



# HELP. HOPE. HERE.

NORTHERN VIRGINIA FAMILY SERVICE  
2012 ANNUAL REPORT



Northern Virginia  
Family Service

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**Cyndy Dailey**  
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**Andrea Zych**  
Director, SERVE

**Malinda Langford**  
Deputy Director,  
Early Childhood Division

**WHO WE ARE** Northern Virginia Family Service (NVFS) is a private, nonprofit community service organization dedicated to helping individuals and families find new paths to self-reliance and brighter futures.

**WHAT WE DO** NVFS works to improve the lives of our clients through a variety of programs in five mission initiatives: safe & stable housing, child & family enrichment, health access, emergency assistance and workforce development. NVFS is an innovator of efficient and comprehensive service methods, and has been recognized nationally for its effectiveness in creating sustained financial and social independence for its clients.

**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 environments for families.

## BOARD OF DIRECTORS

**Mary Agee**  
Northern Virginia Family Service

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**Judy Wine**  
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## THE PAST FISCAL YEAR HAS BEEN ONE OF INTEGRATION, SMART GROWTH AND INNOVATION AT NORTHERN VIRGINIA FAMILY SERVICE.

As nonprofits continue to face increased need and diminishing funding streams, NVFS is well-positioned to maintain its standing as a leader in our community. Several years of economic upheaval and uncertainty have made us stronger and ready to lead in a new, more competitive environment for nonprofits. Put simply, our model is working.

**WE ARE WORKING FASTER.** Since our merger with SERVE in 2009, we have decreased the average stay at our shelter from over 90 days to close to 45 days. We're able to find safe and stable housing for our clients faster than ever, thanks to the diligent work of our staff in reaching out to find suitable and affordable housing units for our individuals and families in transition. Our Thrift Shops have enjoyed record sales, cresting the \$1 million mark for the first time, generating much needed revenue to support our programs.

## TO OUR SUPPORTERS AND PARTNERS

**WE ARE WORKING SMARTER.** We have focused on several projects that have enhanced our service delivery infrastructure. At our SERVE campus, we have moved toward centralized intake, so that each client who comes to our emergency shelter, our food distribution center, or our utility assistance program is screened for other needs they may have. Whenever possible, we refer clients internally for additional help, whether that is urgent dental care, prescription medication assistance, financial counseling, parent education, or mental health counseling.

We have also rolled out an internal catering program, using the food supply and resources of our large kitchen facility and staff at SERVE to provide USDA-certified prepared meals for children in our Head Start and Early Head Start programs.

**WE ARE WORKING TOGETHER.** With the help of partners like HomeAid Northern Virginia, Prince William County and the City of Manassas, as well as private businesses and foundation support, we have just completed a 4,000 square foot expansion of our family emergency shelter at SERVE. The increased capacity will help us serve 250 additional individuals each year.

We are leading a consortium of nine human service organizations in providing rental subsidy and support to the homeless and vulnerably housed in Fairfax County.

We have worked to actively involve parents in the academic and social development of their pre-school children in our Head Start and Early Head Start programs. Parents have increased their volunteer and extracurricular involvement, and we have set up fun incentive programs to keep them engaged.

Finally, we announced our merger with the Hispanic Committee of Virginia, which has brought new expertise in immigration legal services and small business development to NVFS, while extending our service population deeper into Fairfax County, Falls Church and Arlington among the Hispanic community.

**WE CONTINUE TO WORK TO EARN YOUR SUPPORT.** All of our efforts are made possible through the generous contributions of our individual and corporate donors, volunteers, private foundations and community resource pools. On behalf of the NVFS staff and Board of Directors, we thank each of you for your investments in our shared community.

Sincerely,



MARY AGEE / President & CEO



HUGO AGUAS / Chair, Board of Directors





17 companies were honored at our 20th Annual CARE Awards Breakfast.



Training Futures graduates network on their big day. This year, we celebrated the 1500th graduate from the program.



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. For more information, visit [www.careawards.net](http://www.careawards.net)

We worked to help families in our Head Start program find health coverage. By year's end, 98% of our Head Start children were insured.



Members of the NVFS Board of Directors, HomeAid Northern Virginia, Builder Captain K. Hovmanian Homes, and other partners break ground on our Family care shelter expansion at SERVE.



Through our Healthy Families programs, we served 1706 individuals in the crucial stages of newborn and infant development.



Mary Agee presents Dr. Robert Templin, President, Northern Virginia Community College with the "Community Champion" award at the 2012 Road to Independence Gala.





100% of our clients seeking housing assistance established an individualized service plan.



97% of children in our Early Head Start programs had a primary care physician.

