



FORWARD
MOMENTUM

2016 ANNUAL REPORT

Lifting Northern Virginia Families Out of Poverty



Northern Virginia
Family Service



Northern Virginia
Family Service

Every day our team of dedicated staff, volunteers and partners work

together to bring hope and opportunity to families in need. This year we helped more than 34,000 individuals move forward on their paths to independence. Since 1924, we have prided ourselves in our collaborative, innovative and pioneering efforts to build a stronger Northern Virginia community in which everyone prospers and reaches their fullest potential.

We believe deeply that community well-being starts with a solid foundation for everyone — access to affordable housing, health care, nutritious food and high-quality early childhood education. Our unique wraparound approach allows our most vulnerable neighbors to achieve stability and strengthen their capacity.

In all that we do, we strive to deepen our impact. Whether providing a family food to get through a difficult week, or job training to help a single mother develop the skills needed to become economically independent, **we help thousands of individuals gain the forward momentum they need to thrive.**

2016 was a year of tremendous growth for NVFS as we experienced our own forward momentum. Among our many accomplishments, this year we:

- ▶ Opened two additional Head Start and Early Head Start classrooms in Loudoun and Prince William counties, increasing our capacity to serve an additional 100 children in our community. Today, more than 500 children have access to high-quality early childhood education through NVFS.
- ▶ Launched a new outreach program in Prince William County aimed at mitigating hunger and improving nutrition.
- ▶ Increased our capacity to shelter our homeless neighbors by taking on the operations of two additional shelters in Prince William and Fairfax counties. Now, every night, 172 children, individuals and families experiencing a temporary crisis have safe, warm beds in which to sleep, as they take their next steps toward finding affordable, permanent housing.

It takes all of us working together to create a thriving community. The growth and impact of this past year has been possible because of our committed and exceptional staff, volunteers, donors, and corporate, government and philanthropic partners working alongside us to strengthen our community, and move our region forward.

STEPHANIE BERKOWITZ, PRESIDENT AND CEO

2016 Highlights

Total individuals and families served: **34,798**

32% of our clients are children.

1.7 million pounds of food were donated to our Hunger Resource Center and distributed to **8,000 people**.

\$4.4 million in rent and utility assistance allowed **more than 900** families to remain in their homes with functional services.

Access to Supplemental Nutrition Assistance Program (SNAP) benefits saved 100+ families **\$118 per person** on average each month.

4,745 volunteers provided **75,600+ hours** of essential support to our clients, our staff and our facilities to allow us to continue to provide quality services and expand our reach to serve even more people in need.

