





A family who lost their home in a fire moves into a newly renovated transitional home.



Graduates of Training Futures enjoyed a 75% average increase in their wages.



NVFS honors parents who have spent over 20 years serving as foster parents.



Legends of Northern Virginia Awardee John T. "Till" Hazel, Jr., Mary Agee, NVFS Community Champions Mrs. Sally Merten & Dr. Alan Merten at the 2011 Road to Independence Gala.



Wegmans delivers over 14,000 pounds of food in a single day to our food distribution center.



Volunteers on AOL's "Monster Help Day" visit our SERVE campus to help clean and paint the facility.



A student celebrates her graduation from our Training Futures workforce development program.

REFINING OUR FOCUS: FY 2011

It would be easy, as a growing nonprofit, to get caught up in the “business” of helping people. But Northern Virginia Family Service has used the past year to enhance our focus on our clients—each unique, and with extraordinary challenges in these trying times for the entire community. With demand for our services growing, and with some traditional funding sources shifting, we have to remember what sets this nonprofit apart, and focus on redoubling our efforts in areas where we see the greatest impact. If we only measure our success by the amount of dollars raised, or the amount of food distributed, or the number of jobs secured, costs reduced, and client visits, we’re only telling a small part of the story.

IF WE REALLY FOCUS ON THE LIVES CHANGED ON ALL SIDES OF OUR WORK, IT MAKES THIS PAST YEAR SO GRATIFYING. IN THIS ANNUAL REPORT, YOU’LL SEE MANY STORIES OF FAMILIES WHOSE COURSE HAS BEEN FOREVER CHANGED BY A SIMPLE CONCEPT: SEEKING HELP AND FINDING HOPE, HERE.

Nearly 33,000 of our neighbors were positively impacted by Northern Virginia Family Service.

That number points to the significant size and scope of our mission, but there’s so much more to it. In the wake of a housing crisis, NVFS has taken a leading role in innovating community-based solutions to move people into **Safe & Stable Housing** more rapidly, and with fewer negative impacts to family well-being.

We recently announced our leadership in Fairfax County’s **Bridging Affordability** program. Bridging Affordability is an integral component of the county’s Housing Blueprint and will provide long-term rental subsidies to hundreds of homeless individuals and families on the county’s affordable housing waiting lists. We have taken the lead role in administering a network of nine nonprofit organizations in order to effect the most efficient change in housing stability based on unique client needs.

While housing is often the most immediate and foundational need of a family in crisis, we’ve identified other areas where the impact of our work can change entire outlooks. In FY11, we laid the groundwork for significant expansion in provider participation in our dental programs. Failure to maintain good oral health significantly increases basic primary health costs and often leads to other medical conditions, including dietary restrictions, emotional and physical trauma, and low self-esteem, which can all impact employment. We know this is a serious issue, and have expanded opportunities for our clients to receive basic dental care and routine procedures such as fillings and extractions—often at no cost.

In Prince William county and the City of Manassas, we’ve intently focused on building out comprehensive solutions at our **SERVE** campus. In the two years since our merger, we’ve incorporated an **Early Head Start** classroom on-site, enabling parents living in the shelter to spend their time developing housing and job leads while we provide critical early-learning and child development opportunities for their young children.

We acknowledge, with increasing emphasis, that our work simply wouldn’t be happening without the support of so many in our community who decide to **GIVE**.

In the past fiscal year, we’ve enjoyed more than a 50% increase in volunteer hours dedicated to our work, representing over \$1.2 million in value—

more importantly—impacting the lives of our clients and each volunteer. We’ve developed and enhanced our **Women’s Leadership Council** and **Family Legacy Society**, providing new ways for generous donors to engage with their community.

There’s a lot to look forward to as well. With help from HomeAid Northern Virginia, the Freddie Mac Foundation, E.E. Wine, the City of Manassas and Prince William County, **we’re expanding our family emergency shelter from 60 to 92 beds**, while providing shared space for families to interact and engage in supportive activities. We hope to expand our nationally-recognized **Training Futures** program into additional communities so that more and more people can move from low-wage jobs into skilled office careers. As we look ahead, we certainly hope for a brighter future for our community, a more thriving economy, and success for our clients. Thank you for your continued support.

Sincerely,
Mary Agee and Hugo Aguas



MARY AGEE / President & CEO



HUGO AGUAS / Chair, Board of Directors



HEALTH ACCESS

To give clients access to comprehensive and holistic health care which includes free or reduced cost medical, dental, medication and mental health services.

- Adult & Child Health Links
- Oral Health Access
- Prescription Assistance
- Multicultural Mental Health
- Therapeutic Groups

Few things are more important to a family's well-being than the health of its members. But, these days, many northern Virginia families go without regular, necessary access to a physician, dentist, or mental health professional. Instead of seeking preventative health, families often end up in crisis at an emergency room with a problem that could have been addressed much earlier, and often at lower costs. NVFS plays a key role in providing access to a medical or dental "home".

We link low-income families with health providers who are willing to treat them for free or at reduced costs. NVFS can also link them with free or reduced-cost medication so that a patient is not forced to forgo needed medicine because they cannot afford it or because other monthly bills are more pressing. NVFS also offers individual and group therapy, as well as life-skills sessions to children, youth and families. We are a recognized leader in providing comprehensive case management, therapy and legal support to survivors of torture and trauma in the DC Metro area. In FY11, our oral health programs grew significantly with the arrival of new funding for direct assistance and of many new providers.

- **OVER 10,500 CLIENTS CONNECTED TO REDUCED-COST PRIMARY OR ORAL HEALTH CARE**
- **3,458 CLIENTS RECEIVED PRESCRIPTIONS TOTALING MORE THAN \$10.5 MILLION**
- **97% OF DOMESTIC VIOLENCE VICTIMS REPORTED DECREASED SYMPTOMS**



SAFE & STABLE HOUSING

To provide a continuum of housing services, including case management, life skills and financial literacy education, designed to assist families with achieving permanent, safe and affordable housing.

- Transitional Housing
- Affordable Rentals
- Housing Counseling
- Rapid Rehousing Options
- Life Skills Support

After assessing a new client's needs, NVFS works with each family to develop a "housing stabilization plan" that helps them identify the goals, tasks, and resources needed to move from instability to stability. Clients meet regularly with case managers to report progress and seek guidance on their plans. They also attend classes to build skills and knowledge in areas that will support their independence, such as financial literacy, emotional well-being, and educational and vocational needs. As NVFS shifts to a "rapid rehousing" strategy, the focus is on moving people quickly from homelessness into permanent housing, and giving them the tools they need to maintain their housing and thrive.