# THE FACES OF NVFS

The work we are doing in the community is as diverse as the needs which arise. Our comprehensive case management services and our ability to refer clients internally to just the right program to meet their needs mean that **our employees are networked to each other and to the wider community**. On the following pages, read how our employees have reached out to help so many find their footing on the road to independence.



Rashanda Jenkins



Geoff Soybel



Marla Burton

Susan Craver



Susan Sanzone



Kim Davidson



99% of mothers in our Healthy Families program had an interval of greater than 24 months between subsequent births.



Students of one Training Futures class in 2012 saw an hourly wage gain of 77%.



Nearly 10,000 families received food at our food distribution center.

## Enriching Lives, One Meal at a Time

Anticipating a need to serve more clients at our newly expanded facility at SERVE and seeing an opportunity to make even better use of the thousands of pounds of food donated to our Food Distribution Center each month, NVFS hired an experienced restaurant manager and cook to head up a new food services team. Susan joined NVFS, and, under her leadership, we are serving healthier meals to more clients than ever before.

**"We really are here because we care. We can ask the children to try new foods, and we get feedback from them. Just walk into that shelter with me. How could I not be passionate about what I do?"**

"We needed to get rid of the mentality that we were just feeding shelter residents," Susan explains. "I came in to turn that around, to educate parents on nutrition, and to serve new and different foods." Because of a recent renovation at SERVE, Susan shares that she and her staff now have a closer relationship with the residents at our family emergency shelter. With a larger kitchen space and a wide-open window into the dining room area, Susan can make eye contact and build relationships with the children and their parents.

Making meals for hundreds of people using donated food can be tricky. Sometimes, an entire meal plan can be impossible due to one key ingredient being missing. "I always have a plan B," she says. "It truly is a pot-luck!"

In addition to preparing meals and managing food services at our shelter, Susan is heading up a new initiative to deliver USDA-certified meals to children in our Head Start and Early Head Start programs. Reaching over 300 children with healthy breakfasts and lunches each and every school day is truly making a positive impact on our community at large.

"We're not trying to be extravagant. We're trying to educate people on how to eat well. We want to have a positive effect on the community. What better way to do that than through food?"

# 1,899

**HOLIDAY MEALS  
WERE SERVED TO  
FAMILIES IN NEED**

# 9,989

**FAMILIES RECEIVED  
FOOD AID THROUGH OUR  
FOOD DISTRIBUTION  
CENTER AT SERVE**



**THROUGH SUSAN'S WORK, WE'RE USING OUR DONATED FOOD RESOURCES MORE WISELY AND PROVIDING MORE NUTRITIOUS MEALS FOR OUR CLIENTS WHO NEED THEM THE MOST.**



**Emergency  
Assistance**

### EMERGENCY ASSISTANCE

**OUR AIM:** TO PROVIDE ONE-TIME OR TEMPORARY ASSISTANCE TO HELP FAMILIES MAINTAIN SELF-SUFFICIENCY AND MAKE EFFECTIVE LIFE CHOICES.

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





Safe & Stable  
Housing

## SAFE & STABLE HOUSING

**OUR AIM:** TO PROVIDE A CONTINUUM OF SERVICES DESIGNED TO ASSIST FAMILIES IN SECURING PERMANENT, SAFE AND AFFORDABLE HOMES.

- Emergency Shelter
- Transitional Housing
- Affordable Rentals
- Rapid Rehousing Options
- Life Skills Support

# KIM'S COMPREHENSIVE WORK AS A HOUSING LOCATOR EXEMPLIFIES THE MODEL WE FOLLOW THROUGHOUT OUR CONTINUUM OF HOUSING SERVICES.

## Networking to House the Homeless

The full breadth and scope of our Safe & Stable Housing initiative is exemplified and embodied by Kim's work. Picked as the first dedicated Housing Locator in Prince William County, Kim reaches out to landlords and property managers to secure below-market rentals for residents coming out of homelessness. Beyond the reach of federal housing assistance, these clients are often just a bit short on their paychecks of what would be necessary to afford a suitable home. That's where Kim's expertise makes all the difference.

In addition to helping find housing for people exiting our family emergency shelter at SERVE, Kim also works to help those in the community who are perilously close to being evicted. In this way, Kim helps to prevent people from having to ever seek shelter stays.

"Housing people is not that simple," Kim explains. "With many clients there might be something on their record that makes landlords hesitate to offer assistance."

**"It's my job to vouch for our clients and to invest in them—to help them make better life decisions and maintain a stable home."**



A typical day for Kim is solidly booked from 9-5 with appointments for new clients and meetings with landlords and property managers. Once a week, she leads a class for new shelter residents in order to instruct them of the ultimate goal: moving them out of the shelter. "As soon as they come in, we're teaching them what they need to do to get out of here and into permanent housing."

