

Memorandum

**To:** CAAB Members  
**From:** Michelle Jefferson, Chair  
**Date:** May 26, 2026  
**Subject:** CAAB Meeting – June 2, 2026

The next CAAB meeting will be held on Tuesday June 2, 2026, at the Fairfax County Government Center in meeting room 8 at 7:30 PM.

**Medicaid Update Presentation- Department of Family Services**

A presentation on Medicaid updates will be provided by the Department of Family Services Director Michael Becketts.

**FY26 CSBG 2<sup>nd</sup> Quarter Report**

Staff will present the CSBG FY24 1<sup>st</sup> quarter report. Included in this meeting packet are:

- Financial report for Federal CSBG and TANF
- Narrative Reports

**Membership and Election Committee Report**

An update on the actions taken to fill vacancies will be given.

**CCFAC Meeting Report**

Michele Menapace, CAAB representative on the Consolidated Community Funding Advisory Committee, will provide a brief update on the CCFAC's latest meeting.

**CAAB Member Sharing**

As a reminder, Member Sharing was established for CAAB members to report the “word on the street” - issues that affect the low-income community about which the CAAB should be aware; ten (10) minutes are allocated to this agenda item.

**Attachments**

June 2026 Meeting Agenda  
May 2025 Meeting Minutes  
Financial report for Federal CSBG and TANF  
Narrative Report



## Fairfax County Community Action Advisory Board Meeting

Tuesday, June 2, 2026

7:30 PM

Fairfax County Government Center, room 8

### AGENDA

TIME	ISSUE	INFO/ACTION	PRESENTER
7:30 PM	Call to Order		Michelle Jefferson, Chair
	CAAB Mission Statement	Info	Michelle Jefferson, Chair
	Approval of Minutes	Action	Michelle Jefferson, Chair
	DFS Medicaid Presentation	Info	Director Michael Becketts, DFS
	CSBG 2 <sup>nd</sup> Quarter Report	Info	CAAB Staff
	Membership and Elections Committee Report	Info	Heather Thomas, Ben Zuhl Membership and Elections Committee Co-Chairs
	CAAB Member Sharing	Info	CAAB Members
	Adjourn		

Next CAAB Meeting

Tuesday, Jul 7, 2026

7:30 PM

VIRTUAL on Teams

The Community Action Advisory Board's mission is to make a positive difference in the lives of people experiencing poverty by influencing decision makers, providing funding, and taking actions to address the root causes and conditions of poverty and injustice.



**Fairfax County Community Action Advisory Board**  
**Meeting Minutes**  
**Tuesday, May 5, 2026, 7:30 PM**  
**Fairfax County Government Center, Rooms 9&10**

**Members in Attendance:** Nermin AbdelWahab, April Hall, Shari Zamarra, Michelle Jefferson, Marcia McDevitt, Michele Menapace, John Michael Forrest, Brian Reach, Ken McMillon, Will Guthrie, Dolores Cole, Felicia Webster

**Members participating remotely due medical reasons or personal matters:** Lisa Washington, Alexandria; Heather Thomas, Centreville; Sanda Barksdale, Reston; Ben Zuhl, Fairfax County; Nicole Tapia, Alexandria; Debra Graves, Alexandria

**Absent:** Juana Cruz, Alice Yam, Hunter Doe, Maria Leiva, Bronia Ashford, Carolina Hockenberry, Tanya Tavassolie, Michael Mahrer

The meeting was called to order at 7:32 PM by Michelle Jefferson.

**Motions to Proceed with Members' Electronic Participation:** Motion to proceed with electronic meeting made Heather Thomas, seconded by Michele Menapace and passed.

The CAAB members in the room stated the mission of the CAAB, together. The motion to approve the meeting minutes was made by Michele Menapace, seconded by Marcia McDevitt, and passed.

**Presentation: DPMM Presentation Information by Michelle Brizzi and Karin Ventura,** CSBG/TANF are deigned "subrecipient" funding. The funding is reimbursed each month versus other programs that are funded quarterly. Any program that we do not fund fully will have to submit two reports. All programs will get funded by either CSBG or County General Funds.

