



Volunteer Handbook

2019 - 2020



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Dear NVFS Volunteers:

Welcome to the NVFS family! We appreciate the time you have taken in selecting your volunteer position with us. Volunteers are the backbone of NVFS and play an integral and unique role addressing the critical needs of our community.

The purpose of this *Volunteer Handbook* is to:

1. Provide you with important information about the agency including mission, values, history and clients served
2. Answer common questions all volunteers have such as dress code, scheduling, training and orientation
3. Cover important policies including expectations, professional boundaries, codes of conduct and ethics
4. Serve as a reference of accessible information to jog your memory and answer future questions that may arise

This past year, over **5,873 volunteers donated over 64,350 hours of time – a value of over \$1.9 million** to NVFS. Your dedication and commitment to NVFS means our clients have a much richer experience, our staff has much-needed support and more resources go where they are most needed – to our community's most vulnerable individuals and families.

Whether or not you volunteer directly with clients, we know you care about the urgent and growing needs in our community. We are very pleased that you are donating your time to NVFS and we will do our very best to make it a fulfilling and rewarding experience. We look forward to working with you and welcome hearing from you!

Sincerely,



Karen Horowitz

Director of Community & Volunteer Engagement

Meet the Volunteer Department Program Staff:

Karen Horowitz, Director of Community & Volunteer Engagement
571.748.2626 | khorowitz@nvfs.org

Community & Volunteer Engagement Specialists:

- **C'Asha Faltz**, cfaltz@nvfs.org, 571.748.2621
Programs based in Fairfax, Loudoun or Arlington counties or Alexandria City (includes Multicultural Center, Training Futures, Arlington Early Head Start and Head Start, Loudoun Early Head Start, Oakton programs).
- **Navara Cannon**, ncannon@nvfs.org, 571.748.2536
Programs based in Prince William County (includes the Hunger Resource Center, Manassas Early Head Start).
- **Julie Martinez**, jrmartinez@nvfs.org, 571.748.2674
SERVE Shelter in Manassas

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Impact & Benefits of Volunteering

Why are volunteers important to NVFS?

You—our volunteers—aren't just important, you are vital to NVFS's success and are truly the backbone of our agency. We understand that it takes an investment of time and resources for NVFS volunteers to be successful so we invest in you, our volunteer program and our volunteer management staff to ensure volunteerism is not just supported, but most important, effective, vibrant and enduring. And the benefits are significant!

What are the benefits of volunteering?

- **Volunteering connects you to others and to your community.** It's an opportunity to meet a variety of people from all walks of life and to learn from one another. Connecting with your community makes it a better place to live, work and play.
- **Volunteering is good for your health.** Studies show that volunteering contributes to and improves physical health, especially in older adults. Volunteering also leads to greater life satisfaction and improved self-esteem, lowers the risk of depression, stress and even disease, and even contributes to a longer life.¹
- **Volunteering can advance your career and it's a resume builder.** Whether you are unemployed looking for work, want to advance your career or want to change careers altogether, volunteering can help you reach your goal. Always include your volunteer experience on your professional resume—it's a fact that hiring managers take notice of applicants who volunteer.²
- **Volunteering is fun and feels good!** Choosing activities you already enjoy or have always wanted to try, and engaging with a cause or population that is particularly meaningful to you is a recipe for a great time. Plus giving back and making a difference feels good.
- **Volunteering helps you learn more about yourself and recognize personal growth.** A common refrain from volunteers across the board is the feeling that they've received just as much, if not more, than they have given. It has taught them something about themselves they hadn't realized, helped them find a new passion, helped them to be more empathetic towards others and significantly improved their self-confidence.



What benefits does NVFS offer volunteers?

- We distribute a monthly volunteer e-newsletter and recognize volunteers informally on a daily basis and formally through an annual awards program and through special volunteer gatherings.
- Volunteers have an opportunity to view job postings through NVFS's intranet, *SharePoint*, and apply for open positions within the agency. Although many positions are posted internally and externally simultaneously, having access to *SharePoint* allows volunteers to view and apply for some positions that are only made available internally or are posted internally for a short period before being posted externally. If a volunteer meets all the essential requirements for the position they are applying for and includes their NVFS volunteer service, HR will mention the current or previous volunteer involvement when forwarding the application to the hiring manager.
- We can write recommendation letters and serve as references for volunteers applying for jobs, scholarships and professional training programs.

¹ Health Benefits of Volunteering: A Review of Recent Research, Corporation for National and Community Service, http://www.nationalservice.gov/sites/default/files/documents/07_0506_hbr_brief.pdf

² Volunteering and its Surprising Benefits, http://www.helpguide.org/life/volunteer_opportunities_benefits_volunteering.htm



Mission, Values and Guiding Principles

Who We Are:

NVFS is a private, 501(c)3 nonprofit organization dedicated to helping individuals and families find new paths to self-reliance and brighter futures. 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.

What We Do:

NVFS permanently lifts families out of poverty and helps them secure hopeful futures with a continuum of services to those who need us most: the hungry and homeless, the unemployed and the working poor, the Head Start student, the foster child, the gang member, the asylum seeker and the uninsured.