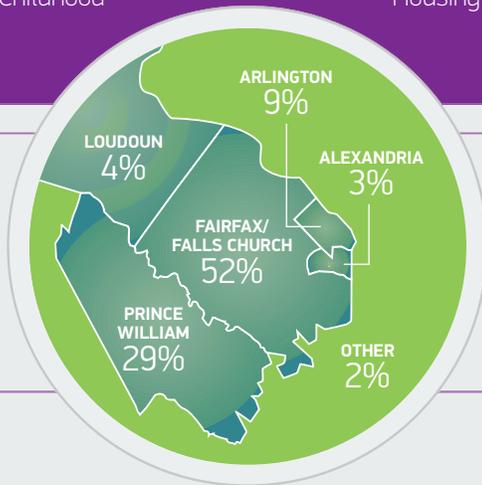
NVFS AT A GLANCE

PROGRAM SERVICE AREAS

Anti-Hunger Programs
Child Placement
Early Childhood

Health & Mental Health
Healthy Families
Housing & Homeless Services

Legal Services
Multicultural Center
Workforce Development
Youth Initiatives

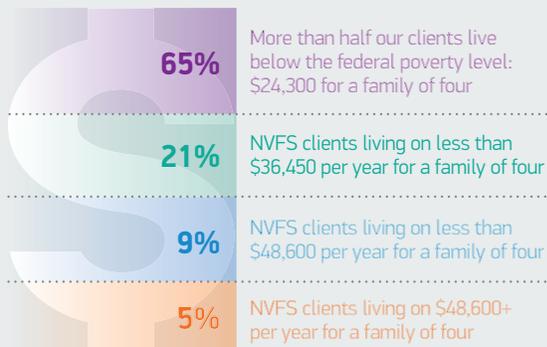


GEOGRAPHIC
breakdown of clients served

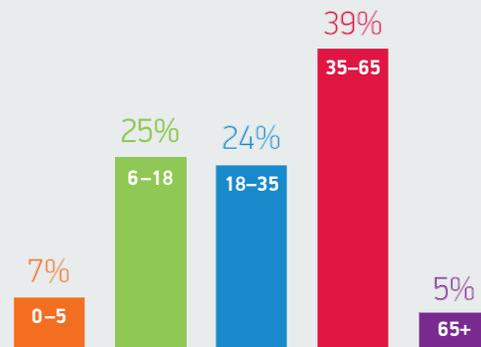
CLIENT SNAPSHOT

Total: 34,798

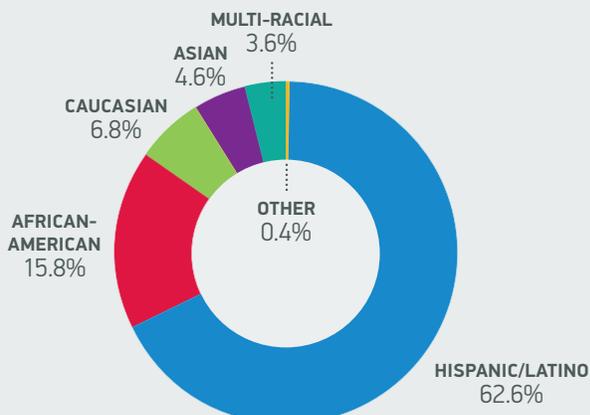
INCOME LEVELS



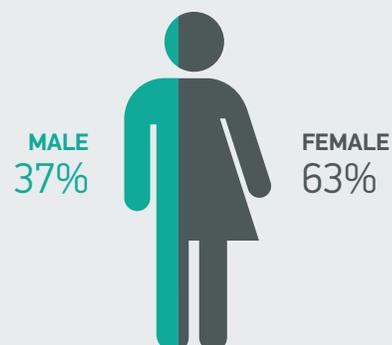
AGE

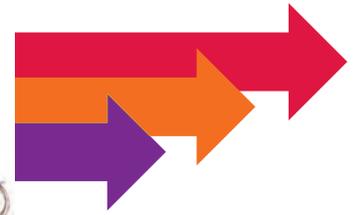


RACE AND/OR ETHNICITY



GENDER





RECEIVING FOOD AND SHELTER AT A CRITICAL TIME FOR HER AND HER FAMILY PROVIDED VANESSA WITH THE IMMEDIATE RESOURCES AND SUPPORT SHE NEEDED.

Vanessa was doing her best to provide for her three young children, but was quickly running out of options. By the time she walked into the Hunger Resource Center (HRC) on the SERVE Campus, Vanessa had been living in her car for some time, aware that it would soon be repossessed. It was clear to Darrell, one of HRC's team members, that Vanessa needed more than basic staples; she needed hope.

Even before completing the intake process for the HRC, Darrell pulled in SERVE team members to make arrangements for Vanessa and her family to stay at the shelter that night. Assistance came from both NVFS and

community partners, including formula and diapers from the HRC, and sandwiches donated by Giant Foods.

Before long, Vanessa and her family became stable. She has moved into an apartment, and continues to receive monthly support and encouragement from the team at SERVE and the HRC. All she needed was a small, temporary boost so she could work to fulfill her potential for herself and her family.

NVFS IS THERE IN TIMES OF CRISIS

Imagine waking up without a roof over your head, wondering where your next meal will come from or fearing you are in imminent danger.

NVFS ensures that Northern Virginia families have access to the most basic needs, such as emergency shelter, food assistance or safety from violence, to get them on stable footing so they can begin a path toward a hopeful future. We provide this support through programs and services such as:

- the Hunger Resource Center,
- legal services,
- intervention groups for children involved with or at risk of involvement in gangs,
- support groups for families suffering from domestic violence, torture and severe trauma,
- and the three homeless shelters we operate — SERVE Emergency Shelter, Hilda Barg Homeless Prevention Center and Bailey's Crossroads Community Shelter — in Fairfax and Prince William counties.



BECAUSE OF NVFS...

▶ 600 families

accessed food **each month** through the Hunger Resource Center.

▶ 172 individuals

could access emergency shelter **each night** in our homeless shelters.

▶ 190 victims

of torture, domestic violence, sexual assault or human trafficking received free legal representation this year, as well as wraparound case management and mental health services to help them address the effects of these traumatic events and protect them from further pain.