- **90% OF CLIENTS OBTAINED STABLE HOUSING UPON THEIR EXIT**
- **74% DEMONSTRATED INCREASED ECONOMIC STABILITY, AS DEMONSTRATED BY: DEVELOPING AND USING A MONTHLY BUDGET, ACQUIRING/MAINTAINING EMPLOYMENT, ATTENDING VOCATIONAL TRAINING, DEPOSITING A SET AMOUNT INTO MONTHLY SAVINGS AND/OR UNDERSTANDING AND IMPROVING THEIR CREDIT SCORES**
- **THE AVERAGE SHELTER STAY DECREASED TO 45 DAYS, DEMONSTRATING THAT WE ARE MOVING FAMILIES TO STABLE HOUSING FASTER**



CHILDREN & YOUTH SERVICES

To provide services and interventions that support the healthy development of children from birth through early adulthood.

- Head Start & Early Head Start
- Child Abuse Prevention
- Violence Prevention
- Mentoring
- Foster and Respite Care

We are keenly aware that a child needs a solid foundation in order to succeed, and that families experiencing financial and relational hardship are the least-equipped to provide a stable and nurturing home for infants, or a conducive environment for learning for their children. Our programs for children and youth begin with Healthy Families and Early Head Start Family Support Workers, who identify and work closely with new families in order to ensure a safe and secure environment for infants. From providing assessments and guidelines on nutrition and well-baby care, to abuse prevention and the education of new parents on how to create a positive bond with their infants, our early childhood programs lead the way in effective care for children in their earliest stage of life.

Early Head Start and Head Start classrooms provide a valuable learning environment for children as they grow and prepare to enter the school system. Our teachers work tirelessly to care for each child's specific developmental needs while their parents work or attend school. Many client families are also referred to other complimentary NVFS programs.

For children who are struggling or at-risk during their schooling, we work collaboratively with community agencies and law enforcement. We provide case management and mentors in an effort to identify social and behavioral changes that can help a child excel and prevent them from entering into a gang.

Our Special Foster Care program provides safe homes for children with special needs as well as children suffering from abuse or neglect. Our Therapeutic Respite Care program allows for much-needed breaks for parents who struggle to maintain their own wellbeing when meeting the extraordinary demands of children with developmental and physical disabilities.

- **94% OF CHILDREN IN HEAD START AND EARLY HEAD START HAD A HEALTH CARE PROVIDER AND REMAINED UP-TO-DATE ON IMMUNIZATIONS**
- **82% OF GANG-INVOLVED YOUTH BECAME LESS INVOLVED, AND 100% OF THOSE AT RISK FOR GANGS CHOSE NOT TO BECOME INVOLVED**
- **92% OF FOSTER CARE CHILDREN WERE ABLE TO STAY WITH THE SAME FAMILY, AND 87% WERE DISCHARGED INTO A PERMANENT FAMILY**
- **100% OF NEW MOTHERS IN OUR HEALTHY FAMILIES PROGRAMS HAD AN INTERVAL OF GREATER THAN 24 MONTHS BEFORE THEIR NEXT CHILD**



WORKFORCE DEVELOPMENT

To provide training, mentoring and case management that enable clients to enter into or advance within the workforce, increase wages and support their long term self-sufficiency and educational advancement.

- Career Advancement
- Continuing Education
- Trade & Office Skill Training
- English Literacy
- Job Development

Our nationally recognized Training Futures program enhances our students' career prospects through education in an effort to move them from low-paying jobs to full-time, salaried positions with benefits in office settings. Each student is given the opportunity to gain up to 18 credit hours at Northern Virginia Community College during their 25-week professional development curriculum. While employment lagged slightly in a tough job market, NVFS continued to meet college enrollment goals and significantly exceed wage-gain targets. We aim to continue to build and advance this model in other communities.

When given a last-minute notice that the program had to move, Training Futures worked quickly to avoid disruption. SAIC stepped in, providing access to a new space and a new outlook for the program.

- 79% SECURED TRAINING-RELATED EMPLOYMENT WITHIN SEVEN MONTHS
- 84% APPLIED TO AND RECEIVED COLLEGE CREDITS FROM NORTHERN VIRGINIA COMMUNITY COLLEGE
- GRADUATES OF THE FIRST CYCLE IN 2011 SAW A >75% (OR >\$6/HOUR) AVERAGE INCREASE IN THEIR WAGES



EMERGENCY ASSISTANCE

To provide one-time, shortterm or temporary assistance that helps families to maintain self sufficiency.

- Food & Shelter
- Vehicle Loans & Repairs
- Utility & Rental Assistance
- Financial Literacy
- Homelessness Prevention

When a family finds itself in crisis—due to a catastrophic illness or loss of employment—basic needs become more acute. Caught unaware, clients are often unable to articulate specific needs and may not even know where to begin to look for assistance. NVFS has a range of emergency services it can bring to bear to help a family through hard times.

Beyond the daily distribution of food and groceries at our center in Manassas, NVFS also provides gift cards, school supplies, and holiday dinners as often as donations permit. Financial assistance, when a client receives a utility “disconnect notice” or a past-due rent bill, can often sustain a family through a bad month. A family without a working car is missing the key to maintaining employment, attending school, or reaching medical care. A donated car, car loan, or basic automotive maintenance can remove the distraction of how to get around so that families may turn their focus back to work and other daily living activities.

In FY11, the general theme of emergency assistance was that NVFS served more clients more often with less available funding.

- 11,196 FAMILIES RECEIVED FOOD
- 55 CARS WERE DISTRIBUTED, AND 45 CAR LOANS WERE FUNDED
- 86% OF CLIENTS REPORTED MAINTAINING EMPLOYMENT BECAUSE OF THE HELP NVFS OFFERED

NVFS MISSION INITIATIVES

HEALTH ACCESS

Samantha and Mark

Samantha Martin and Mark Hodges recently had to move in with family members to help make ends meet. Neither has health insurance; Samantha's part-time retail job doesn't provide it, and Mark's road-safety job at construction sites is weather-dependent and too unpredictable to get a solid week's work.