The agency takes a holistic approach to serving families. This means that when a client comes to us for emergency assistance, our case managers also identify other ways to help such as referrals to other programs within NVFS and to government agencies and nonprofit partners. As a result, families can access a variety of support systems in place to overcome their challenges. By investing in our neighbors, we are fundamentally changing lives while making our community a better place for everyone.

Mission:

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

Why We Do It:

Families are the fabric of our community. When we invest in families, communities are strengthened and Northern Virginia becomes a better place to live, work and give.

Values:

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.

CIRCA:

NVFS staff and volunteers are committed to contributing to our agency's positive culture. As ambassadors of our organization, we will engage our community to advance the NVFS mission by:

- **Communication** – *exchanging information and ideas*
- **Integrity** – *conducting oneself in an honorable manner*
- **Respect** – *recognizing and understanding differences and diversity*
- **Collaboration** – *working cooperatively*
- **Accountability** – *meeting commitments*

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NVFS 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 major initiatives to:

- Address the issues of secure, affordable housing in a challenging economy.
- Provide access to necessary health care and medications for children and adults.
- Offer job training that improves quality of life and provides adequate support for families.
- Provide a safe, stimulating place for growing preschool children to learn and play.

Originally established in 1924 by volunteers in Alexandria, NVFS is in our Northern Virginia communities to help people in need. 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. NVFS addressed those basic, but critically important, needs.

Ninety-five years later, NVFS continues to address the needs of many communities in our region – over 35,000 individuals and families each year – with a wide range of programs designed to deal with the current problems of today. As these needs emerge and change over time, NVFS's programs adapt to respond to what is needed – when it is required. **We are proud of this legacy of responsiveness** and our long history of collaboration and partnerships with other agencies and numerous community and government partners.

No one can accurately predict what the next 95 years may bring, though the needs of our vulnerable individuals and families will most likely continue to be part of the challenges we face in the northern Virginia region and NVFS will continue to play a pivotal role in addressing these needs and challenges.

NVFS has built a steadfast legacy of support and service that we pledge to provide through 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. With continued commitment of our partners and supporters, including a cadre of volunteers, we may all enjoy the benefits that come with that promise.

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Why We Are Here: Core Initiatives & Services

Housing & Homelessness

A continuum of services designed to prevent new episodes of homelessness, shorten the length of homelessness when it does occur, and assist families in securing permanent, safe and affordable housing.

- Emergency Shelter
- Rapid Re-Housing
- Community Case Management
- Rent & Utility Assistance
- Housing for People With AIDS

Workforce Development

Provide opportunities for educational and workforce advancement, upward economic mobility and job retention.

- Trade & Office Skills Training (Training Futures)
- Job Development
- Vehicles for Change

Youth Initiatives

Programs that provide trauma-informed, holistic services that reduce family and community violence by intervening with at-risk youth.

- Intervention, Prevention, and Education Gang Prevention (IPE)
- Violence Prevention and Intervention (VPIIP)
- Family Reunification
- Second Chance Substance Abuse Prevention

Early Childhood Development

Education programs that support the healthy development and school readiness of children from birth to age 5, and family programs that promote child well-being and prevent child abuse and neglect.

- Early Head Start (home based)
- Early Head Start (center based)
- Head Start (center based)
- Healthy Families (home based)

86% of households exiting Bridging Affordability transitioned to permanent housing.

545 clients showed improved psychosocial functioning in working with Multicultural Center mental health practitioners.

94% of gang-involved youth reduced their gang involvement and activity.

1,794 legal cases were accepted for representation.

92% of Head Start students were prepared to enter kindergarten.

4,962 people received nutritious food from NVFS' Hunger Resource Center at the SERVE Campus.

Foster Care & Adoption

Temporary, quality family settings for children exposed to abuse or neglect, as well as respite care for families or children with special needs.

- Therapeutic Foster & Respite Care
- Reunification
- Foster & Respite Parent Recruitment

Mental Health

Provide culturally competent, language-specific mental health services for all ages through site-based and neighborhood-based outreach.

- Multicultural Center
- SERVE Mental Health
- Early Childhood Mental Health
- Training Futures
- Violence Prevention and Intervention Program (VPIIP)
- Perinatal Maternal Mental Health Project
- Family Reunification Program Trauma Mental Health Services

Immigration Legal Services

Low-cost family-based and humanitarian immigration legal assistance, including consultations and representation.

- Asylum
- Family Reunification
- Naturalization
- Services for Victims of Crime, Human Trafficking or Domestic Violence

Health & Nutrition

Provide access to medication and comprehensive health care, including free or reduced-cost primary, oral and mental health services.