"I think this is a necessary role," says Kim of her job. "I was doing volunteer work, and I saw the need as the housing bubble burst. More and more middle-class families lost their homes. There's more need out there than we really know."

With Kim's help, along with the rest of our team at SERVE, we are continuing to decrease the average stay at our shelter—from over 90 days in 2009 to just over 45 days in 2012. Assisting families to quickly secure safe and stable housing is everyone's shared goal.

**77% OBTAINED  
STABLE HOUSING  
UPON THEIR EXIT  
FROM THE SHELTER**

**WE HELPED  
955 PEOPLE  
FIND A MORE  
STABLE HOME**

## Expanding Our Network of Providers

A typical day for Geoff starts out at his desk answering emails; but, by the end of the day, he has influenced a network of dentists and other providers who impact the oral health of thousands in our community. Geoff leads our efforts to effectively link our clients to generous providers who give their time and services at a steep discount, often for free. He was instrumental in helping to form the Oral Health Advisory Board, which brings together NVFS staff with regional providers to develop streamlined processes and standardized referrals, while also shining a positive spotlight on the dentists who provide care to our clients.

"Often when clients come to us for dental care, the need is immediate," says Geoff. Thanks to an extensive network of providers, NVFS is often able to rapidly refer clients for reduced-cost dental procedures. This network has expanded dramatically in recent years. Through an association with the Dental Lifeline Network, NVFS has added 110 providers to its roster. Each of those dentists is committed to taking on at least one client for free, long-term, comprehensive oral health care. Our programs have also recently expanded into Loudoun County—and we're seeing more referrals and better collaboration than ever before in the western suburbs.

What drives Geoff is his desire to see continued improvement in the oral health of our community. "A lot of these clients don't have the same information we do and that we take for granted. For a lot of people, brushing twice and flossing every day is new to them."

Seeing the need for better information, and building toward better habits among key client populations, Geoff and his team have revamped NVFS intake practices at our SERVE campus. Faced with a painstaking intake process that averaged 45 minutes per client, the team came together to develop a group intake process. Up to 20 clients can be screened for basic oral health needs in just 2 hours at these sessions, and the groups are being presented with educational videos while they wait.

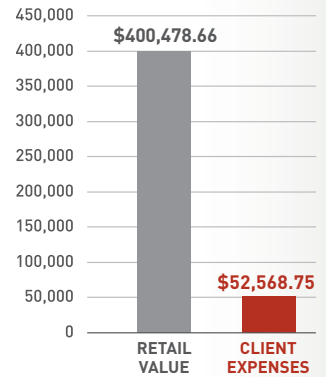
These improvements, and continued development of our provider networks have helped to deliver better care, faster, to our clients. But it isn't all spreadsheets, emails and meetings for Geoff. As a former dental assistant, he regularly "scrubs in" at our Mission of Love dental clinics. This hands-on contact with our clients helps to keep him directly connected to the importance of this work.

**"Poor oral health can lead to a multitude of other health and economic problems. I love to watch our clients fully grasp the importance of their oral health."**

# 2,116

**CLIENTS ACCESSED  
LOW-COST DENTAL CARE**

### 2012 CLIENT SAVINGS



**THE WAY THAT GEOFF LINKS CLIENTS IN NEED WITH PROVIDERS WILLING TO HELP AND ALSO WORKS TO SECURE FINANCIAL ASSISTANCE IS INDICATIVE OF OUR CRUCIAL ROLE IN FORTIFYING A HEALTHIER COMMUNITY.**



### HEALTH ACCESS

**OUR AIM:** TO PROVIDE ACCESS TO COMPREHENSIVE HEALTH CARE, INCLUDING MEDICATION AND FREE OR REDUCED-COST PRIMARY, ORAL, AND MENTAL HEALTH SERVICES.

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





## CHILD & FAMILY ENRICHMENT

**OUR AIM:** TO PROVIDE SERVICES AND INTERVENTIONS THAT SUPPORT THE HEALTHY DEVELOPMENT OF CHILDREN FROM BIRTH THROUGH EARLY ADULTHOOD.

- Head Start & Early Head Start
- Healthy Families
- Youth Development
- Mentoring
- Foster & Respite Care

RASHANDA'S INDIVIDUALIZED CARE AND ATTENTION TO EACH CHILD'S UNIQUE NEEDS REPRESENTS THE SERVICE PHILOSOPHY WE APPLY TO EVERY CHILD WE SERVE.

### Setting Goals and Shaping Dreams for Children in Foster Care

In her role at NVFS, Rashanda is frequently on the front lines, standing as an advocate for a child in a crisis. Some of the cases that come her way are situations of severe abuse, disability, or tragic accidents. But Rashanda has an unquenchable desire for the children she works with to stabilize, grow, mature and unite once again with permanent families.