EXPANDING HOMELESS SERVICES

NVFS began operating two additional homeless shelters this past year: Hilda Barg Homeless Prevention Center in Woodbridge and Bailey's Crossroads Community Shelter in Falls Church. Through our homeless services, NVFS:

- Works to prevent residents in the community from becoming homeless;
- Supports those who are already homeless by helping to determine their immediate housing barriers and to minimize the duration of homelessness;
- Provides individualized tools and resources to help families and individuals sustain their housing; and
- Provides safe emergency shelter for homeless families and individuals while assisting them with rapid re-housing efforts.

Hilda Barg Homeless Prevention Center

Prince William County selected NVFS to operate the Hilda Barg Homeless Prevention Center in July 2015 based on our stellar work with the SERVE Emergency Shelter in Manassas. Through these two locations, NVFS oversees 87 percent of Prince William County's emergency shelter options. In June 2016, Prince William County celebrated the 25th anniversary of Hilda Barg Homeless Prevention Center, honoring the shelter's years of helping families find permanent pathways out of poverty.

Bailey's Crossroads Community Shelter

NVFS was selected by Fairfax County's Office to Prevent and End Homelessness to operate the Bailey's Crossroads Community Shelter in September 2015. In addition to our focus on rapid rehousing to provide permanent, affordable housing solutions to our shelter clients, the proximity of the shelter to our Multicultural Center allows us to provide wraparound services for shelter clients and further strengthen the resources available to the most vulnerable residents of this community. Hypothermia prevention services are also offered at BCCS, with the support of our faith and civic partners, from Nov. 1 to March 31 to protect homeless individuals from the harsh winter weather.

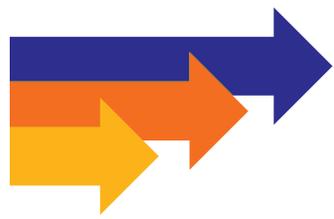
DEEPENING OUR IMPACT



"I was introduced to NVFS about a year ago, and I can say that I felt an immediate personal connection with NVFS and the incredible work that it does in the Northern Virginia area. I have witnessed first-hand the difference that TD Bank's contributions have made. It truly **makes me proud to be able to say that our ongoing support of NVFS has been instrumental in providing essential basic necessities** to those individuals and families in the Northern Virginia area who are in need. We look forward to exploring ways to strengthen our relationship with NVFS in this upcoming year and beyond."



JOHN ASHKAR
VIRGINIA RETAIL MARKET MANAGER AT TD BANK



NVFS BUILDS STABLE FOUNDATIONS

To lift families out of poverty not only requires addressing basic needs but providing the support needed to prevent critical situations from reoccurring. Affordable housing, transportation assistance, child placement and health care access are a few examples of how NVFS assists vulnerable Northern Virginia families in their efforts to maintain a safe, healthy home and gainful employment so that they can continue to explore opportunities toward self-sufficiency.

BECAUSE OF NVFS...

- ▶ **More than 2,300 individuals** received free or low-cost prescriptions, valued at nearly \$14 million, so that they didn't have to choose between taking life-altering medication or being able to purchase groceries.
- ▶ **64 children** exposed to abuse and neglect found solace and safety in the homes of foster parents.
- ▶ **88 percent** of people who utilized our homeless services did not become homeless again within a year. On average, one-third of clients were able to move into permanent housing.



Anna is the top fourth grade student at her elementary school, earning the award because of straight A's, perfect attendance, reliability and helpfulness. What people don't see when they look at this bright young lady is her journey — and the village of support that's behind her.

At the age of 7, Anna's school attendance was poor and she had to manage learning the English language while trying to keep up with her classwork. Because of family complications, she entered NVFS' foster care program. Anna was immediately welcomed into the home of the

Millers, a foster family already raising three children. As was expected, Anna received the benefit of a stable, caring home during a tumultuous time. Most unexpectedly, however, a powerful bond formed between the Millers and Anna's biological mother. Even after family reunification, they worked as a team, with the Millers offering support wherever helpful. Sometimes it was homework assistance, but it also involved just spending quality time with the Millers when Anna's mom worked on the weekends.

Now Anna is thriving while serving as a leader for others in her school and community. Instead of wondering about her future, she's making plans to pursue a college degree. Regardless, Anna knows that she better have a large section reserved at her high school graduation to accommodate the love and cheers from her large, beautiful family.