- Emergency Food Assistance
- SNAP Outreach, Nutrition Education and Cooking Demonstrations
- Research and Advocacy

NVFS Locations

Offices

Oakton – Administrative HQ

10455 White Granite Dr., Suite 100
Oakton, VA 22124
571.748.2500

Training Futures

8603 Westwood Center Drive, Suite 300
Vienna, VA 22182
571.748.2860

Healthy Families

4401 Ford Ave., Suite 303
Alexandria, VA 22302
571.748.2840

Healthy Families

11150 Sunset Hills Rd., Suite 250
Reston, VA 20190
571.323.3676

Early Head Start (Home-Based)

14 Pidgeon Hill Drive, Suite 180
Sterling, VA 20165
571.748.2791

SERVE Campus (offers wide range of programs including Family Shelter, Hunger Resource Center)

10056 Dean Drive
Manassas, VA 20110
571.748.2600

Centers

Head Start Center

2920 S. Glebe Road
Arlington, VA 22204

Early Head Start

Arlington Mill
909 S. Dinwiddie Street, Ste. 105
Arlington, VA 22204

Early Head Start

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

Early Head Start

Georgetown South
9444 Taney Road
Manassas, VA 20110
571.748.2770

Early Head Start

Loudoun Center
624 W. Church Rd.
Sterling, VA 20164
571.748.2792

Early Head Start

Nikki's Christian Learning Center
14900 Cloverdale Road
Woodbridge, VA 22193
571.748.2703

Multicultural Center

6400 Arlington Boulevard, Ste. 110
Falls Church, VA 22042
571.748.2800

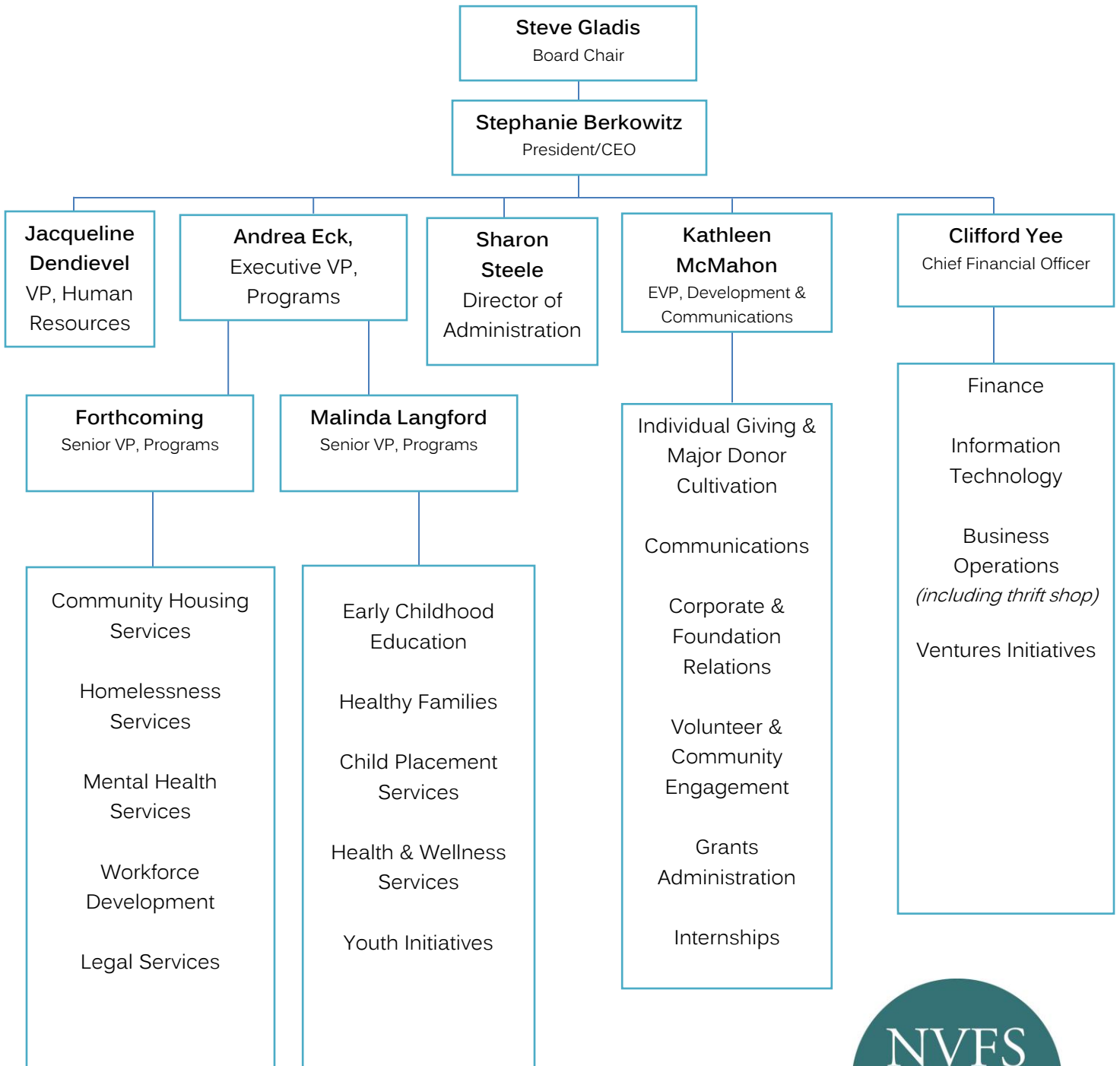
Early Head Start

Wonderful Virginia Academy
13420 Minnieville Road
Woodbridge, VA 22192
571.748.2703

Clock Tower Thrift Shop

2860 Annandale Road
Falls Church, VA 22042

Northern Virginia Family Service: Organization Chart



Northern Virginia
Family Service



NVFS Volunteer Engagement Policies, Procedures & Guidelines

Getting Started:

What training is provided for volunteers?