She enjoys formulating specific goals for the children, such as graduating high school, managing emotions, reaching developmental milestones, and making progress on their body image and self-worth.

**"I like to focus more on the positives. I look for the good in the child, and open the doors for communication with the foster family."**

Doctors, county officials, teachers, social workers and sometimes court-appointed advocates meet regularly with Rashanda and the foster parents in order to trade progress notes for each foster child.



NAME:  
Rashanda Jenkins

TITLE:  
Social Worker, Foster Care

"We are change agents. We are strength-based. How can we work together to ensure that a child reaches their full potential? They say you have to establish emotional boundaries, but you do feel like you're a part of their life. You're their advocate."

One recent case has changed Rashanda's perception of what it means to be supported by the community. Two teenage girls lost their father due to an illness that he contracted in Iraq. During their grief, the girls received amazing support from his company, who held a meaningful ceremony where his personal effects were handed to them. Rashanda got to attend. "The community from his base helped even beyond my work with the girls. They received therapy, careful explanation of their survivor benefits, and scholarships for school. The girls' foster parents were even invited onto the base to access the network of military support providers."

This exemplifies the type of support network that our foster care team strives to build for each vulnerable child we serve.

**WE AVERAGED  
50 CHILDREN  
PER DAY RECEIVING  
CARE THROUGH OUR  
FOSTER PROGRAM**

**4 FOSTER FAMILIES  
HAVE WORKED WITH  
NVFS FOR OVER  
20 YEARS**



## WORKFORCE DEVELOPMENT

**OUR AIM:** TO PROVIDE OPPORTUNITIES FOR ADVANCEMENT WITHIN THE WORKFORCE, ECONOMIC MOBILITY AND EDUCATIONAL ENRICHMENT.

- Office Skills Training
- Internships
- Job Development
- Continuing Education
- Entrepreneurship

MARLA AND SUSAN'S VISIONARY LEADERSHIP HAS BUILT A PROGRAM THAT SENDS FORTH HIGHLY QUALIFIED INDIVIDUALS EQUIPPED WITH CONFIDENCE AND SELF-ASSURANCE TO ENSURE LONG-TERM SUCCESS.

### Cementing a Legacy for Trainees and Employers

Anyone who has been associated with our Training Futures program has come to know and cherish the dynamic duo of Marla Burton and Susan Craver. The two had been friends before bringing Training Futures to NVFS, and have collaborated to build a nationally-recognized workforce development program that has now sent over 1500 qualified graduates into the DC area workforce over the last 15 years.



"Training Futures is so much more than office skills training. It's a journey toward personal transformation that helps people believe in themselves and know that they have something to contribute."

The impact to the community extends even further. That's 1500 graduates who have been given the training necessary to enter careers as skilled office professionals—averaging over a **70%** increase in their wages from before their entry into the program. That's 1500 graduates who have a better shot at raising their families' standard of living; of announcing a big promotion at work; and of earning a college degree.

About every six months, Marla and Susan dedicate their time to a new class of trainees. The students commit to a rigorous 23-week curriculum, and can earn 18 hours of credit at Northern

Virginia Community College. Marla and Susan lead a team of 5 mentors who serve as coaches, spending hours each day with up to 50 students, working on keyboarding, office etiquette, public speaking, situational ethics, computer training and more.

Marla and Susan have built a network of over 1500 employer contacts in the community. They reach out to secure internship opportunities for the students and also provide leads for potential employment opportunities when the students graduate the program.

Additionally, each cycle of students is supported by a community of about 50 employers and volunteers who act as guest presenters, practice interviewers and tutors.

"It's incredibly rewarding to see the whole community come together to support these students," says Susan. "Equally rewarding is witnessing the community that the students find among themselves. Each student leaves this program equipped with new skills, an appreciation for diversity and with lifelong friendships."

OVER THE COURSE OF  
**15 YEARS,**  
**OVER 1500**  
**GRADUATES OF**  
**TRAINING FUTURES**  
**HAVE SEEN AN AVERAGE**  
**WAGE GAIN OF**  
**OVER 70%**  
**AFTER THE PROGRAM**





## FEATURED PROGRAMS FOR OUR MULTICULTURAL POPULATION:

Immigration Legal Assistance\*

Hispanic Entrepreneurship  
Program\*

Case Management\*

Program for Survivors of  
Torture and Severe Trauma

Multicultural Mental Health

Foreclosure Prevention\*

\*Enhanced programs as a result of our  
merger with the Hispanic Committee

## NORTHERN VIRGINIA FAMILY SERVICE AND THE HISPANIC COMMITTEE OF VIRGINIA MERGED ON JULY 1, 2012.

The Hispanic Committee featured core services in the areas of housing stability, case management, financial literacy, immigration legal assistance and small business development. Incorporating these new programs and highly qualified staff into NVFS has helped to create a continuum of integrated services designed to more fully support families on their paths to greater independence.

