

Fall 2011

Family Focus

A publication for the friends, partners and supporters of Northern Virginia Family Service



Northern Virginia
Family Service

Help • Hope • Here

OUR MISSION INITIATIVES

In this issue > **HEALTH ACCESS**
SAFE & STABLE HOUSING
EMERGENCY SERVICES
CHILDREN & YOUTH SERVICES
WORKFORCE DEVELOPMENT



In 2010, 1 in 7 Virginians lacked adequate health insurance, a 10% increase over 2009. We have worked tirelessly to build, enhance, and develop new programs and alliances in order to meet ever-increasing demand for basic health care needs. Our health access programs serve over 48% of our total clientele. The numbers are staggering, but the challenge isn't new.

20 years ago, we recognized that adequate health care was foundational to a person's ability to maintain self-sufficiency. That's when we began building a network of providers, therapists and specialists. Through innovative partnerships, we have managed tremendous growth, leading NVFS to provide access to over \$10,000,000 in free prescription drugs in the last year alone to families who would not have been able to afford them.

We couldn't do this without all the participating dentists, mental health and physician providers that continue to expand our network. In this issue, you'll learn about our Health Access mission, and we hope you'll get involved.

Mary Agee
President & CEO

P.S. Don't miss your chance to give to our holiday programs!

New Faces at NVFS



Ann McNerney
Chief Development Officer

Ann McNerney brings over 15 years of experience in non-profit management, most recently as the Assistant Director of Advancement at the Highland School in Warrenton, Virginia.

Ann began her career in consumer banking with First Virginia Bank (now BB&T) but found herself drawn to development work as a founding board member for Swing Fore the Cure, a local nonprofit dedicated to raising funds for breast cancer research.

Ann received her BS in Education from the University of Virginia and an MBA from George Mason University. She and her husband Kevin live in Oakton, Virginia with their three sons.



Anna Brent
Chief Financial Officer

Anna Brent is a dedicated, results-oriented CPA with more than 17 years of nonprofit experience. In those years, she has developed and managed financial operations, cash flows, investments, budgets, forecasts, audit engagements and tax preparation.

As a seasoned executive working with board, finance, and audit committees, she has developed financial systems, strategies, processes and controls that significantly improve net income potential and focus on achieving the overall organization mission.

Anna received her BA in accounting from Simpson College and obtained her MBA at George Mason University. She is a member of the American Institute of CPAs, the Greater Washington Society of CPAs, and the American Society of Association Executives. She and her husband Robert live in Ashburn, Virginia with their six children.



MISSION SPOTLIGHT: HEALTH ACCESS

Mental Health: Conference a Success

This past June, in partnership with the Torture Abolition and Survivors Support Coalition (TASSC), the NVFS Program for Survivors of Torture and Severe Trauma (PSTT) successfully held the First Annual Greater Washington Network Conference: “Creating a Coalition of Care for Trauma and Torture Survivors.” The conference was organized to address the need for, and begin to establish, increased communication and collaboration among service providers. More than 150 people attended, including approximately 30 survivors. Serving as a centralized networking and psychoeducational forum, the conference combined didactic presentations with survivor testimony as well as interactive sessions.

The conference invited expert panelists in the fields of medicine, psychiatry, psychotherapy/social services and law to present. The focus of each presentation was on key information relevant to working with survivors in various capacities, as well as best practices and standards of care. Presentation highlights included:

- “The Power of Medical Evaluations in Asylum Applications,” by Coleen Kivlahan, MD, Jeanie Schmidt Free Clinic
- “Looking Beyond PTSD – Emerging Practices for Treating Psychiatric Sequelae of Torture,” by James Griffith, MD, Director of the Psychiatry Residency Program and Associate Chair of Psychiatry and Behavioral Sciences, George Washington University
- “Psychosocial and Psychotherapeutic Approaches to Victims of Torture,” by Peter Polatin, MD, Health Program Manager, International Department of the Rehabilitation and Research Center for Torture Victims
- “Legal Services: Best, Promising, and Emerging Practices,” by Leslie Velez, Esq., Director, Access to Justice, Lutheran Immigration and Refugee Service.

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



Finding a New Normal

Ms. K W is 33 years old and in good physical health, but due to debilitating depression, working only part-time. Finding the right combination of medications to treat her depression was both difficult and expensive. Her psychiatrist referred her to our Patient Assistance Program (PAP) since she had no health insurance. We were able to find that the combination of Zyprexa, Seroquel, and Provigil proved effective in her case. This combination of medications would cost \$1,981/month if she had to purchase the medications herself, but through our PAP program she was able to obtain all of these medications at no cost. It has made all the difference. She recently completed her Bachelor’s Degree, and is feeling very hopeful about her job prospects.



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(Conference...continued)

The multi-disciplinary and expert nature of the panel allowed for breadth and depth of shared knowledge as well as rich discussion.

In addition to the panelists, the conference welcomed Mr. Jacob D. Massaquoi, II as the keynote speaker to address life after torture and coalition-building. Mr. Massaquoi, II, President of Holistic Peace Movement and Founder of African Refuge, Inc. is a war trauma and torture survivor from Liberia.