All volunteers must watch the agency's online orientation video before their first volunteer shift. Training specific to a volunteer's position varies from program to program and can include group training sessions, observing/shadowing staff and/or on-the-job training. This training is provided by program staff who schedule the training directly with new volunteers.



What should I wear?

The agency dress policy is business casual. Although in many cases volunteers may dress casually, they should exert a certain amount of judgment in the choice of clothing. Please avoid clothing that is too revealing, has text or images that may make others uncomfortable or is too casual (i.e. workout clothes, sweats, etc.).

EXCEPTION: Volunteers at Training Futures must wear business attire. Training Futures operates in a simulated office environment where trainees are required to wear business professional dress. This business attire policy extends to volunteers and staff, so please dress accordingly to positively contribute to and support the learning environment.

Are there age restrictions for volunteering?

Most volunteer positions have a minimum age requirement of 16 or 18 years old. There are limited volunteer roles for youth as young as 12 years old when accompanied by a parent/guardian, which are determined on a case-by-case basis. Since onsite opportunities are limited for younger children, NVFS encourages them to volunteer by coordinating mini-drives in their schools, churches, scout troops, etc. on behalf of NVFS and by attending special events as guests.

How can I get my family involved?

Join our Village of Impact Family Giving Circle. The Village of Impact provides Northern Virginia families with meaningful opportunities to engage in service together, learn about critical local needs and generate funds for NVFS. NVFS provides issue area speakers, along with service projects for adults and children, to educate Village of Impact members on different topics affecting local families and how members can help. The program meets quarterly. To learn more and sign-up, check out our [website](#).

Scheduling:

Will I have a set schedule for volunteering?

In most cases, volunteers will have a set volunteer schedule so their shift(s) falls on the same day and time each week. The schedule is determined by the volunteer and their supervisor based on the volunteer's availability and the program's needs. In some cases, the volunteer and supervisor may decide on a schedule week-to-week or as needed, depending on the program and project. The majority of volunteer positions though do require a set schedule.



What if I can't come for my scheduled volunteer shift?

Since a volunteer missing a scheduled shift can have such a significant impact on the clients and staff, volunteers are asked to ***please notify their site supervisor in advance if they must miss a shift***. One to two week's advanced notice is preferred. That said, we recognize unexpected, unavoidable reasons such as illness or a personal emergency may arise; in this case the volunteer should notify their site supervisor via phone and/or email ***as soon as possible*** so adjustments can be made ahead of time.



Is NVFS ever closed?

NVFS is closed for the following holidays each calendar year: New Year's Day, Martin Luther King Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving, and Christmas Day. Offices close early on Christmas Eve Day if it falls on a weekday.

What happens if there is inclement weather?

Decisions regarding NVFS facilities for inclement weather follow the Fairfax County Government, regardless of the facility's location. If NVFS is closed or opening late due to inclement weather, a message will be posted on the NVFS **website** (www.nvfs.org) and **social media platforms (Facebook, Twitter)** by 6:30 a.m. notifying staff and volunteers of any closings or delays. If the office closes early, managers and supervisors are responsible for notifying their staff and volunteers, who are affected. If NVFS is open during inclement weather and a volunteer isn't able to come because of road conditions or child care, they should contact their site supervisor before their scheduled shift by phone and/or email to inform them of their absence.

Logistics

Where should I park my car?

Most facilities have plenty of free parking available. The exceptions are in Arlington at George Mason Center, where volunteers must park in the shopping center across the street, and Arlington Mill, which has a 4-hour parking limit.

Will I have a place to put my belongings when I'm volunteering?

While you can put your belongings in a break room or at your work station, these are not secure locations. We strongly recommend that you only bring what is necessary to your volunteer site.

What should I do if I need to take a break during my volunteer shift?

Volunteers are welcome to take brief breaks of about 5-10 minutes and up to 30 minutes for lunch during their volunteer shift, as needed and within reason. Please always notify staff before taking a break so we know where you are! In some cases, such as classroom settings, you may be asked to delay your break for a few minutes to ensure appropriate adult-to-child ratio requirements are met. Most facilities have break rooms, water fountains, refrigerators, microwaves, etc. Volunteers are welcome to utilize these resources. All facilities have access to restrooms.



What is the expectation regarding computer use?

Volunteers who need to use a computer to perform their work will be provided with adequate equipment and workspace. Computer use should be limited to volunteer duties only. Phones, faxes and copier machines should also be used for volunteer duties only. If you have an extenuating circumstance, please ask your onsite supervisor for approval.