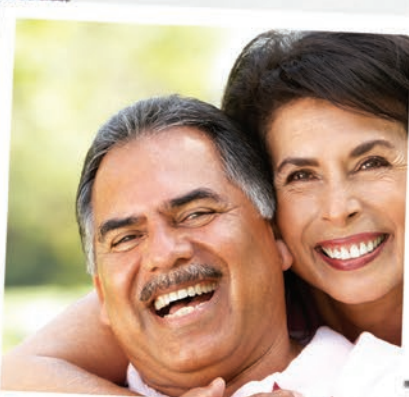
We're particularly excited to bring on board the small business development programs, which work to identify up-and-coming community leaders—providing them with small startup grants and special training to get their enterprises off the ground.

Most notably, as a result of this merger, we have been able to expand our immigration legal services department significantly. Previously staffed by one full-time lawyer, our department now includes additional lawyers and support staff to help process new applications for deferred action as well as routine immigration cases.

With an 88-year record of community outreach and service, NVFS has set itself apart as one of the most dependable and reputable nonprofit organizations in our region. In fact, the primary demographic that we have been serving through our programs has been the Hispanic population. We see this merger as a continuation and solidification of our commitment to helping those in greatest need in our community.



Octagon helped to organize a mini-olympics activity day at our Head Start center in Arlington. Six in 10 preschoolers at this location have parents who were born in another country.



Our attorney helped 61 families file petitions to begin the reunification process. After the merger, our family-based immigration legal assistance capacity has grown significantly.



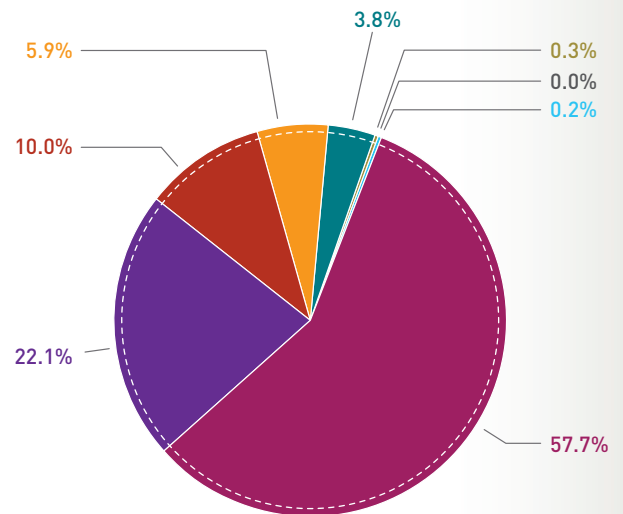
About 80% of families in our Healthy Families programs speak English as a second language.

# NVFS FINANCIAL REPORT

**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.

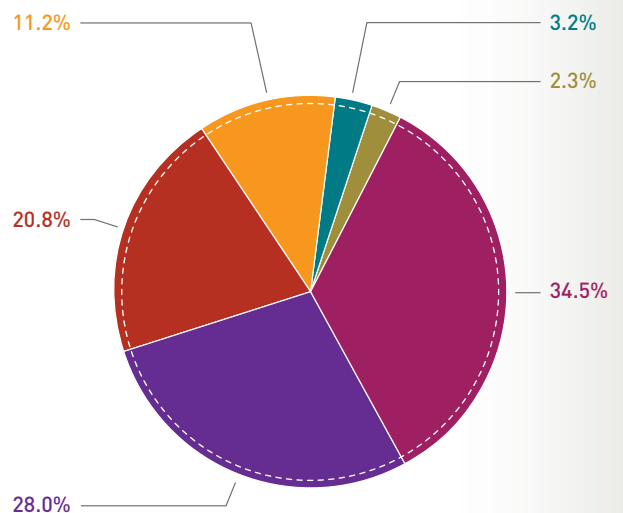
## FY 2012 OPERATING REVENUE AND SUPPORT

GOVERNMENT GRANTS	\$16,401,127	●
CONTRIBUTIONS	\$6,288,091	●
PROGRAM SERVICE FEES	\$2,828,726	●
FOUNDATION GRANTS	\$1,664,872	●
THRIFT SHOPS	\$1,091,813	●
UNITED WAY	\$79,416	●
INVESTMENT GAINS	\$9,397	●
OTHER	\$64,841	●
<b>TOTAL</b>	<b>\$ 28,428,283</b>	