Their child, Mason, was born at just 27 weeks. He weighed 2 pounds, 3 ounces at birth, but is now on his way to being fully healthy, thanks to excellent hospital care in Fairfax. But this is just the beginning of their journey as a family, and they have taken many positive steps to ensure a bright future for themselves and for little Mason.

Through referrals, Samantha has now received some case work from our Healthy Families program, which will work to make sure she and Mark succeed in providing a safe and nurturing environment for their child. She was advised of an open spot for basic dental care at our "Mission of Love" clinic, where she received a cleaning and was informed that her wisdom teeth needed to be removed. Mark came, too, and explained that this was his first trip to the dentist in ten years.

"Since I don't have health insurance, I have to make sure my teeth are healthy," explained Samantha. "If it weren't for my child, though, I wouldn't be here right now. The referrals we've gotten have helped a lot."



"Every client who comes to SERVE is supported by a group effort. Each of us has a role, from the intake worker to the case manager; the housing locator to the volunteers; the food distribution center staff to the cooks; and the residential staff to the child services coordinator. The entire team, working together, allows a family to focus on getting back on track, which is demonstrated by this family's transition from homelessness to stable housing and meaningful employment."

ANDREA ZYCH
DIRECTOR, SERVE

SAFE & STABLE HOUSING

George and Jeannette

George and Jeannette came to the SERVE shelter with three children under the age of 4. Unable to keep up with the rising cost of housing, utilities and their basic needs, the shelter was their only option. Once in the shelter, George was able to secure a full time position with a Waste Management in Manassas.

Although there were many challenges to the job; hazardous conditions, long hours, and lack of transportation, George found the work rewarding and wanted to continue. SERVE donated a bike to the family to enable George's successful travel to and from work. Within a short period of time the family was able to save enough money to move out of the shelter. The family secured a home not far from George's employer.

Several weeks after their departure, George visited the facility to share with the staff that he was being considered for a supervisory position at work. With the support of NVFS, the family became self-sufficient and was able to integrate back into the community with pride and dignity.



CHILDREN & YOUTH SERVICES

Maggie and Shannon

Maggie Moreland began her NVFS career as a Case Worker for our Special Foster Care program ten years ago. Her first case was extraordinary.

Shannon Barnett, who was 8 years old at the time, recalls when she found a stable home. "I felt very welcome. They allowed me to play, learn and grow. The only thing they didn't allow was for me to get into trouble." Shannon was placed in a home for a couple of years until an attempt was made to reunite her entire birth family - including 7 siblings. That reunification process did not fare well, and soon all the children were coming back into foster placements. At that time, Maggie had just been promoted to be the Training & Placement Supervisor, and continued her contact with Shannon and her siblings throughout the difficult transition home, and then back into foster care. "I actually drove her back to her foster home," says Maggie.

Shannon settled into a permanent foster care relationship. She excelled in school, and joined JROTC to learn how to be a leader among her peers.

When Shannon wasn't able to pass medical screening for active-duty enlistment in the Air Force, she made the decision to apply to colleges, and was accepted at West Virginia University. Maggie, now the Program Manager, views Shannon's growth alongside her own at her job. "Through it all I've stayed involved. It's been amazing to watch Shannon grow up and become who she is. Despite long odds, she stayed focused and knows what she wants."

NVFS threw a going-away party for Shannon and loaded her up with Mountaineer gear for her college experience. Additional financial support for Shannon has been pledged by employees of one of our CARE Award winning companies, SRA International, Inc. Members of an employee-led group, SRA Cares, are working to provide small cash stipends to Shannon so she can afford to attend school. She hopes to graduate in four years with a degree in computer science, and as a commissioned officer in the Air Force.

"A lot of my friends ask me about foster care all the time," she says. "It isn't any different than you going home to your parents."

TO EMPOWER INDIVIDUALS AND FAMILIES

EMERGENCY ASSISTANCE

The Kamara Family

Alpha Kamara recently wrote NVFS a letter of thanks for the help his family has received at SERVE. With five children (one with special needs), and coming recently from war-torn Sierra Leone, the Kamara family is doing everything it can to keep pace in our buzzing metropolitan area.

Their youngest child is enrolled in our Early Head Start program in Manassas, where little Abdulrahman is receiving quality care and early learning opportunities.

Both parents were working two jobs when one of their cars broke down. With a quick referral to our Ways to Work program, they were able to get a low-interest loan in order to pay for the unexpected car repair. These loans, along with other transportation and utility assistance can often make it possible for our clients to keep their jobs, keep their homes and keep their independence.

The family has also benefited from our Back to School drives. "Your teachers and other caregivers are experienced and loving...We frequently set goals for [our] child and for ourselves as parents, and work toward their achievement," wrote Alpha.

The Kamara family serves as a model example of hard-working people who need some assistance at a crucial time. We are proud to serve them and countless others like them through our Emergency Assistance initiative.

"Our son has improved a lot. NVFS and the Early Head Start program at SERVE strive to meet his social, emotional, academic and other developmental needs," says Alpha.



THE KAMARA FAMILY

WORKFORCE DEVELOPMENT

Wendy Ramirez

Wendy Ramirez was barely making it. She had a job at a grocery store, but it wasn't enough to pay her bills. She had started going to college at Northern Virginia Community College (NOVA), but had to drop out when she became pregnant at age 19. After moving in with family, her prospects of a career were dwindling.

But family is exactly where Wendy got a very important recommendation. A cousin recommended that she apply to our Training Futures program. Training Futures is a 25-week curriculum that aims to bring low-wage workers up to speed on modern office technology, professional work habits and interviewing skills, among many other professional competencies. "At first, I wasn't that interested," explains Wendy. "But then I learned that you can receive college credit hours during the classes, and that's what convinced me. I was just about to pay to re-enroll at NOVA when I learned I had been accepted into Training Futures."

Instead of spending the next semester in regular classroom environments, Wendy learned a host of new office skills in a dynamic learning environment, led by skilled trainers from major corporate partners. The crowning achievement of each

trainee's journey is a 3-week internship. At Inova Fairfax Hospital, Wendy got to work phones and handle patient registrations for the first time. She loved the work, and was able to get a temp placement at Inova Alexandria after her graduation from the program.

Today, Wendy has a full-time job at a local community health center, and is enrolling once again at NOVA. Her plan is to graduate with a degree in Business Administration & Technology, and to continue to advance in her workplace.