BUILDING A STRONGER COMMUNITY

“Temple Rodef Shalom is pleased to support Northern Virginia Family Service. Our organization is committed to supporting charitable work with immediate impact and that meets the most critical and time-sensitive needs of children and families. We consider it among our highest priorities to preserve family integrity whenever possible and to provide goods and services that raise up the person ... physically and spiritually. NVFS’ holistic approach to move families and individuals in crisis toward independence is particularly encouraging to us. **The diversity of the clientele NVFS serves, and the efficiencies of staff and programming** are also key factors in Temple Rodef Shalom’s decision to support NVFS. We are most grateful for the guidance, responsiveness and enthusiasm of NVFS staff.”



COOKIE MANDELL
DIRECTOR OF CONGREGATIONAL ENGAGEMENT

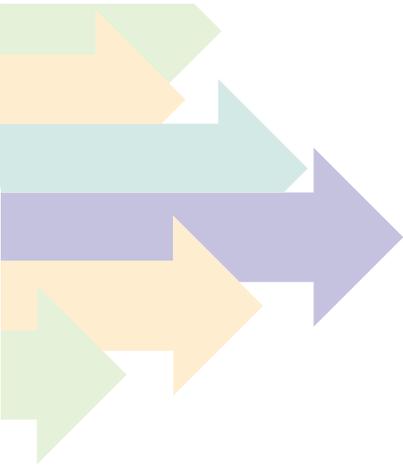
CREATING BRIGHTER FUTURES



“This will be my fourth year working with the Head Start program. I specifically chose to work in a family and child situation because strong families and educated young people are critical to the health of our society. **Volunteering allows me to focus on children’s basic needs — learning and feeling loved and accepted.** The Head Start teachers with whom I work are expert at meeting those needs, and many more. I have seen beautiful progress in children who come to the program — they make great strides in socialization, life skills, English proficiency and academics.”



CHRISTINA GARDNER
HEAD START VOLUNTEER



NVFS PROVIDES OPPORTUNITIES

Success looks different to everyone.

At NVFS, we help people reach their fullest potential and create opportunities for a brighter, more hopeful future. We do this by:

- enhancing workforce skills to obtain higher-paying jobs with benefits,
- providing children with a safe place to learn and grow,
- teaching classes and providing tools that support stronger families, and
- helping individuals build financial credit.



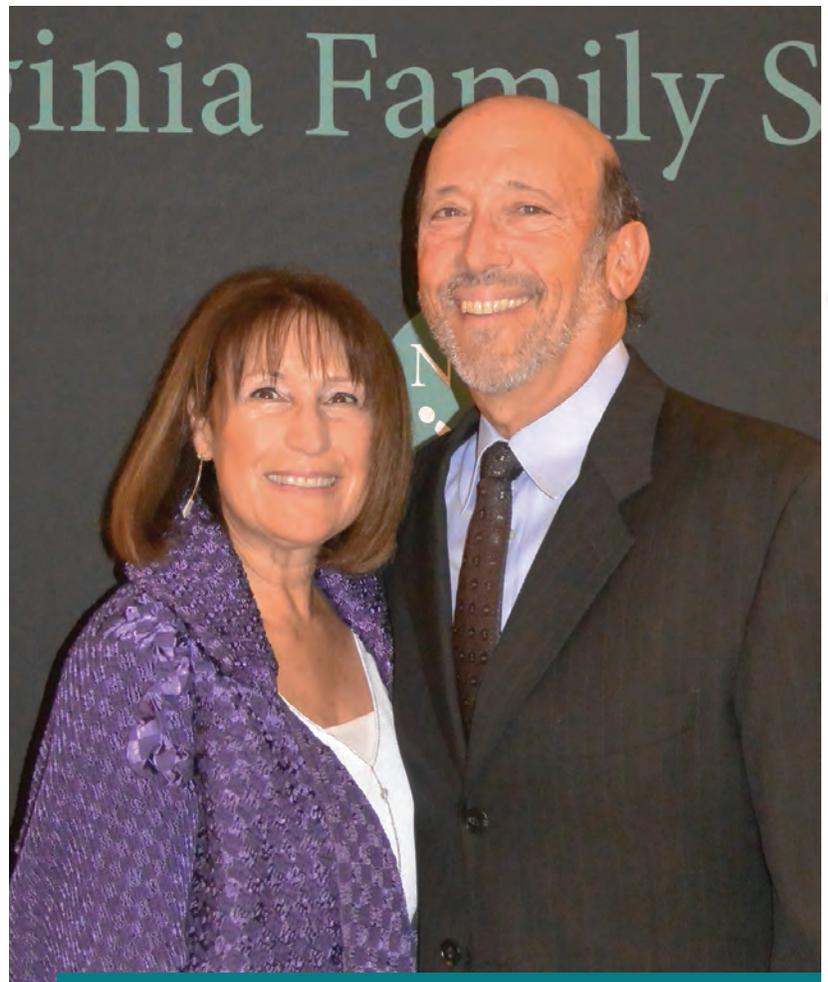
BECAUSE OF NVFS...

