**Summary of First Year Accomplishments**

**Mission**
To engage community resources to move individuals and families from crisis to financial security.

**Vision**
An empowered community where all families achieve financial security.

**PROGRAM OUTCOMES – YEAR 1**
August 2017- October 2018

- **641** Families Served
- **1,783** Referrals Made
- **73%** Of Clients Are ALICE
- **1,589** Total People Helped

**WHO ARE VAN CLIENTS?**
- Individual Children Served: **719**
- # of Families with children: **367**
- Nearly **20%** are on fixed incomes with Social Security or Disability benefits
- 3 in 5 families are homeless or at risk of being homeless

**TOP REASONS FOR CONTACTING VAN:**
1. Housing Assistance/Eviction/Homelessness
2. Rent/Utility Assistance
3. Food, Clothing & Furniture

**170** Families report being homeless.

**236** Families are at-risk of being homeless.

**62%** of ALL referrals are related to HOUSING INSECURITY

**BREAKDOWN OF REFERRALS**

- Financial Stability: 88%
- Blue Ridge Legal: 8%
- Education: 4%

**HOUSING RELATED REFERRALS**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
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<tbody>
<tr>
<td>Shelter</td>
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<tr>
<td>Motel</td>
<td>225</td>
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<tr>
<td>Home Repairs</td>
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<tr>
<td>Blue Ridge Legal</td>
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<tr>
<td>Housing Search</td>
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<tr>
<td>Utilities</td>
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Meet Amy

I’m a single mom of 3 young girls. I’m having a horrible time staying afloat, even after cutting all extra expenses. I literally spend over $800/month more than what I actually make, because of daycare costs. Everyone keeps telling me to quit my job and take a lower paying one so I can receive help, but I really don’t want to do that. I’m trying to teach my daughter’s the value of working hard... Thank you in advance. (Actual excerpt from intake form)

Employment Breakdown

Most VAN clients work in lower-wage jobs that are crucial to our community and economy.

73% are ALICE®. They are working, but not earning enough to pay for the essentials and often don’t qualify for benefit programs.

10% are Dual-Income Households  40% are Single Parents

Financial Management

547 Clients, Data pulled from Intake Forms submitted between April 1, 2018 – October 31, 2018

Are you interested in getting an account or learning more about banking?  Yes 50%  No 50%

Are you interested in learning ways to improve your financial situation? Classes or mentoring? Yes 64%  No 36%

How Clients Hear About VAN

1 in 3 clients have medical insurance

1 in 4 clients have a primary care Doctor