## FY 2012 OPERATING EXPENSES

EARLY CHILDHOOD DIVISION	\$9,802,573	●
SUPPORTIVE FAMILY SERVICES	\$7,974,485	●
INTENSIVE FAMILY SERVICES	\$5,908,920	●
GENERAL & ADMINISTRATIVE	\$3,181,873	●
INSTITUTIONAL ADVANCEMENT	\$906,491	●
THRIFT SHOPS	\$660,126	●
<b>TOTAL</b>	<b>\$ 28,434,468</b>	



Reproduced from FY 2012 (July 1 - June 30)  
Audit report prepared by McGladrey LLP



# PROGRAM DEMOGRAPHICS

SERVED	FY12
TOTAL CASES	16,575
TOTAL PEOPLE SERVED	29,447

VOLUNTEERS	FY12
NUMBER OF VOLUNTEERS	4,668
VOLUNTEER HOURS	63,463
VALUE OF HOURS	\$1,545,912

GEOGRAPHIC	% OF POP
ARLINGTON	6.1%
ALEXANDRIA	3.0%
FAIRFAX / FALLS CHURCH	58.9%
LOUDOUN	1.4%
PRINCE WILLIAM	29.1%
OTHER	1.5%

ETHNICITY	% OF POP
HISPANIC/LATINO	35.7%
CAUCASIAN	29.5%
AFRICAN-AMERICAN	16.1%
OTHER RACE/ETHNICITY	6.6%
ASIAN	5.5%
AFRICAN	4.3%
MULTI-RACIAL/-ETHNIC	2.3%

GENDER	% OF POP
MALE	45.2%
FEMALE	54.8%

AGE	% OF POP
CHILDREN 0-5	8%
CHILDREN 6-18	22%
ADULT 19-35	31%
ADULT 36-65	35%
ADULT OVER 65	3%

PRIMARY LANGUAGE	% OF POP
SPANISH	41.0%
ENGLISH	40.0%
OTHER	15.0%
VIETNAMESE	1.5%
FARSI	1.4%
KOREAN	1.0%

INCOME*	% OF POP
100% AND BELOW	56.2%
101-150%	21.2%
151-199%	6.7%
200% AND ABOVE	9.7%
UNKNOWN	6.1%

\*As a percentage of the Federal Poverty Level (FPL)

## OUR WORKFORCE MIRRORS MUCH OF THE DIVERSITY OF OUR COMMUNITY:

DIRECT SERVICE POSITIONS	%
TEACHERS	22%
FAMILY SUPPORT WORKERS	18%
SUPERVISORS AND ADMINISTRATORS	18%
CASE MANAGERS	14%
HEALTH ACCESS	14%
SHELTER/FOOD	7%
OTHER	5%
TRANSPORTATION	2%

AGE	%	ETHNICITY	%
20s	20%	CAUCASIAN	35%
30s	24%	HISPANIC/LATINO	32%
40s	25%	AFRICAN-AMERICAN	21%
50s	20%	ASIAN	11%
60s	10%	OTHER RACE/ETHNICITY	1%
70+	1%		



## FOUNDATION CONTRIBUTORS

ACT For Alexandria  
The Ada and Albert Wibel Foundation  
Adopt A Family Foundation  
Anthem Blue Cross and Blue  
Shield Foundation  
The Applied Materials Foundation  
Arlington Community Foundation  
Bank of America Foundation  
The Beerstecher-Jaquet Family Fund of  
Triangle Community Foundation  
BJ's Charitable Foundation  
The Bruhn-Morris Family Foundation  
Bull Run Rotary Foundation

The Cecil & Irene Hylton  
Foundation, Inc.  
The Clark-Winchcole Foundation  
Clifford Chance Foundation  
The Community Foundation for  
Northern Virginia  
The Community Foundation for the  
National Capital Region  
Darden Restaurants Foundation  
Devotion to Children, Inc.  
Duke St. Baptist Memorial Foundation  
Edna Wardlaw Charitable Trust  
Eugene & Agnes E. Meyer Foundation  
Freddie Mac Foundation  
Gannett Foundation  
Gencorp Foundation

The Herb Block Foundation  
The I. J. and Hilda M. Breeden  
Foundation  
Ivakota Association, Inc.  
The James and Leslie Rose Fund  
The JC Schiro-Zavela Foundation  
Kaiser Foundation Health Plan of the  
Mid Atlantic States  
KBR Foundation  
Lelia D. Ringler Charitable Lead Trust  
The Maple Tree Fund  
Lou Maroon Rotary Foundation  
Maddux Foundation  
Micron Technology Foundation, Inc.  
The Morris and Gwendolyn Cafritz  
Foundation