"My life has changed because of Training Futures. Before, I wasn't brave enough to apply for a good job. They showed me how to sell myself and to be confident. I wouldn't have gone back to school without the encouragement from my family and the support I got from Training Futures."

TO IMPROVE THEIR QUALITY OF LIFE AND



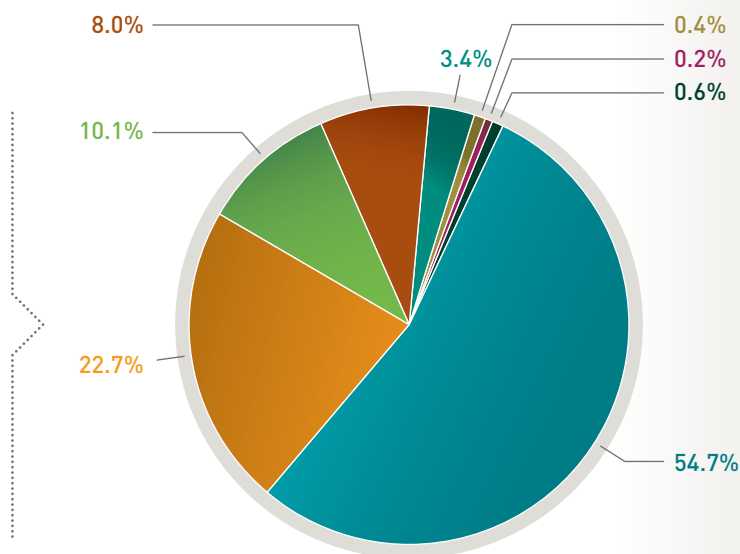
TOTAL VOLUNTEER

NVFS FINANCIAL REPORT

FY 2011 OPERATING REVENUE AND SUPPORT

Every dollar counts! We take our commitment to the stewardship of your contributions to heart. Your support ensures that we can continue to deliver and expand services in the Northern Virginia community that will empower individuals and families to improve their quality of life on their journey to independence.

GOVERNMENT GRANTS	\$15,054,846
CONTRIBUTIONS	\$6,255,909
PROGRAM SERVICE FEES	\$2,784,100
FOUNDATION GRANTS	\$2,192,196
THRIFT SHOPS	\$931,755
UNITED WAY	\$101,480
INVESTMENT GAINS	\$44,822
OTHER	\$174,924
TOTAL	\$27,540,032

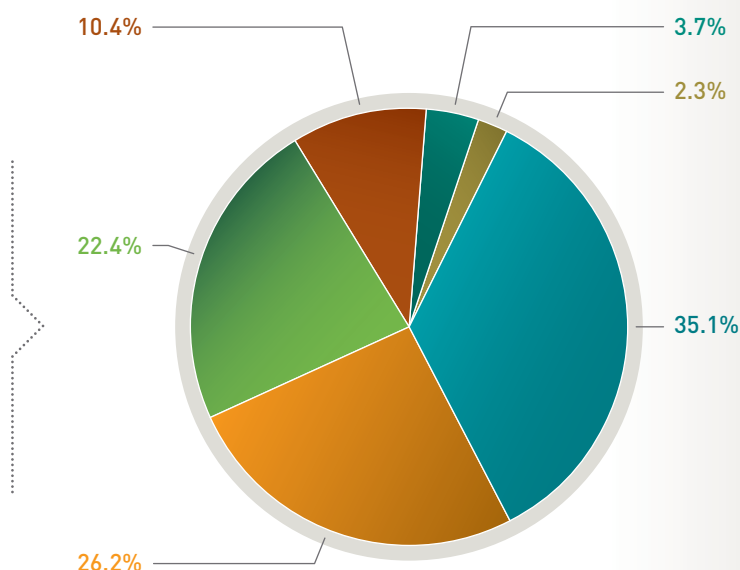


TOTAL CASES SERVED 21,578

TOTAL PEOPLE SERVED 32,877

FY 2011 OPERATING EXPENSES

EARLY CHILDHOOD DIVISION	\$9,385,174
SUPPORTIVE FAMILY SERVICES	\$7,006,870
INTENSIVE FAMILY SERVICES	\$5,989,869
GENERAL & ADMINISTRATIVE	\$2,815,262
INSTITUTIONAL ADVANCEMENT	\$949,701
THRIFT SHOPS	\$623,997
TOTAL	\$26,770,873



NVFS PROGRAM DEMOGRAPHICS

SERVED:	FY11
Total Cases :	21,578
Total People Served:	32,877

VOLUNTEERS:	FY11
Number of Volunteers	2,032
Volunteer Hours	58,822
Value of Hours	\$1,281,425

GEOGRAPHIC:	FY11
Arlington	5.7%
Alexandria	5.8%
Fairfax / Falls Church	29.3%
Loudoun	6.0%
Prince William	52.4%
Other	0.9%

ETHNICITY:	FY11
African-American	16.2%
Asian	5.6%
Caucasian	12.1%
Hispanic / Latino	58.0%
African	2.5%
Other Race / Ethnicity	4.9%
Multi-ethnic / Multi Racial	0.6%

INCOME:	FY11
Under \$20,000	46.6%
\$20,000 - \$35,000	15.1%
\$35,000 - \$50,000	4.7%
Over \$50,000	2.1%
Unknown	31.5%

FAMILY SIZE:	FY11
1	27.6%
2	28.3%
3	27.5%
4	9.1%
5	4.2%
6	2.0%
7 +	1.3%

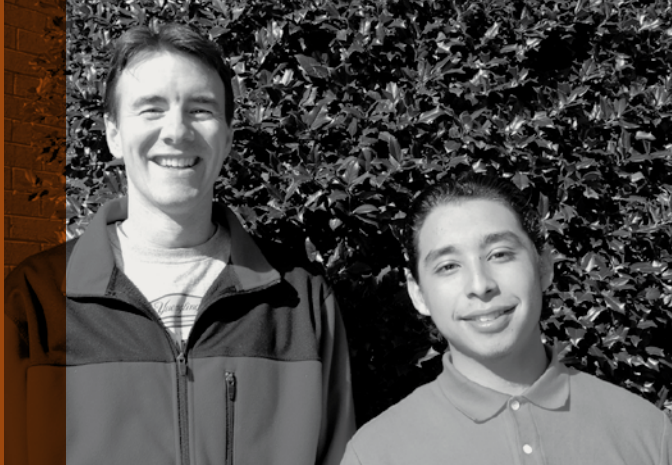
AGE:	FY11
Children, 0-10	6,742
Youth, 11-18	8,156
Young Adult, 19-30	5,160
Adult, 31-64	10,961
Older Adult, Over 64	1,859
TOTAL	32,877

