

2020 YEAR IN REVIEW

WHAT WE DO:

Through our coordinated network of services, we help people in crisis access information and resources to stabilize their situation and begin their journey to financial stability.

COVID-19 BROUGHT A SURGE OF NEED FROM FAMILIES WHO HAVE NEVER NEEDED HELP BEFORE.

2,228 Families Helped

150% ↑ In assistance requests

Up from 898 families helped in 2019

Requests for assistance increased 425% in November and December compared to 2019.

5,324

People Impacted

3,516

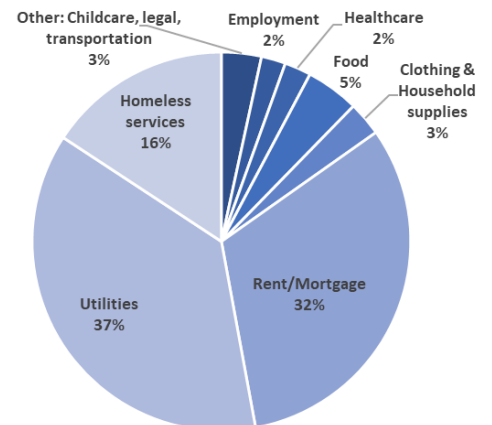
Referrals Made

HOUSEHOLDS SERVED BY COUNTY

City of Winchester:	1,076
Frederick:	741
Shenandoah:	68
Clarke:	32
Warren:	22
Page:	20
Out of Area:	110

84%
of cases
are related to
Housing

REFERRAL BREAKDOWN



We respond to REAL Needs in REAL Time

TO MOVE FAMILIES FROM CRISIS TO STABILITY

Our Resource Responders screen clients and get them connected to services quickly, often helping solve multiple needs.

1,244

Resolved Cases
since COVID-19

- 425** Evictions prevented
- 547** Utilities kept on
- 72** Families provided shelter
- 66** Health-related needs met
- 26** Transportation needs resolved

These outcomes are possible thanks to a shared technology platform, Unite Us, used to send and receive referrals and track program outcomes.



SUPPORTING WORKING FAMILIES IN 2020

VAN WAS CREATED FOR ALICE® - THIS POPULATION WAS HIT HARDEST BY COVID-19

84% of VAN clients were employed when COVID-19 hit

AVERAGE HOUSEHOLD INCOME = **\$1,816/Month**

~ \$11.35/Hour

“*COVID-19 destroyed my savings and my stability. Words cannot describe the burden lifted off of my shoulders after coming to VAN.*
– Jen, VAN Client”

- TOP JOBS/INDUSTRIES**
- 1** Restaurants
 - 2** Caregivers
 - 3** Retail
 - 4** Warehouse

We serve ALICE®
(Asset Limited, Income Constrained, Employed)

2020 PROGRAM HIGHLIGHTS

- Processed **672 applications** for CARES Act Rent/Mortgage and Utility assistance and distributed a total of \$655,000
- Leveraged **\$100,000** in COVID-19 Relief Funds to keep families stably housed
- Supported **14 families** through the ALICE Emergency Fund
- Conducted **458** substance abuse and mental health screenings
- Processed **42 applications** for Quarles fuel assistance for families across Virginia

VOLUNTEER IMPACT

Community members volunteered **3,252 hours** virtually and in our office.

A value of:



\$88,454!

COMMUNITY IMPACT

VAN collaborated with community partners on several resource fairs and community events, including:

- 5 Voter Registration Drives
- 2 COVID-19 Testing Clinics
- 2 Flu Shot Clinics
- 3 Community Forums on Racial Equity
- First Project Connect Event

IMPACT TO DATE

3,940

FAMILIES SERVED

10,158

PEOPLE HELPED

2,000+

RESOLVED CASES

9,925

REFERRALS MADE

VAN launched in October 2017

OUR TOP SUPPORTERS IN 2020



The Woltz-Winchester Foundation, The John and Margaret Harrell Charitable Trust & Braddock Street UMC

Find us in 2021 at our new location on the Our Health Campus!

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