What is the cell phone use etiquette at NVFS?

Please switch your cell phone to silent mode or vibrate during your volunteer shift and minimize use (calls, texting, etc.) while volunteering to only those circumstances that require prompt attention.

Who should I notify if I need to stop volunteering?

NVFS recognizes that volunteers can't stay forever! If you need to stop volunteering or need to discontinue your assignment for an extended period, ***please give your site supervisor and your Volunteer Engagement Specialist as much advance notice as possible*** (preferably two weeks or more). We greatly appreciate having sufficient time to prepare for the transition and recruit a new volunteer.

Are background checks required?

Many NVFS volunteer positions require background checks. This varies depending on licensing requirements and the nature of the volunteer work. All volunteers may be subject to a sex offender search through the national registry. Volunteers who directly interact with clients are required to submit to a criminal record background investigation through the Commonwealth of Virginia. Volunteers interacting with youth clients are also required to submit to a Child Protective Services Central Registry Check. Volunteers for Early Head Start and Head Start must also do a fingerprinting background check and provide proof of a negative TB test (if positive, doctor note that the TB isn't contagious) from within the last 6 months. Additional background checks such as fingerprinting may also be required for some positions. Volunteers are notified of the background check requirements at their interview, before committing to a volunteer position(s). All background checks must be submitted to NVFS before the volunteer begins their service.

Is there insurance coverage for volunteers?

NVFS carries a Volunteer Accident Policy that has a \$50,000 Medical Expense Benefit to cover immediate medical costs in the event of an injury incurred while participating in approved volunteer activities that are part of the volunteer's role at NVFS. This is Excess Coverage so it is applied after any health insurance that the volunteer carries. Any volunteer who incurs an injury while volunteering should contact the Director of Community & Volunteer Engagement (571.748.2626 or korowitz@nvfs.org) as soon as possible after an incident for more details.



What happens to all of the forms I submit to become a volunteer?

NVFS securely maintains files for all active volunteers in the Volunteer Engagement Specialist offices at the agency. Files are retained for a minimum of two (2) years after a volunteer's service ends and then the files are securely shredded.

Recording Volunteer Hours

How should I record my volunteer hours?

At most sites, there will be a volunteer sign-in sheet or binder for volunteers to sign in and out every visit. If you forget to do so, please just record those hours the next time you come. For those volunteering remotely, please maintain a log of your volunteer hours and report them to your supervisor at the end of every month. This can be done on a spreadsheet or

simply by tracking volunteer hours on your personal calendar, totaling them and emailing that number at the end of the month. The volunteer's supervisor should also send a monthly email reminder to submit volunteer hours.

Why do I need to track my volunteer hours?

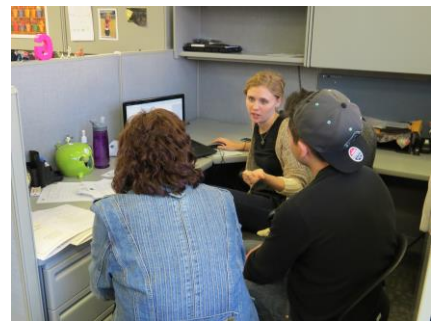
It is absolutely critical that all volunteers log all of their volunteer hours. NVFS needs accurate data to support grant funding requests and reporting, which represent 57% of the agency's budget. Some funding even requires an in-kind match which we can reach with volunteer hours. Without your support logging your hours, we can't describe the program success and impact made possible by our volunteers or accurately report in-kind support—you are critical to our survival.

Guidelines for Engaging with Clients

What is the policy on client confidentiality?

All volunteers must read and sign the agency's *Confidentiality Statement* before starting. It is critically important to follow all confidentiality guidelines to ensure the rights of our clients aren't being violated and to also be aware of the limits of confidentiality, particularly regarding child abuse/neglect. Please contact your Volunteer Engagement Specialist if you need a copy of the *Confidentiality Statement*. Here are some examples of situations in which confidentiality is breached:

- Sharing a client's name and/or any identifiable information about the client verbally or in writing with anyone outside of the agency, including confirming or denying whether someone is a client.
- Discussing a client's situation with anyone outside the agency, even if not using their name. It's safest to stick to general information when talking about your volunteer experience with others. Here are some examples: "I mentor an at-risk teen who has faced a lot of family challenges" or "I teach job skills to adults who are trying to move from blue collar to white collar careers."
- Initiating contact with a client if you see them in a public setting. Instead, let them decide whether or not to initiate contact with you. If they say hello to you first, it is okay to greet them in return before continuing on your separate ways.



How much can I share about myself with clients?

It's always best to keep the focus on helping the clients and let them do the majority of the sharing and talking. Your role is to ask open-ended questions and be an active listener so they know you care about them—this is the best way to build trust. Don't share with one client something that could be misinterpreted or something you wouldn't want to have shared with others. Before sharing, ask yourself, *How will sharing this help them? Does it maintain focus on the client?*

What should I do if a client "friends" me on Facebook or asks for my email address or phone number?