PRIMARY LANGUAGE:	FY11
English	31.9%
Spanish	58.4%
Korean	0.6%
Vietnamese	0.9%
Farsi	1.1%
Other	7.1%

GENDER:	FY11
Male	47.7%
Female	52.3%

DIRECT ASSISTANCE FUNDS:	\$12,705,633
--------------------------	--------------

Direct Assistance Funds include: Value of food from Distribution Center, RX from Health Access, Emergency Assistance funds from SERVE, HIP, AHC and HOPWA and value of Development initiatives including Back to School Drive and Gifting for Families



MENTOR INVOLVEMENT

Oscar and Matt

Oscar, age 15, is originally from Nicaragua and is now a rising Junior at a school in Alexandria. An active gang member at the time of referral, Oscar has utilized his time in our Intervention, Prevention and Education (IPE) program to make some drastic changes, including leaving the gang, joining the wrestling team, and improving his relationship with his mother.

Oscar and his mentor, Matt, meet weekly to talk, play cards, visit local libraries and gyms, and occasionally attend sporting events together. They have been discussing a variety of topics, including: job readiness, test preparation and study skills, fun and healthy activities, and relationships with friends and family.

MONTHLY DONOR

Caren and Phillip Merrick

Caren and Phillip Merrick were supporters of the Center for Multicultural Human Services (CMHS) before its 2008 merger with NVFS. Once they learned about the comprehensive programming of NVFS, they decided to continue to support our work. They were particularly impressed by the scope of services we provide, and our resolve to help vulnerable families achieve self-sufficiency.

After sponsoring and attending the NVFS Road to Independence Gala, the Merricks took their support to the next level and became regular, monthly donors to support our programs. Information on becoming a monthly donor is available at nvfs.org/monthly. Regular, ongoing support, no matter what the dollar amount, provides a steady stream of resources that our programs can count on, and is one of the most efficient and lasting fundraising options.

TO PROMOTE *Community*

According to Matt,

“He’s not looking for someone to constantly entertain him, but instead he really has a lot of tough questions he’s dealing with and wants advice or guidance in a lot of areas.”

The benefits of this relationship are mutual; Matt states that, “I’ve been very fortunate to have several mentors in my life—both personally and professionally—and this was a perfect way to give back. It’s been very rewarding to see his personal growth and has also helped me think about things going on in my life and how I need to improve.”

Oscar sums it up this way:

“My IPE counselor helped me to get out of the gang, and my mentor is helping me to stay out!”

“My husband and I come from humble beginnings and have been truly blessed to work hard, make sacrifices & achieve the American Dream here in Northern VA. We believe everyone has potential, and research shows that vulnerable children need just a hand up to help them know how valuable and capable they are. Their lives can be transformed with hope and opportunity. More people should know about the wonders of NVFS!”





PROFESSIONAL SERVICES VOLUNTEER

Wayne Zell

Wayne Zell is a principal at Odin, Feldman & Pittleman, PC., one of our region's premier independent law firms. Wayne is the author of *Blueprint for Wealth*, a compendium of articles, audio files and videos on estate planning, business planning and tax matters affecting individuals and businesses. He hosts a radio show on Federal News Radio, and first heard about NVFS nearly three years ago from our then-Board Chair, Debbie Hance.

"The Mason Life volunteers work so hard at helping me with all kinds of office tasks. I feel really great about having them in the office because I know we are helping them too."

VIVIAN GEDEON
FRONT DESK COORDINATOR

MASON LIFE VOLUNTEERS

George Mason University's "Mason Life" Program

Three students from George Mason University's Mason LIFE program volunteer at NVFS each semester and during the summer. The Mason LIFE Program provides a college experience for students with intellectual and developmental disabilities so they can gain academic enrichment while developing independent living and employment skills. Mason LIFE students provide invaluable administrative support to NVFS doing data entry, shredding and filing and preparing mailings.

Mason LIFE students diversify the work environment and provide much-needed administrative support that lets NVFS staff to focus their time on program development and client services. This relationship allows NVFS to give back to the community by providing job skills training for future members of our community's workforce.

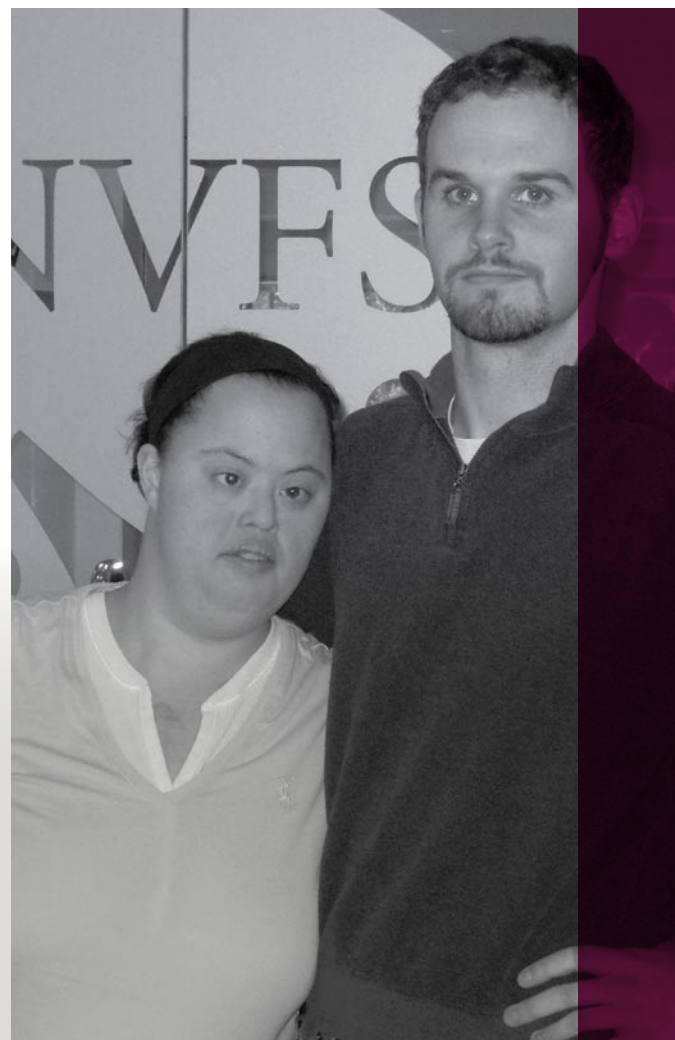
ity COOPERATION AND

"I invited Debbie on my show because she was my commercial banker. We had a lively interview, and she spent nearly the whole time talking about NVFS," explains Wayne. A few months later, Wayne was a guest at our Road to Independence Gala. "I was blown away by the testimonials. When I heard them, I said to myself 'Okay, this organization is right in my backyard. I can have an impact immediately.'"