The Neall Family Foundation  
NVCC Educational Foundation, Inc.  
Northern Virginia Health Foundation  
The Peterson Family Foundation  
Philip L. Graham Fund  
Robert Wood Johnson Foundation  
SPARK  
The Titmus Foundation  
Tides Foundation  
Virginia Health Care Foundation  
Wachovia Wells Fargo Foundation  
Wal-Mart Foundation  
The Waters Foundation  
Wolf Run Foundation



Ann McNerney  
Chief Development Officer

## A SPECIAL MESSAGE OF THANKS

We want to thank each and every supporter over the past year. Countless individuals and groups have buoyed our efforts to reach this community through their monetary support as well as through volunteer efforts. Additionally, many have chosen to support NVFS through donations of goods and services. We are grateful for every dollar, every gift card, every minute volunteered, and every item donated.

## IN HONOR OF

Andrea McCoy-Saenz  
Oraly Spatz  
Christopher & Kelly DeSenti  
Ian Webster  
Connie Jackson  
Ashley Rock  
Fairfax County Early Childhood Team  
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 The Honorable Martin E. Nohe, Virginia House of Delegates  
 Nokesville Church of the Brethren  
 Nokesville United Methodist Church  
 Oak Dale Baptist Church

Oakton United Methodist Church  
 One God Ministry  
 Osbourn Senior High School  
 Park West Lions Club  
 The Parrotheads of the Old Dominion  
 Prince of Peace UMC  
 Prince William County Community Services Board  
 Prince William County Service Authority  
 Prince William Fairfax Farm Bureau  
 Regency Women's Club at Dominion Valley  
 Rotary Resolution Race  
 Saint Clement Episcopal School  
 Sinclair Elementary School  
 The Honorable Linda Q. Smyth, Virginia House of Delegates  
 Soroptimist International of Manassas  
 St. Luke Orthodox Church  
 St. Mark Catholic Church  
 Sudley United Methodist Church  
 Type A  
 United Way of Central Indiana, Inc.  
 United Way of Delaware  
 United Way of Greater Richmond & Petersburg  
 United Way of King County  
 United Way of Nashua  
 United Way of the Eastern Panhandle  
 United Way of the National Capital Area  
 UnitedHealth Group Employee Giving Campaign  
 Verizon Employee Giving  
 Vienna Moms Club  
 Women In Cable Telecommunications  
 Women of the Church of St. Clement  
 Women of the Moose



**GENERAL FINANCIAL SUPPORT** We depend on your financial support "Where Needed Most" to help us operate effectively throughout all seasons of need. Make a donation online at [give.nvfs.org](http://give.nvfs.org).

**HONOR AND MEMORIAL GIFTS** Consider a gift to celebrate a colleague or family member, honoring their legacy of service to the community. Simply designate your gift online or by mail.

**PLANNED GIFTS** Become a member of the Family Legacy Society by making arrangements for a gift to NVFS through your estate plan. Visit [www.nvfs.org/legacy](http://www.nvfs.org/legacy) for more information.

**CORPORATE PARTNERSHIPS** NVFS has a reputation of quality and sustainability in our community because we partner with influential foundations and corporations who share in our mission. Opportunities for event sponsorships and other special recognition are available at levels that match what your company can contribute.

## WAYS TO GET INVOLVED

**GIFTS IN KIND** Contribute goods and services to support NVFS programs, activities and special events. You can also donate new and gently-used clothing and household items to our Clock Tower Thrift Shops in Centreville and Falls Church. Visit [nvfs.org/thriftshops](http://nvfs.org/thriftshops) for more information.

**SPREAD THE WORD** Support NVFS through your networks, both online and offline. Become a fan on Facebook at [facebook.com/nvfs.org](http://facebook.com/nvfs.org). Follow us on Twitter [@nvfs](https://twitter.com/nvfs). Subscribe to our YouTube channel, and network with other supporters on LinkedIn. Share your ideas with us, and be sure to let your friends and colleagues know about ways they can support our mission.

**VOLUNTEER** We work with thousands of volunteers each year, who come to us as individuals, families, or even in large corporate groups. Volunteer opportunities are dynamic and frequently changing. We simply can not achieve success each year without the incredible help from so many who give their sweat, their ingenuity, their commitment, and their technical skills. Visit [nvfs.org/volunteernow](http://nvfs.org/volunteernow) to sign up.

**BECOME A FOSTER PARENT** Children in our community are in need of a loving and safe home. NVFS will train you to provide a temporary home for children who need reassurance and special care. We carefully match each child to a trained foster family to assure that each child can reach its full potential, and that each parent can give—and receive—through the experience. Visit [nvfs.org/fostercare](http://nvfs.org/fostercare) for more information.