Please don't share your personal contact information with clients or share your online social networks with them. If a client asks you for this information please tell them that, while you do care about them, NVFS doesn't allow volunteers to share personal contact information or be in contact with a client outside of their volunteer role.

Can I transport clients if they need a ride?

Volunteers should **never** transport clients and are not authorized to do so for any distance or any reason even if it's just taking them a couple of blocks to a bus stop. There is no liability insurance for volunteers who transport clients without approval.* If a client is persistent in asking, please refer them to a program staff member for further assistance.

* **EXCEPTION:** In very rare instances a volunteer position may allow client transportation for approved purposes only. Volunteers whose role allows for this must drive an agency vehicle, submit a driving record and read and sign a *Driving Agreement Form* before any transportation is provided. In this case, volunteers may transport clients for approved purposes only.

Can I bring gifts to clients for special accomplishments? Can I invite a client to my home for a meal?

Volunteers must maintain professional boundaries to protect themselves, avoid perceived favoritism or unintentionally making a client uncomfortable. Volunteers should never give a gift directly to a client and clients should never come to one's home (nor should your address be shared with them for any reason). While we understand these gestures are because our volunteers have generous hearts, this is a critical professional boundary in the human services field that must be maintained.

I noticed a client's shoes are worn through their soles. Can I bring them a new pair the next time I come?

Volunteers should never give a donation or gift directly to a client. If you find yourself in a situation like this, always notify program staff to make sure they are aware that the client has a need; staff have agency and community resources available to assist the client in these situations. While volunteers are welcome to make donations, the donation should always be given to the agency and never to a specific person or family.

A client is treating me disrespectfully, what should I do?

If you are being treated disrespectfully, the client will respond best to measured reason. Calmly tell them that you don't appreciate being treated that way, explain why and then give them an opportunity to respond. If the client continues to treat you disrespectfully, let staff know so the matter can be further addressed.

What should I do if I have a question about volunteer/client boundaries?

Any time you are unclear about a volunteer/client boundary, please ask your staff supervisor to explain it to you. Also, if you have an interaction with a client and are wondering afterwards if you handled it correctly, please discuss it with your staff supervisor. We understand that boundaries are complicated and people—including staff—make mistakes. We will help you reflect on the interaction and come to a better understanding of how to communicate with clients in the future while maintaining those volunteer/client boundaries.

Your Opinion & Ideas Matter!

How can I take on more responsibility and/or expand my role?

We welcome this! Once you begin volunteering, if you see other or additional ways you feel you can support the agency or if you have a special skill you'd like to put to use for us but aren't sure how, please talk to your site supervisor. Instead of casually mentioning it in conversation or in passing, we recommend that you set a time to meet with your supervisor. You are always encouraged to email or call your Volunteer Engagement Specialist, too.

What is the best way for me to voice any concerns I might have?

NVFS encourages feedback and takes volunteers' concerns seriously. Please begin by talking to your site supervisor, especially if your concern is about a client or is specific to the program in which you volunteer. If you aren't comfortable speaking with that person, please contact your Volunteer Engagement Specialist. If you have a particularly serious concern or feel your concern isn't being addressed, please contact Karen Horowitz, Director of Volunteer Engagement.

Does your company offer a matching gift or time for employees who volunteer?

Many companies offer their employees paid time off to volunteer, dollar matches for time volunteered, and/or dollar matches for donations employees make to their favorite charities. Contact your employer's HR department to see if your company participates in any of these programs so you can maximize the impact of your support! If your employer supports such programs, please contact the Director of Community & Volunteer Engagement.



Workplace Culture & Guidelines

Code of Ethics

NVFS employees and volunteers will comply with all laws and regulations that govern organizational practices. They must recognize that the agency established itself in a legal category responsible “to serve the larger public good.” It assumed a solemn public trust and, as such, receives the benefits of tax exemption and the opportunity to accept voluntary contributions and donations. The relationships that NVFS staff and volunteers have with clients, colleagues and community partners should be carried out with the highest regard for ethical values, principles and conduct.

As appropriate to this moral and legal responsibility, each employee and volunteer pledges to:

1. Acknowledge that all organizational activities are in support of the agency mission and values that strive to support our clients and communities with a caring attitude.
2. Treat clients, colleagues and community members with respect, courtesy, fairness, and dignity, being sensitive to individual differences, focusing on the well-being of each other and clients, practicing under the rule of “do no harm.”
3. Offer services without regard to race, gender, age, religion, disability, national origin, marital status, veteran statutes, sexual preference, political affiliation or any other protected status.
4. Be responsible for conducting the business of the agency with honesty and trustworthiness in communications, behaviors, decisions, and professional practices.
5. Maintain a loyalty to NVFS and its clients; agreeing to represent the agency with professional integrity, safeguarding confidential information, maintaining objectivity, and avoiding actions that put personal interests ahead of the public benefit.
6. Strive for personal excellence, and a commitment to be a good NVFS citizen, making good use of agency resources for the benefit of the agency mission.
7. Observe and adhere to all **Ethical Codes of Conduct** associated with individual disciplines, and continually strive to improve competence and the quality of services.
8. Recognize that clients, staff and volunteers have rights and an established review/grievance process is in place for any violation of those rights. Grievances, executed in good faith, are received in accordance with policies, and free from interference, coercion, restraint, discrimination, penalty or reprisal.
9. Accept the obligation to know and obey all laws that govern agency operations, and accept the legal obligation to report to authorities as outlined in agency procedures.
10. Commit to the highest possible standards of ethical, moral and legal business conduct, and take responsibility for reporting suspected violations through the proper (internal) authorities.