**FY 27-28 CSBG Program Selection**

Michele Menapace moved to use the \$803,250 in TANF funding for these Five programs: Shelter House-Artemis House at \$128,076.80, Cornerstones- Affordable Housing Plus at \$111,831.80, Prevention of blindness- Glasses for Scholars at \$123,903, Northern Virginia Family Services-Multicultural Center at \$257,402, and Shelter House Community Case Management at \$182,036. The motion was seconded by Brian Reach and unanimously passed.

Michele Menapace moved to use the \$792,951 CSBG funding for the following eight programs: Korean Community Service Center of Greater Washington Community Health Program at \$85,280, NVFS Medication Assistance Program at \$138,116, Pathway Homes Hunger Buster \$17,172, NVFS Multicultural Center \$189,847, Korean Community Service Center Financial Self Sufficiency \$126,393, NVFS Workforce Development \$90,585, Korean Community Center-LETS

\$72,658, and The Skillsource Group Ticket to Work Program at \$73,900. The motion was seconded by John Forrest and passed.

DPMM suggested having a backup plan in case programs decided not to take federal funding. Michelle Jefferson spoke about having a plan B. Nermin suggested funding the rest of the programs at the maximum amount. The board's plan B is to fund the Korean Mental Health Resource building program at \$97,641, add the remaining total to Korean Community Health Program at about \$40,000, and to add Homestretch at \$26,094.00.

Michele Menapace moved to have the plan B option for funding, seconded by Ken McMillon and passed.

**Membership and Election Committee Report:**

Heather Thomas stated the membership and elections committee will be meeting and Ben Zuhl spoke about reaching out to FACETS to see if their leadership program may have some suggestions.

**CCFAC Meeting Report:**

Michelle Jefferson is a representative on CCFAC. Michele Menapace stated that the Five-Year Consolidated Plan is for federal housing dollars to come to the county. Michele Menapace shared that the plan was approved for public release and there will to be a public hearing by the Board of Supervisors before the final plan is submitted to the federal government. Marcia McDevitt added that because of public comment, they are looking at victims of human trafficking.

**CAAB Member Sharing:**

Shari Zamarra shared a story about a previous member who dealt with homelessness. She started a non-profit for kids aging out of foster care.

Heather Thomas stated that the childcare group is trying to get Senator Warner to cosign on the Child Care Modernization Act. Heather Thomas asked the board to reach out to Senator Warner's office to sign on to the Child Care Modernization Act as well.

Michelle Jefferson thanked John Forrest and Heather Thomas for speaking at the public hearing.

**Adjournment:** The motion to adjourn was made by Michele Menapace, seconded by Nermin AbdelWahab and passed. The meeting adjourned 9:37pm.

