Workforce Development program), we can better understand how these two components work together to impact the family’s long-term stability.”

**Stephanie:** And in this example, we can see our multi-generational impact. By equipping mom with the tools, skills, and community of support, she can secure a living wage job and advance in her career. We are also changing the trajectory for her child by taking steps to permanently break the cycle of poverty for that family.

**DEEPENING PARTNERSHIPS**

**Joe:** “Corporate social responsibility is on the rise. We’ve been fortunate to partner with companies that care about their impact in our diverse communities. Often the conversation between us evolves from ‘We want to help’ to ‘How can we make the biggest impact with our time?’ With nearly 5,000 volunteers last year, an exceptionally strong Board of Directors, and a wide array of corporate partners, we are so fortunate to be doing our work in the Northern Virginia community.”
Stephanie: “Partnerships are a critical part of our business model. We partner with every facet of this community to deliver high quality services, to reach people in need, and to ensure we are innovative and current in our approaches. Hundreds of businesses across the region donate food and school supplies; provide skills-based training to our clients and pro-bono support to our staff; and send teams out to our sites to help keep operations running in our thrift shops, our Hunger Resource Center, and our homeless shelters. Art enthusiasts share their passions with children in our Early Head Start and Head Start classrooms, and book-lovers bring characters to life when they read to the children in our shelters. With cross-sector partnerships such as these, we are deepening the impact of our work — more so than any one of us can do alone.”

Joe: “I am thinking about the example of the family we helped recently who was living in their car. That was a great example of how we work together with area schools. The family had been doing well — both parents were working, earning good salaries, and the kids were excelling at school. Then mom became ill and dad was laid-off, and they used up all of their savings trying to manage on their own. In the process they lost their home and ended up living out of their car. When it got too hot to stay in the car, they moved to a tent in the woods and stayed there all summer. When school started in the fall, the school counselor noticed the children’s clothes were dirty, the kids were hungry and were having trouble focusing on their schoolwork.”

Stephanie: “That’s right. And then the counselor reached out to the family and to NVFS. Together we were able to provide some immediate relief with shelter, food, and other basic needs. In a short amount of time and with the help of some short-term rental assistance, the family moved into housing that was affordable. Dad got a new job, the kids were safe in their new home, and mom continues to regain her health and strength.”

These are the moments of impact that make us pause and take note. It is a privilege to help more than 34,000 families and individuals each year on their journeys from crisis to stability to independence. And at the end of the day, this work is possible only because of our committed and exceptional staff, volunteers, donors, and corporate, government and philanthropic partners working alongside us to strengthen our community.”

“We build families back up again so they can thrive.”

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