Additionally, in order to provide professional services to clients based on their needs while safeguarding personal information and the confidentiality of program decisions, each employee and volunteer pledges to:

1. Obtain the informed consent and participation of those we serve in decisions about their own service, care, and/or treatment;
2. Assure privacy and confidentiality for those we serve, and
3. Safeguard the right of consumers of our services to file grievances in accordance with prescribed procedures.

Non-Discrimination Policy

NVFS is committed to a workplace free of discrimination and harassment based on race, color, mental or physical disability, national origin, age, religion, gender, sexual orientation, marital status, familial status, veteran status, genetic

information or other protected status and in compliance with all federal, state and local laws. Offensive or harassing behavior against someone based on protected status will not be tolerated. This policy covers all employees, clients, volunteers, vendors, and others who enter our workplace.

Workplace Boundaries

NVFS employees and volunteers are expected to observe professional and personal relationship boundaries. Personal, non-business relationships within NVFS or between NVFS employees, volunteers, vendors, clients or third parties may arise; however, such relationships may not:

1. Create a conflict of interest
2. Improperly or adversely impact business decision-making
3. Create the appearance of such an impact

Rules of Conduct

To ensure orderly operations and provide the best possible work environment, employees and volunteers are expected to follow the rules of conduct. This is crucial in order to protect the interests and safety of everyone. NVFS requires each individual, including staff and volunteers, to adhere to the *Rules of Conduct* in order to protect the integrity of the organization. Anyone found to not be observing *Workplace Boundaries* or the *Rules of Conduct* may face disciplinary action.

While not possible to list all forms of behavior considered unacceptable, the following list provides examples of some infractions of the rules of conduct:

- Theft or inappropriate removal or possession of property
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer or use of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress
- Sexual or other unlawful harassment
- Causing physical injury to another person
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Unauthorized use of telephone, mail system or other agency-owned equipment
- Unauthorized disclosure of confidential records
- Being dishonest including, but not limited to, deception, fraud, lying, cheating or theft
- Sabotaging agency equipment
- Engaging in indecent behavior
- Demonstrating gross misconduct or other serious violations of NVFS's policies and procedures
- Crossing professional boundaries with client relationships
- Violating safety policies and practices

Political and/or Religious Activity

As an organization receiving funds from federal agencies, NVFS must administer programs in a politically and religiously non-partisan manner. NVFS must avoid actions that can reasonably be construed as intended to favor one political party or religious belief over another or to influence the outcome of any public election. The use of programs funds, provision of services and assignment of personnel must not result in the identification of NVFS with any activity that is designed to influence an election of a candidate for public office. Employees and volunteers may not engage in partisan political or

religious activities during their work time or while volunteering. However, they may do so as a private citizen on their own time and offsite.

Problem Solving & Grievance Procedures

NVFS strongly believes in an open door, open communication policy as an important benefit to the Agency and to employees and volunteers. The purpose of this process is to provide and maintain the best possible work conditions by securing equitable solutions to complaints and grievances that may arise. A volunteer has a right to submit a grievance if they honestly believe it to have merit. No employee or volunteer will be subject to any adverse action simply because a complaint is filed in good faith and the employee or volunteer honestly believed it to have merit. However, an employee or volunteer may receive disciplinary action if a complaint contains charges found to have been willfully or falsely made. Investigating, processing and other actions regarding a complaint are handled in as confidential a manner as possible.

PROBLEM SOLVING & GRIEVANCE PROCEDURES		
Steps	Role	Procedure
Step 1	Volunteer	Contact onsite supervisor in person or by phone or email.
Step 2	Volunteer	If the issue is not properly resolved after contacting your supervisor, discuss issue with their Staff Supervisor or your Community & Volunteer Engagement Specialist.
Step 3	Staff Supervisor or Community & Volunteer Engagement Specialist	Review incident to determine if further action is required and document that the issue has been raised.
Step 4	Volunteer	If the issue persists or is not adequately resolved, contact the Director of Community & Volunteer Engagement.
Step 5	Director of Community & Volunteer Engagement	Review complaint and provide a response to the person making the complaint, explaining possible resolutions.
Step 6	Volunteer	If the issue persists or is not adequately resolved, contact the EVP of Development & Communications.
Step 7	EVP, Development & Communications	Review and discuss response, and accompanying documentation, with appropriate individuals, potentially including CEO, to determine appropriate action to be taken to bring the issue to resolution.