FY26 CSBG 3<sup>rd</sup> Quarter Report

Community Services Block Grants Worksheet - 3rd Qtr FY 2026						
	CSBG Contract Amount	Federal CSBG Q3 Expended	TANF CSBG Q3 Expended	TOTAL CSBG Q3 Expended	Remaining Federal CSBG Balance	Remaining TANF Balance
<b>Housing (19%)</b>						
Shelter House - Domestic Violence Homelessness	\$ 264,744.00	\$ 47,818.51		\$ 47,818.51	\$ 113,175.36	
<b>Subtotal</b>	\$ 264,744.00	\$ 47,818.51	\$ -	\$ 47,818.51	\$ 113,175.36	\$ -
<b>Health &amp; Social/Behavioral Development (38%)</b>						
Food and Friends*	\$ 53,540.00	\$ 1,619.06		\$ 1,619.06	\$ 43,165.80	
Food for Others*	\$ 247,078.33		\$ 52,845.42	\$ 52,845.42		\$ 82,761.33
Second Story - Food Access	\$ 31,416.00		\$ 7,496.00	\$ 7,496.00		\$ 9,538.46
Pathway Homes	\$ 24,500.00	\$ 6,063.86		\$ 6,063.86	\$ 11,492.17	
Cornerstones - Assistance Services & Pantry (RFP 1)*	\$ 150,912.00		\$ 34,550.86	\$ 34,550.86		\$ 31,169.91
<b>Subtotal</b>	\$ 507,446.33	\$ 7,682.92	\$ 94,892.28	\$ 102,575.20	\$ 54,657.97	\$ 123,469.70
<b>Support Services (26%)</b>						
Cornerstones - Connections for Hope*	\$ 124,717.00	\$ 33,606.87		\$ 33,606.87	\$ 29,958.32	
Shelter House -Community Case Management Program*	\$ 190,340.00	\$ 15,215.18	\$ 7,494.04	\$ 22,709.22	\$ 35,876.97	\$ 17,807.78
<b>Subtotal</b>	\$ 315,057.00	\$ 48,822.05	\$ 7,494.04	\$ 56,316.09	\$ 65,835.29	\$ 17,807.78
<b>Education &amp; Cognitive Development (17%)</b>						
Northern Virginia Family Services*	\$ 118,552.00	\$ 29,171.73		\$ 29,171.73	\$ 31,036.81	
Second Story - Springfield Safe Youth Project	\$ 46,284.00		\$ 11,571.00	\$ 11,571.00		\$ 11,571.00
Second Story - Culmore Safe Youth Project	\$ 45,842.00		\$ 11,460.51	\$ 11,460.51		\$ 11,460.47
<b>Subtotal</b>	\$ 210,678.00	\$ 29,171.73	\$ 23,031.51	\$ 52,203.24	\$ 31,036.81	\$ 23,031.47
<b>Total</b>	\$ 1,297,925.33	\$ 133,495.21	\$ 125,417.83	\$ 258,913.04	\$ 264,705.43	\$ 164,308.95

Community Services Block Grants Worksheet - FY 2026 YTD			
	Federal CSBG	TANF CSBG	TOTAL CSBG
<b>Housing (19%)</b>			
Shelter House - Domestic Violence Homelessness	\$ 151,568.64	\$ -	\$ 151,568.64
<b>Subtotal</b>	\$ 151,568.64		\$ 151,568.64
<b>Health &amp; Social/Behavioral Development (38%)</b>			
Food and Friends	\$ 10,374.20	\$ -	\$ 10,374.20
Food for Others	\$ -	\$ 164,317.00	\$ 164,317.00
Second Story - Food Access	\$ -	\$ 21,877.54	\$ 21,877.54
Pathway Homes	\$ 13,007.83	\$ -	\$ 13,007.83
Cornerstones - Assistance Services & Pantry (RFP 1)	\$ -	\$ 119,742.09	\$ 119,742.09
<b>Subtotal</b>	\$ 23,382.03	\$ 305,936.63	\$ 329,318.66
<b>Support Services (26%)</b>			
Cornerstones - Connections for Hope	\$ 94,758.68	\$ -	\$ 94,758.68
Shelter House - Community Case Management Program	\$ 91,559.03	\$ 45,096.22	\$ 136,655.25
<b>Subtotal</b>	\$ 186,317.71	\$ 45,096.22	\$ 231,413.93
<b>Education &amp; Cognitive Development (17%)</b>			
Northern Virginia Family Services	\$ 87,515.19	\$ -	\$ 87,515.19
Second Story - Springfield Safe Youth Project	\$ -	\$ 34,713.00	\$ 34,713.00
Second Story - Culmore Safe Youth Project	\$ -	\$ 34,381.53	\$ 34,381.53
<b>Subtotal</b>	\$ 87,515.19	\$ 69,094.53	\$ 156,609.72
<b>Total</b>	\$ 448,783.57	\$ 420,127.38	\$ 868,910.95

**COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM**  
**Fiscal Year 2026**  
**Third Quarter Narrative Report**

**Organization:** Cornerstones, Inc.

**Program:** Assistance Services and Pantry Program (ASAPP)

**Cornerstones - Assistance  
Services and Pantry**

Description of Activities	Annual Goals				Description of Outcome	TOTAL Through Q3			Annual Program Service Target	Annual Program Outcome Target
	Service Target	Outcome Target	Outcome Target	Number Served		# Achieved Outcome	% Achieve Outcome			
Provides supplemental food/toiletries, clothing, rent/utility payments, and other basic needs	CSBG	4104	3283	80%	80% of households will receive urgent assistance (CSBG Outcome)	2821	2821	1424%	69%	0%
	Total	4104	3283	80%		2821	2821	1424%	69%	0%

**Program Description:** Provides supplemental food/toiletries, clothing, rent/utilities payments and/or other assistance to low-income households to support basic needs in a trauma informed environment.