- ▶ **100% of Head Start students** met or exceeded school-readiness standards to propel them to future academic success.
- ▶ **106 individuals** increased earnings by as much as 58 percent with additional workforce training to achieve greater financial stability and build employment opportunities.
- ▶ **Parents in 665 families** became more confident in their parenting skills and were better able to connect with and foster growth in their children.



INVESTING IN OUR
COMMUNITY

*“...NVFS DOES A
WONDERFUL JOB
OF SPREADING ITS
RESOURCES TO DO AN
AMAZING AMOUNT
OF GOOD.”*



“Because I served on the board for so many years and more recently was on one of the committees for the board, **I’m confident that the money we donate is being used to help people who need it.** From that board-level perspective, NVFS does a wonderful job of spreading its resources to do an amazing amount of good. And seeing the outcomes that were tracked by NVFS staff, the organization has its eye on the right thing — on how many people are being helped and how well they are being helped. These donations are felt within the community that we live in. And that’s important to us.”



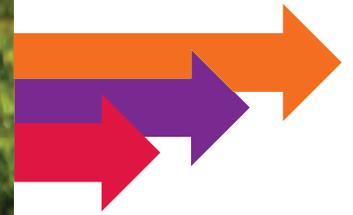
ALLAN RATNER
NVFS BOARD MEMBER 1999–2011
BOARD CHAIR 2005–2007

“I was approached about volunteering with the Training Futures’ accent reduction team based on my speech therapy background, and I went to the site to observe the program to see what it entailed. I haven’t left since. When I arrive in the morning and the trainees and I spend our hour together, I get such a high and feel so good. They’re such amazing people! **I’m learning a lot from the trainees, and I hope they’re learning a lot from us.** I enjoy giving back and making our community a better place to live.”



BARBARA RATNER
TRAINING FUTURES ACCENT REDUCTION TEAM VOLUNTEER AND
ROAD TO INDEPENDENCE GALA AUCTION COMMITTEE MEMBER

CREATING OPPORTUNITY



“ I CAN NOW SAY FOR SURE THAT COMING TO TRAINING FUTURES WAS A WISE DECISION, AND ALL THE HARD WORK WAS WORTH IT. ”

Growing up in Morocco, Fatine often thought about the American Dream, wondering if it was something she herself could accomplish. After a lot of thought and some blind faith, Fatine decided at 28 years old to pack her bags and make the move halfway around the world.

In tow was Fatine’s highly regarded master’s degree in chemistry, which she planned to apply to a successful career in the United States. What Fatine, and so many others in pursuit of the American Dream, discovered was that although her degree was held in high regard in her home country, it was not recognized here in the United States.

As you can imagine, this was a major setback in Fatine’s plans. Although she was miles away from her family, friends, familiar surroundings and comfort zone, Fatine remained steadfast and determined. While struggling to make ends meet in her full-time job in the service industry, Fatine looked for opportunities to grow professionally and develop the skills she needed to pursue the career she had always dreamt of. When she learned about the Training Futures workforce development program, she decided that was the path that would lead her to ultimately fulfilling her dream. Much like her move to the United States, she realized this journey would not be easy.

“I came to Training Futures because I was looking to enter the job market, where my foreign diploma was not yet doing me any good.”

What she quickly realized was that Training Futures not only provided her with the necessary job training and development of hard skills, but it provided her a network of support that reassured her in moments of doubt. Through the support of the Training Futures staff, she was reminded every day that her dream was achievable.

Through the last phase of the program, Fatine had the opportunity to intern at the Association for Talent Development (ATD). Her supervisor immediately recognized her value and offered her a position as an international coordinator. Now, Fatine uses her bilingual skills to interact with professionals all over the world. She loves her job and is able to support others in discovering their true talents and passion.

With the training, skills and support provided by Training Futures, Fatine is living out the American Dream.

“I had no idea about what I wanted to accomplish,” she shared. “I can now say for sure that coming to Training Futures was a wise decision, and all the hard work was worth it. I think I have found my true calling.”