**SPECIAL THANK YOU  
TO VOLUNTEERS: LAST YEAR,  
4,668 VOLUNTEERS  
CONTRIBUTED OVER  
63,000 HOURS  
OF WORK AT AN EQUIVALENT  
VALUE TO NVFS OF  
\$1,545,912.**



Families regularly volunteer at SERVE to prepare meals for shelter residents.



100 corporate volunteers participated in Deloitte Impact Day, creating memory scrapbooks for children graduating from our Head Start program.



Volunteers sort food, mentor children, stock shelves, file records, interview clients, paint walls, advise job-seekers, teach life-skills classes and more.

# NVFS LOCATIONS

## OFFICES

### 1 Administrative Headquarters

10455 White Granite Drive  
Suite 100  
Oakton, VA 22124  
571.748.2500

### 2 Tysons – Training Futures

8301 Greensboro Drive  
Suite 103  
McLean, VA 22102  
571.748.2860

### 3 Alexandria

5249 Duke Street  
Suite 308  
Alexandria, VA 22304  
571.748.2840

### 4 Greater Prince William

4379 Ridgewood Center Drive  
Suite 102  
Woodbridge, VA 22192  
571.748.2740

### 5 Loudoun

2 Pidgeon Hill Drive  
Suite 430  
Sterling, VA 20165  
571.748.2790

### 6 Falls Church Office

5827 Columbia Pike  
Suite 200  
Falls Church, VA 22041  
703.671.5666

### 7 Arlington Office

2049 N. 15th Street  
Suite 200  
Arlington, VA 22201  
703.243.3033

## CENTERS

### 8 Arlington Child

Development Center  
1801 N. George Mason Drive  
Arlington, VA 22207  
571.748.2700

### 9 Early Head Start Center - Georgetown South

Community Center  
9444 Taney Road  
Manassas, VA 20110  
571.748.2770

### 10 Multicultural Human Services

6400 Arlington Boulevard  
Suite 110  
Falls Church, VA 22042  
571.748.2800

### 11 SERVE – Manassas

10056 Dean Drive  
Manassas, VA 20110  
571.748.2600

### 12 Early Head Start

Center - Arlington  
601 N. Vermont Street  
Arlington, VA 22203  
571.748.2760

## CLOCK TOWER THRIFT SHOPS

### 13 Centreville

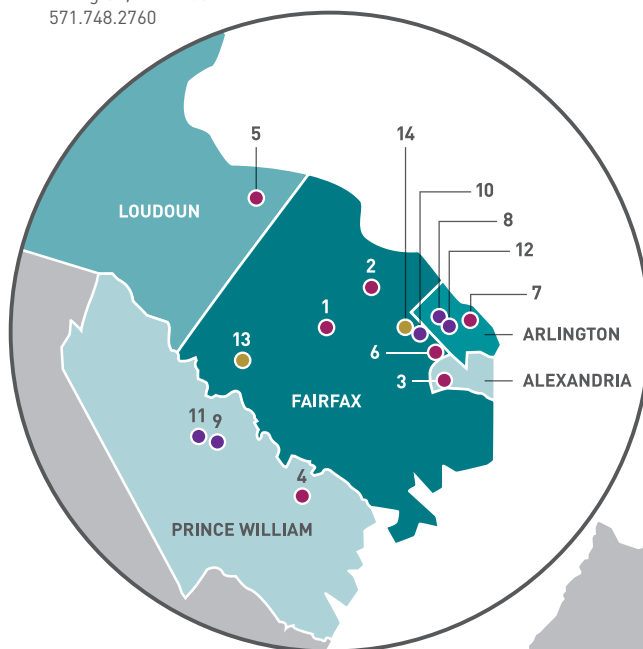
6031 Centreville Crest Lane  
Centreville, VA 20121  
703.803.3337

### 14 Falls Church

2860 Annandale Road  
Falls Church, VA 22042  
703.237.1910

## KEY PROGRAMS

Healthy Families  
Head Start & Early Head Start  
Training Futures  
Mental Health  
Emergency Assistance  
Family Emergency Shelter  
Oral Health Services  
Medication Assistance  
Foster & Respite Care  
Vehicles for Change  
Transitional Housing  
Hispanic Entrepreneurship Program  
Utility & Rental Assistance  
Money Management for Seniors  
Immigration Legal Assistance  
Mentoring & Gang Prevention  
Primary Healthcare Access  
Bridging Affordability  
Foreclosure Prevention  
Homeless Prevention Program  
Case Management  
Transitional Housing



Northern Virginia  
Family Service

[nvfs.org](http://nvfs.org)

[facebook.com/nvfs.org](https://www.facebook.com/nvfs.org)

[twitter.com/nvfs](https://twitter.com/nvfs)

[youtube.com/NoVAFamilyService](https://www.youtube.com/NoVAFamilyService)