Survivors from various other countries also took the stage and spoke about their lives, sharing their thoughts, feelings, and views about their experiences. Their testimonies served to highlight the realities of human abuses as well as stress human resilience and the importance of advocacy. Through their powerful stories of trauma and healing, survivors revealed the central role of programs such as PSTT and TASSC in their ability to reestablish their identity and rebuild their lives. Importantly, their voices reiterated the critical need for a further integrated system of care.

Networking sessions took place and participating organizations or individuals were invited to participate in a poster presentation. Among six entries, the conference highlighted the poster “Long-Term Traumatic Experiences of Imprisonment and Their Impact on the Well-Being of Political Prisoner of the Romanian Gulag,” by Catalina Novac, Ph.D., Department of Psychology, George Washington University.

With expert panelists in various domains, survivors’ stories and networking opportunities, the conference centered on the importance of interdisciplinary, collaborative, and comprehensive care. The conference allowed professionals from diverse settings to network with one another for a common purpose – to provide quality and holistic care for those who have suffered trauma and torture, and to continue the fight to end the practice of torture around the world.

Written by: Sabine Fajon, Bilingual Mental Health Therapist and PSTT Program Co-Coordinator, Multicultural Human Services, Northern Virginia Family Service

Dental Programs Expand

Lack of access to dental care has been repeatedly cited as Virginia’s number one unmet health need. The statistics are staggering: in Northern Virginia, for every adult without health insurance there are 3 who lack access to oral health care. It is estimated that Americans lose 160 million hours of work each year due to dental problems that could have been prevented with routine treatments. The primary reason that people do not seek adequate dental care is simple: cost. Roughly 80% of our oral health services clients are at or below the federal poverty level.



See how Dr. Le has worked with NVFS on YouTube. Just scan the code on the left with your smartphone.

“I always wanted to do something like this, but on a larger scale. I told myself if I happened to be in a position to provide care to others, I would do this kind of work. That makes me feel happy.”

- Dr. Le

Even the Affordable Care Act did not address oral health services, leaving many without a path forward to adequate dental coverage. Low-income, uninsured Virginians often face additional challenges because of language or cultural barriers, which make accessing services through community clinics unlikely.

Five years ago, NVFS pioneered an innovative approach to meeting the comprehensive oral health needs of this sector of the population. We developed partnerships with private dental practices, which agreed to provide care to our clients at steep discounts – typically around 50%. Through these partnerships, NVFS was also able to help clients avoid wait lists of up to six months that are typical at public health clinics.

In the last three years, this network of providers has grown to include more than 65 dental practices, including several oral surgeons. However, even at a 50% discount, the cost of basic treatments for our clients was often prohibitive. For this reason, NVFS developed collaborative relationships with multiple funding sources including private foundations, such as the MDRT Foundation, which provide direct financial assistance to help subsidize these treatments.

With the dramatic increase in our provider network, NVFS has helped a significant number of new clients, especially in Arlington and Prince William Counties. In 2009, the Arlington Dental Link program served 124 clients. In 2011 it served 257 clients, and we're projecting to serve 307 in 2012. **In Prince William County, our program saw a nearly 75% increase from 2010 to 2011.** We expect our network of providers to grow to over 150 in the coming years, which will have a huge impact in our region. Many of our new partners have agreed to provide basic dental care – and even dentures – at no cost.

Written by: Paul Hedg-Peth, Program Manager for Health Access, Northern Virginia Family Service

Around the Agency

NVFS serves 33,000 individuals and families each year. In addition to our Health Access program success highlighted in this edition, here are some other program highlights from the previous year:

Emergency Assistance

More than 2 million pounds of food was distributed to families in need at our SERVE campus in Manassas.

Safe & Stable Housing

746 people obtained stable housing last year upon completion of our housing intervention programs.

Children & Youth Services

100% of at-risk students helped in our IPE and Mentoring programs avoided becoming involved in a gang.

Workforce Development

Graduates of our Training Futures program saw a 75% increase in hourly wages over previous earnings.



Mrs. B Finds a Smile

Mrs. B was struggling to find a job due to her rotting teeth. Our Healthlink program gave her routine dental care and extracted two rotten teeth. Six weeks later, she accompanied her adult son to his first appointment. Mrs. B radiated confidence and enthusiasm regarding her job search. She made her own arrangements to get dentures, and even though she didn't have them yet, just getting rid of the rotten teeth had changed her whole attitude.

About NVFS

Northern Virginia Family Service is a private, nonprofit organization dedicated to helping vulnerable families and children. Each year, NVFS helps nearly 33,000 people find **safe & stable housing, children & youth services, affordable health care, workforce development programs** and **emergency services** through a variety of community-funded programs and initiatives. 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.

Good Works

People can reach out in many unique ways to support the communities in which they live. All of these efforts, in one way or another, have a profound effect upon families and children in our region.