THANK YOU!

Thank you to all of our incredible supporters for your contributions in fiscal year 2016 (July 1, 2015–June 30, 2016).

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\$25,000+

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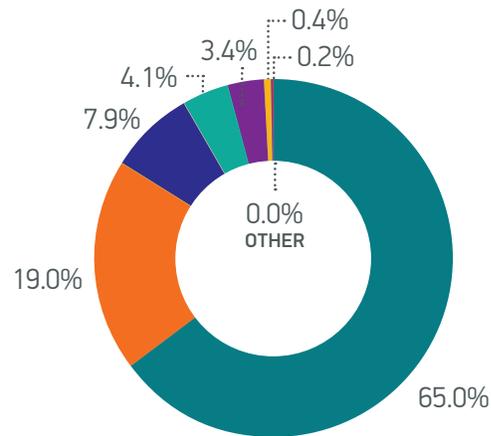
FINANCIAL STATEMENT

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.

FY2016 SUPPORT AND REVENUE

Government Grants	\$23,434,802
Contributions	\$ 6,850,015
Program Service Fees	\$ 2,854,026
Thrift Shops	\$ 1,468,255
Foundation Grants	\$ 1,228,506
Rental Income	\$ 149,163
Investment Gains	\$ 68,908
Other	\$ 16,871

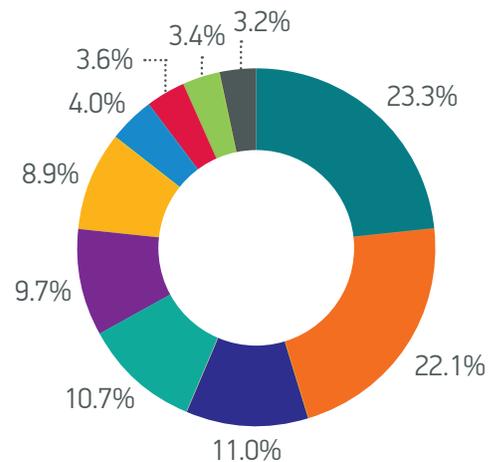
TOTAL	\$36,070,546
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FY2016 EXPENSES

Housing Services	\$ 8,443,044
Early Childhood Services	\$ 8,011,407
General & Administrative	\$ 3,993,404
Health Services	\$ 3,892,041
Intervention & Prevention Services	\$ 3,504,127
Anti-Hunger Services	\$ 3,231,851
Child Placement Services	\$ 1,460,195
Workforce Development Services	\$ 1,290,327
Institutional Advancement	\$ 1,246,591
Thrift Shops	\$ 1,176,988

TOTAL	\$36,249,975
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Director, Healthy Families

Whitney Richardson
Director, Agency Communications



DONATE

We depend on your support to help us operate effectively throughout all seasons of need. Give back to your local community through NVFS by:

- Donating to our Family Hope Fund
- Celebrating a colleague or family member through Honor or Memorial Gifts
- Joining the Family Legacy Society to make a gift through your estate plan
- Engaging your family in our Village of Impact (nvfs.org/village-of-impact)
- Shopping at and/or donating items to our Centreville, Falls Church or Manassas Thrift Stores (nvfs.org/thriftshops)
- Participating in our back-to-school or holiday drives — or hosting your own!

Donations can be made online at give.nvfs.org. Or visit nvfs.org/wishlist for a list of current in-kind needs.

VOLUNTEER

Volunteers are a vital part of NVFS' rich history of permanently lifting families out of poverty. We are committed to engaging volunteers in meaningful opportunities that encourage innovative ideas, unique perspectives and specialized expertise. Families are the heart of our community, and volunteers are an essential resource in guiding them on the path to self-sufficiency.

Opportunities include:

- Prepare and serve meals at our shelters
- Sort and organize items at our Thrift Stores
- Stock the shelves and prepare food packages at our Hunger Resource Center
- Lead creative activities for young children in our Head Start programs
- Provide job training and mentoring to prepare individuals for corporate positions



We have numerous opportunities for individuals, groups and families to get involved in our programs. Contact us to learn more about how you can deepen your community impact.

LIKE, SHARE OR FOLLOW

Become a fan, friend or follower through your social networks:

Facebook: nvfs.org | **Twitter:** @nvfs | **YouTube:** NoVAFamilyService | **LinkedIn:** Northern Virginia Family Service

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