Wayne moved quickly to help NVFS form a planned giving program, the Family Legacy Society. He brought together a team of experts to form the Gift Planning Advisory Council, and leans on his considerable legal and financial expertise to help donors understand how they can incorporate NVFS into their estate planning.

Wayne encouraged each member of the Council to become personally involved in volunteer work as well. Some were already volunteering at our Clock Tower Thrift Shops or at Training Futures. Wayne decided to volunteer at SERVE. One Saturday each month, Wayne brings his 14-year-old son, Ethan, along with him on his trips as a volunteer driver for one of our food vans. He drives around to local grocery stores, picks up donated food, and then delivers, sorts, weighs and stocks the food at our Food Distribution Center at SERVE.

"I lean on my professional expertise to help with planned giving, but anyone can get out and drive a van. "If all of us did something like that, can you imagine the impact we'd have for people who are homeless and hungry?" asks Wayne.



PLANNED GIVING DONOR

Rob Sturm

Rob Sturm is a board member and donor who has an enthusiasm and passion for NVFS that weaves through all facets of his life. He was an ardent supporter of SERVE prior to our 2009 merger, and has increased his commitment to NVFS since that time.

Rob serves as Vice Chair on the NVFS Board of Directors, but his involvement doesn't stop there. He has made significant personal gifts, is a member of Friends of SERVE, and regularly involves his family in volunteering. He was recently honored as one of the charter members of our Family Legacy Society, in recognition of his inclusion of NVFS in his estate planning.

In any given week, it's likely you might run into Rob at an NVFS event, at a meeting of our Gift Planning Advisory Council, or helping out at our SERVE campus. He has used his personal connection to our mission to engage his workplace at Scott & Stringfellow in support of our work as well.



“Engagement with the local community is an important part of the culture we foster at Micron,” said Raj Narasimhan, MTV’s Site Director. “Our team members live here and we want to ensure that we provide them with opportunities to serve here too. We’re proud to support a good community cause like NVFS.”

SUPPORT IN *Response*

“I am impressed with the number of people that NVFS serves, and the compassion with which they do it. As a member of the Board, I try to use my professional skills and resources to provide the organization with leverage to deliver more services to those in need. It’s been a very rewarding experience.”

CORPORATE VOLUNTEER PARTNERSHIP

Micron Technology Virginia

Micron Technology Virginia (MTV) is a great example of a successful and sustainable grassroots effort to engage employees in volunteering and supporting their community. For years, Micron employees have supported NVFS back-to-school drives, our Gifting for Families holiday drive, and have provided regular food donations. But collecting donated items in the office wasn't enough for this motivated group; employees wanted more hands-on opportunities, so Micron signed up to send a group of volunteers to our Food Distribution Center at SERVE once a month. It has been such a popular activity that Micron had to create a waiting list for volunteer sign ups.

Without regular help from large groups of volunteers, our Food Distribution Center would quickly become a place where food went to waste, rather than the buzzing and thriving means of enrichment that it is for so many clients. Food on our shelves has to be organized so that expiring foods are distributed before they go bad. Perishables must be preserved and canned goods sorted and stacked. Micron's frequent support makes a tangible difference in our ability to serve our clients, and its employees reap the rewards they gain from seeing the difference they make in our community.



CORPORATE ENGAGEMENT SAIC

Science Applications International Corporation (SAIC) has been an ardent supporter of NVFS programs for many years, and our partnership with them has evolved and grown along with our community's needs. Each year, SAIC underwrites the cost and plays host to one of our two Training Futures graduation ceremonies. These lunchtime events provide a moment of coronation for our students who have worked so hard to complete a grueling 25-week curriculum with aims to secure placement in skilled office careers.

SAIC extended their corporate support to becoming a regular sponsor at our Road to Independence Gala, where they invite table guests to connect with NVFS for the first time at this signature event. In the coming year, SAIC Chairman, Walt Havenstein, will serve as our Gala Chair, committing to a Grand Benefactor sponsorship, and to representing NVFS to the broader business community.

SAIC's Vice President of Community Relations, J. Douglas Koelemay, joined the NVFS Board of Directors in 2009 and has come through with crucial support in the last year. When our Training Futures program received last-minute notice that their leased space would be converted and they would have to move, SAIC acted rapidly to provide a wonderful new location for the program and a generous subsidy of the rent. Koelemay and other SAIC staff members regularly volunteer, participate in other NVFS events, and have raised money for our annual holiday drives as well as our Golf Tournament.

"We are so thankful to SAIC for the commitment behind their multi-faceted relationship with our organization," says Mary Agee. "They are a wonderful example of a company providing support at every level of our work—from every level of theirs."

ing TO FAMILY NEEDS.



DONATE

Your gift will be used to support the life-changing services we provide every day—empowering vulnerable individuals and families to find new paths to self-reliance and brighter futures.

Give Online

Make a one time or monthly donation at nvfs.org/donate.

Give by Mail

Use the enclosed envelope to mail your gift in support of NVFS.

Give Monthly

We invite you make your regular gift a monthly gift by signing up online or setting up automatic Bill Pay through your bank. Visit nvfs.org/monthly to learn more.

Give an Honor or Memorial Gift

Celebrate a friend or loved one by giving a gift in their name that will give hope to others.

Planned Giving

Help us continue to provide these critical services for years to come. Include NVFS in your estate plan and become a member of our Family Legacy Society. Visit nvfs.org/legacy to learn more about our program.