George Washington University

Over more than ten years, a strong partnership with George Washington University's Psychiatry Residency Program has made it possible for our Multicultural Human Services program (MHS) to provide comprehensive mental health services to its most vulnerable clients.

This partnership allows 3rd and 4th year GWU Psychiatry Residents to learn how to work therapeutically in a community outpatient setting with clients from a wide variety of cultural backgrounds. MHS clients receive the benefits of psychiatric services that are integrated into the continuum of mental health services provided onsite at MHS. Additionally, MHS clinicians benefit from the interdisciplinary workshops, case consultations and training that the GWU faculty offer.

Each year 4-6 residents rotate into MHS. They provide psychiatric evaluations, prescribe and conduct medication management follow up appointments for clients and collaborate with MHS clinicians, case managers and attorneys to ensure coordinated services and treatment. For clients seeking asylum they have even provided affidavits, letters of support and, on occasion, have testified in court.

GWU's Psychiatry Residency Program provides this invaluable service at no cost to MHS or its clients. With their support, 97% of clients in MHS' Program for Survivors of Torture and Severe Trauma showed decreased symptoms, and 63% improved their economic self-sufficiency. Many thanks to Dr. Griffith and GWU's Psychiatry Residency Program for its good work.

Volunteer Spotlight

Pat Meyers has been volunteering as a front desk assistant at the NVFS Multicultural Human Services (MHS) program for the past four years. She was inspired to volunteer after seeing a film her neighbor made about the MHS program.

In her volunteer role, Pat greets and checks in MHS clients and Inova OB/GYN clinic patients (Inova donates and shares space with MHS), fields phone calls and assists with other administrative tasks.

Pat's favorite part about volunteering for NVFS is the opportunity to help people from other countries assimilate to life in America. "I respect the effort it takes to change one's life in the face of unexpected circumstances and I enjoy supporting the work of the dedicated counselors from many nations who 'pay it forward' in an effective manner."

Pat grew up in the DC area and graduated from University of Maryland with a degree in Costume Design. Outside of volunteering, Pat works part-time for her husband at Hemphill & Associates maintaining the company website and photographing the company's remodeling projects.



"I respect the effort it takes to change one's life in the face of unexpected circumstances and I enjoy supporting the work of the dedicated counselors from many nations who 'pay it forward' in an effective manner."

-Pat

Thank you, Pat, for your support, which gives the clients of MHS the chance to have a brighter future in their adopted country!

To become a volunteer for NVFS, visit www.nvfs.org/VolunteerNow

NVFS News & Events

Fannie Mae Help the Homeless Walkathon

Saturday, November 19

Each year, NVFS participates in the Fannie Mae Help the Homeless Walkathon. This annual event has raised over \$86 million for nonprofit organizations engaged in efforts to end homelessness in our community. You can help NVFS raise awareness and funds to end homelessness by registering for the 24th annual Walkathon. The 5-K Walkathon will take place on Saturday, Nov. 19 on the National Mall. We are looking for walkers and donors to sponsor youth walkers. This year, you can even participate as a “virtual walker” or bring your dog and make a tax deductible “dog donation.” Our goal is to register 3,000 walkers to receive a \$50,000 incentive award – and we’re almost there!

To register or donate, visit www.helpthehomlessdc.org and register to walk with NVFS as your beneficiary.

Back to School Drive Earns an “A”

A very special thank you to all of the wonderful supporters of the 2011 Back-to-School Drive! This year, NVFS distributed over 1,900 backpacks filled with supplies to area school children. With your generous support, many young people were able to start school ready to learn!

We could not have achieved this goal without your generous monetary and in-kind support. Thanks to Connect4Kids, a Fairfax County public/private partnership, we were able to stretch your monetary donations to purchase school supplies at a substantial discount from Office Depot, which enabled us to serve even more children. The amount of in-kind donations we collected was truly astounding! We received hundreds of backpacks filled to the brim with supplies and our trusty volunteers packed others with the generous donations we received from all of you.

For more information contact:

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Crista Peterson | 703.219.2136 | cpeterson@nvfs.org

2011 CARE Awards

Thursday, November 17, 2011

at 7:30 AM

Fairview Park Marriott

3111 Fairview Park Dr.

Falls Church, VA 22042

WINNING COMPANIES

AMERICAN SYSTEMS

BUCCANEER, A VANGENT 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.

STRATIS

TECHNOMICS, INC.



Join us on November 17 for the CARE Awards, where we will recognize these companies for their outstanding commitment to developing family-friendly workplaces. Attend the event to learn how your company can apply for next year's awards.

Ticket information at: www.careawards.net

2012 Gala News!

Friday, May 11, 2012

Based on the increasing success of our past few Galas, the 2012 Gala promises to be the greatest yet. Join us at the McLean Hilton Tysons Corner on May 11 and revel in an evening of cocktails, auctions, dinner and friends. The Gala is our signature event and helps raise critical funds necessary to help us serve nearly 33,000 individuals and families each year.

We welcome your participation, whether it is through sponsorship, an auction donation, spreading the word or volunteering at the event.

Visit www.nvfs.org/gala to get involved.