Role Assessment, Reassignment & Termination

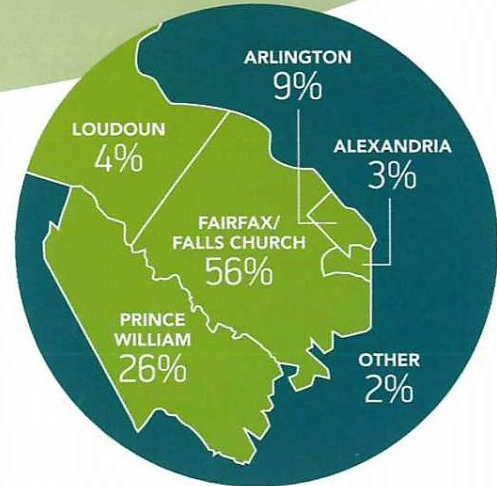
The Community & Volunteer Engagement department, in consultation with a volunteer's site supervisor and the volunteer, may determine that a volunteer's assigned role is not a good fit for the volunteer and/or the agency. In such instances, the Community & Volunteer Engagement Specialist, site supervisor and volunteer will meet to discuss concerns and determine the appropriate course of action. Such action could include, but is not limited to, trial periods, signed agreements, reassignment or termination. Records of all discussions, meetings and other communication are maintained in the volunteer's file.

WHO WE SERVE



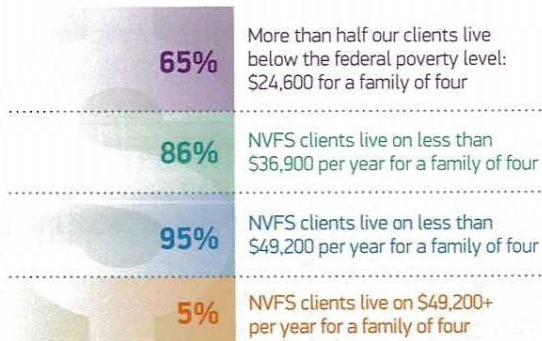
SERVICE AREAS

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

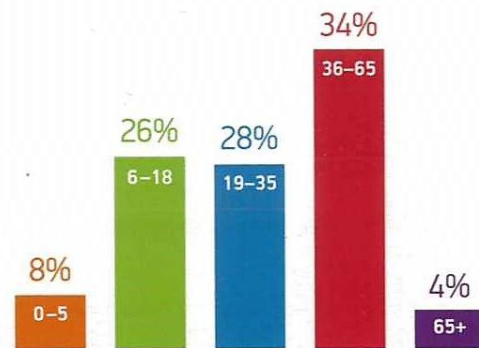


GEOGRAPHIC SNAPSHOT

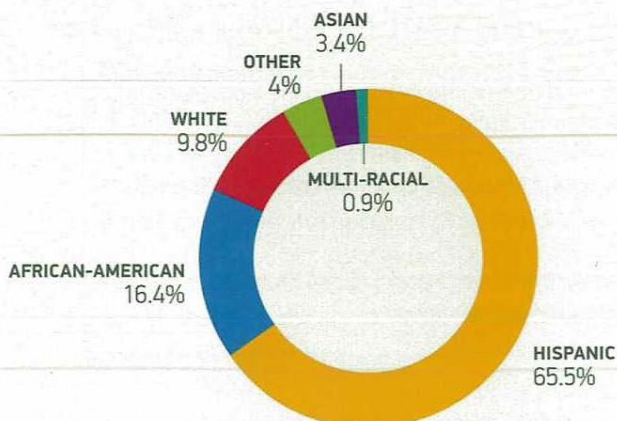
INCOME LEVELS



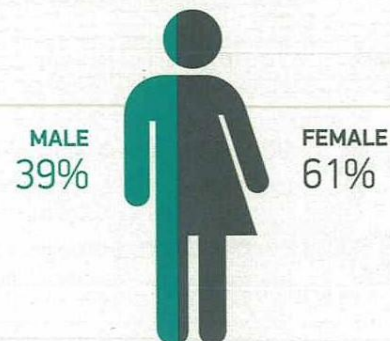
AGE



RACE AND/OR ETHNICITY



GENDER



FY2017 ANNUAL REPORT

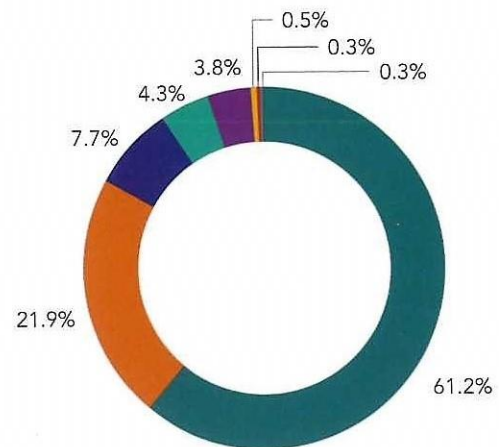
FINANCIAL STATEMENT

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

FY2017 Support and Revenue

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

Total **\$ 38,941,750**



Fiscal Year 2014 data

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

Total **\$ 38,847,346**