Corporate Partnership

Corporate Partners invest in our work to make a difference in our community. Choose how you support us—whether it's program support, event sponsorship or other underwriting opportunities. Contact our Development Team to learn more.

Gifts In-Kind

We accept new or slightly used clothing and household items at our Clock Tower Thrift Shops in Falls Church and Centreville. Other opportunities to donate goods and services abound throughout the year. Visit nvfs.org/inkind to learn more.

VOLUNTEER

NVFS relies on the generosity and exceptional talents of thousands of community members who donate their time to ensure NVFS continues to provide critical support services to its nearly 33,000 clients each year.

Last year the volunteer program grew by
over **50%** reaching **2,000** volunteers
who donated **58,822** hours at a value
of over **\$1.2 million**.

Every volunteer task makes a difference, whether it's leading children's activities, teaching job skills, mentoring youth, stocking food, providing administrative support, logging medication or painting homes. Thank you to every NVFS volunteer who donated their time, talents and enthusiasm to make NVFS a better, stronger organization. Your support helps our clients achieve brighter futures.

Visit www.nvfs.org/volunteernow for opportunities.

CORPORATE ENGAGEMENT

At NVFS we rely on the contributions of our many corporate partners and appreciate the fact that it's a win-win situation for both of us. In today's world, employees and customers want to know how their corporation is "making a difference" for the community at large. Here at NVFS, we provide a multitude of ways to give back.

Through our Corporate Volunteer Partnerships, we can arrange for team-building activities—such as stocking shelves in our Food Distribution Center, preparing weekend meals at SERVE, or doing a group project at one of our Thrift Shops. In addition, we help match individual corporate volunteers in meaningful mentoring roles, as interpreters, or as computer lab tutors for our shelter residents.

Our many events and drives are an opportunity for publicity and partnership. Whether an office collects gift cards or toys for our holiday drive, or chooses to fill backpacks for needy kids, there are countless ways to extend a helping hand to the families throughout our community. Give us a call and we'll find a way to maximize your impact.



EVENTS

The success of NVFS is greatly dependent on the people that live and work in our surrounding community. Our events are fundraisers but they are also "friend-raisers" that help introduce more and more people to our community-sustaining work. Through event sponsorship and support, our corporate partners touch thousands of people each year.

Each event, from the Road to Independence Gala to the Bowl-a-thon, is aimed at educating our community about the dire needs of our client families, and providing a way for attendees and sponsors to be a part of the solution.

2011 Events

Bowl-a-thon

Road to Independence Gala

NVFS Golf Tournament

Back to School Drive

Empty Bowls

Help the Homeless Walkathon

CARE Awards

Operation Turkey

Holiday Gifting for Families

See what's coming up: www.nvfs.org/specialevents

Join the Conversation!



facebook.com/nvfs.org



twitter.com/nvfs



youtube.com/NoVAFamilyService

WAYS
YOU CAN
GET IN-
VOLVED



ABOUT NVFS

OUR MISSION

To empower individuals and families to improve their quality of life and to promote community cooperation and support in responding to family needs.

OUR GUIDING PRINCIPLES

We believe that families are at the heart of our society and need to be strengthened and preserved. Services should be affordable, accessible and of high quality. All people should have access to adequate housing, health care, food and clothing. Communities should be supportive environments for families.

OUR HISTORY

Since our earliest days, NVFS has helped to strengthen and empower families because we believe that strong, healthy families create healthy communities—the kind of communities where we all want to live. This work continues today with our five mission initiatives:



Emergency Assistance

To provide one-time, shortterm or temporary assistance that helps families to maintain self sufficiency.

Food & Shelter Utility & Rental Assistance Homelessness Prevention Vehicle Loans & Repairs Financial Literacy



Safe & Stable Housing

To provide a continuum of housing services, including case management, life skills and financial literacy education, designed to assist families with achieving permanent, safe and affordable housing.

Transitional Housing Affordable Rentals Housing Counseling Rapid Rehousing Options Life Skills Support



Health Access

To give clients access to comprehensive and holistic health care which includes free or reduced cost medical, dental, medication and mental health services.

Adult & Child Health Links Oral Health Access Prescription Assistance Multicultural Mental Health Therapeutic Groups



Children & Youth Services

To provide services and interventions that support the healthy development of children from birth through early adulthood.

Head Start & Early Head Start Child Abuse Prevention Violence Prevention Mentoring Foster and Respite Care

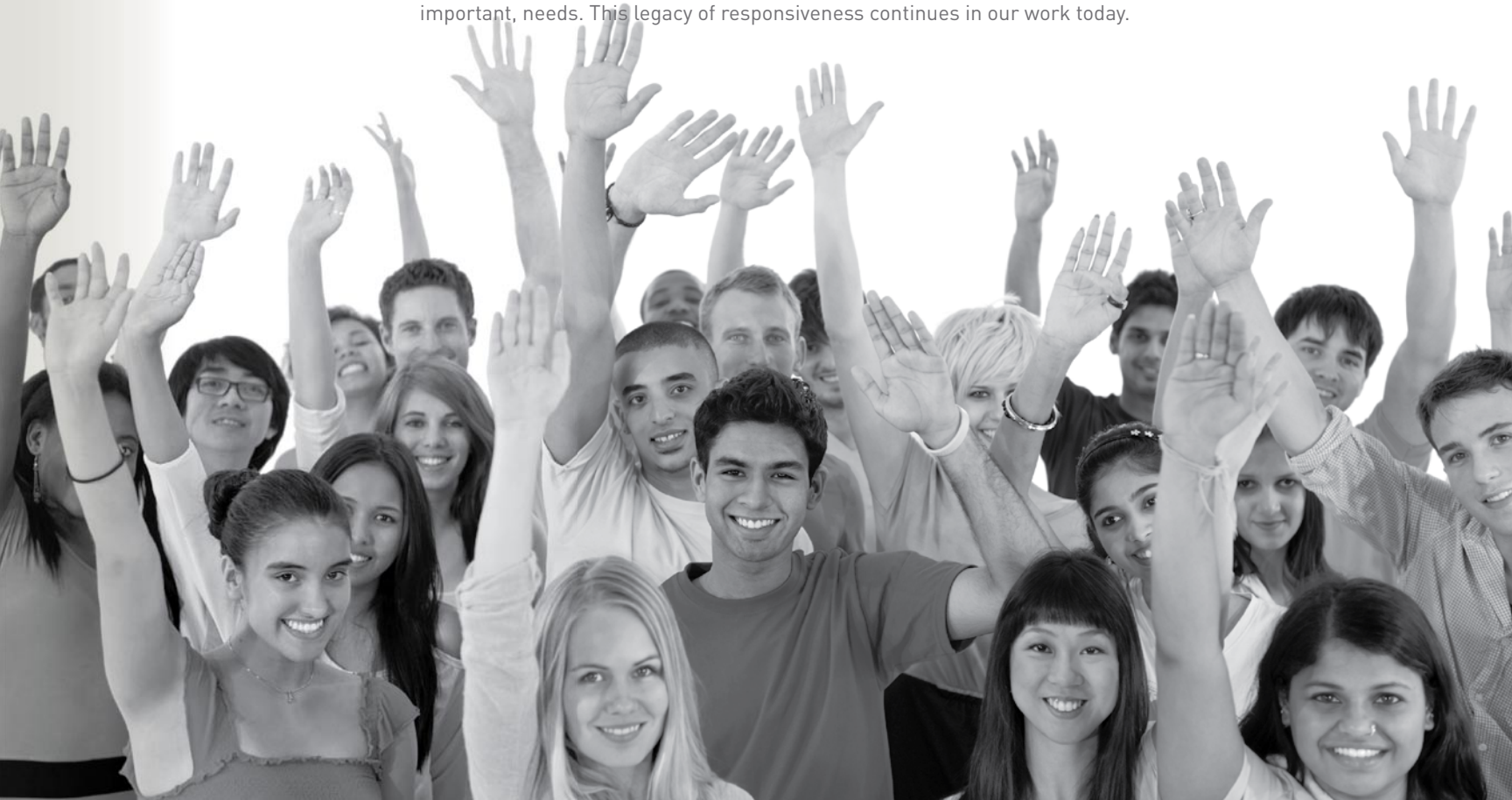


Workforce Development

To provide training, mentoring and case management that enable clients to enter into or advance within the workforce, increase wages and support their long term self-sufficiency and educational advancement.

Career Advancement Trade & Office Skill Training Job Development Continuing Education English Literacy

Originally established in 1924 by volunteers in Alexandria, NVFS provides hope to those who need help, right here in Northern Virginia. Those first volunteers in Alexandria noticed that poor children in their community had no coats and their families had no coal to heat their homes. They addressed those basic, but critically important, needs. This legacy of responsiveness continues in our work today.



HEALTH ACCESS

CHILDREN & YOUTH SERVICES

EMERGENCY ASSISTANCE

SAFE & STABLE HOUSING

WORKFORCE DEVELOPMENT



Developed in 1992 in partnership with the area's business leaders, the highly-coveted CARE Awards honors companies for their efforts to institute family-friendly policies that help employees balance the demands of work and home. NVFS's annual breakfast brings together our region's business leaders to share effective strategies and recognize companies on the leading edge of innovation in building stronger families and stronger communities.



CARE AWARDS COMPANIES AS RESPONSIVE EMPLOYERS

Northern Virginia Family Service is proud to honor the **CARE Awards** winners, recognized for their family-friendly workplace policies and innovative employee-focused solutions.

THE 2011 CARE AWARDS HONORED 17 COMPANIES:

American Systems
Buccaneer, A General
Dynamics Company
Compusearch Software
Systems, Inc.
Consumer Electronics
Association
CustomInk.com
Dimension Data
Federal Management
Partners, Inc.
High Performance
Technologies, Inc.

InCadence Strategic
Solutions
InTec, LLC
Kearney & Company
National Rural Electric
Cooperative Association
National Rural Utilities
Cooperative Finance
Corporation
Navy Federal Credit Union
SRA International, Inc.
L-3 STRATIS
Technomics, Inc.

BOARD OF DIRECTORS

Mary Agee
Northern Virginia Family Service

Hugo Aguas (Chair)
Inova Alexandria Hospital

John Allen
Bluestone Capital Partners, LLC

Warrenetta Baker
Capital One

James Edgemond
Clark Construction Group LLC

Roberta Gosling
Booz Allen Hamilton

Tony Hahn
Ernst & Young

Debbie Hance
BB&T

John Heltzel
John F. Heltzel AIA, PC

Melissa Henderson
Summit Executive Resources

Weetie Hill (Treasurer)
Don Beyer Auto

Maryann Hirsch
Knowledge Consulting Group, Inc

Ronald Hodge
Booz Allen Hamilton

William C. Hoover
American Systems

Brian K. Jackson
The Peterson Companies

Timothy F. Kenny
Freddie Mac

J. Douglas Koelema
SAIC

Rosemary Tran Lauer
The Lauer Group of Long & Foster

Misti Mukherjee (Secretary)
Jackson Lewis LLP

Steve Nickelsburg
Clifford Chance US LLP

My-Chau Nguyen
SiriusXM Radio

Emily Rothberg
Deloitte Services LP

Barbara Rudin
ICF International

Michael Springman
Northrop Grumman

Robert Sturm (Vice Chair)
Scott & Stringfellow

Raul Danny Vargas
VARCom Solutions

Judy Wine
E.E. Wine, Inc.

SENIOR LEADERSHIP

Mary Agee
President & CEO

Karen Allen
VP, Early Childhood Division

Stephanie Berkowitz
VP, Supportive Family Services

Anna Brent
Chief Financial Officer

Beth Dargatis
Director, Finance

Sharon Frost
VP, Intensive Family Services

Ann McNerney
Chief Development Officer

John Odenwelder
Director, Quality Improvement

Belen Topacio
VP, Human Resources

Cheri Villa
Chief Operating Officer

Peter Yamaguchi
Director, Information Technology

NVFS OFFICE LOCATIONS

Administrative Office

10455 White Granite Drive
Suite 100
Oakton, Virginia 22124
571.748.2500

www.nvfs.org

Program Centers

Arlington Child
Development Center
1801 N. George Mason Dr.
Arlington, VA 22207

Multicultural Human Services
6400 Arlington Blvd.
Falls Church, VA 22042

SERVE
10056 Dean Drive
Manassas, VA 20110

Other Locations

Alexandria

Arlington

Sterling

Tysons Corner

Woodbridge

Clock Tower Thrift Shops

Centreville

Falls Church



facebook.com/nvfs.org



twitter.com/nvfs



youtube.com/NoVAFamilyService