**Funded Amount:** TANF - \$150,912

**Number of Clients Projected to be served for the year:** 4,104

**Number of Clients Projected to Achieve Outcomes:** 3,283

**Actual Number of Clients Served YTD:** 2,821

**Actual Number of Clients Achieving Outcome:** 2,821

**Program Activities this Quarter:**

ASAPP continues working with community donors to make sure our clients receive the healthiest food for their household. This requires staff and volunteers to pick up donations from local retailers, farmers markets, churches, and the Capital Area Food Bank's Produce Hub, among others, several times a week or month, while at the same time making the office is available for client walk-ins every weekday and one Saturday a month.

We also applied for our own USDA FNS permit to run the SNAP at Market (FreshMatch) program at the Reston Farmers Market for the upcoming market season. In prior years, we had used the Fairfax County Park Authority's FNS number but that was disallowed this year.

**Program Achievements:**

ASAPP participated in Stuff the Bus food drive, as part of Fairfax County Neighborhood and Community Services initiative, where we had the opportunity to collect non-perishable items during the food drive.

We were informed that our FNS permit was approved by USDA and, separately, from the FreshMatch program, ASAPP once again received funding for EBT benefits matching for the upcoming farmers market season.

We continue to integrate our Food Hub program with ASAPP, with shared, overlapping responsibilities, cross-training, joint reporting, and joint staff meetings. This results in capacity for both operations and demonstration of combined impact.

**Program Challenges this Quarter:**

In March, we saw a surge in clients struggling with rising gas and food prices, coupled with reduced work hours for some of those clients. This aligns with broader trends showing heightened inflation pressure.

We continue educating our donors in terms of donating cultural appropriate foods and, for some, to help them understand that while we do appreciate their donations, we really want to provide healthy and nutritious foods to all our clients.

**Describe how local partners are used to enhance your program:**

A Simple Gesture collects food every other month and has been making a huge impact in donating thousands of pounds of food, toiletries, and diapers for children for our food pantry. In addition, three of the churches in the area continue collecting food for us once a month. The produce we receive monthly from CAFB gives us the opportunity to offer fresh and healthy produce to our clients. Finally, our grocery store rescue partners allow us to provide both our pantry and the feeding sites of others with important food items desired by most all clients.

**Changes in Client Population:**

During our third quarter, ASAPP staff did not notice any changes in the population; however, the staff members at Cornerstones food pantry continue helping all those families and individuals that come through the pantry door to find the resources they need in terms of healthcare, job opportunities, and other vital resources.

**Staff Turnover:**

Cornerstones food pantry staff team remains at three and we have had no staff changes. As mentioned earlier, staff from the Food Hub are available to assist ASAPP operations and vice versa.

**Client Story:**

There is a couple who had to stop working a year ago because their work permits expired. Both the husband and wife came in February and let us know that the wife got her work permit again and she started applying for a job. In March, the husband got his work permit, too, and now he has been applying for jobs. They are still looking for jobs but having their work permits is a huge step for them, and they have been very appreciative for the support the food pantry has provided for them during the last 12 months.

**Organization:** Cornerstones, Inc.  
**Program:** Connections for Hope Partnership

Cornerstones Connections for Hope Partnership										
Description of Activities	Annual Goals				Description of Outcome	TOTAL Through Q3			Annual Program Service Target	Annual Program Outcome Target
	Service	Outcome	Outcome	Number		# Achieved	% Achieve			
	Target	Target	Target	Served		Outcome	Outcome			
Connections for Hope Partnership is the hub for Integrated Care Management providing access to information and resources that promote stability, health and connectedness to individuals and families at risk of losing their housing	CSBG	335	302	90%	Adults are provided with a safety net or community resources that promote stability <b>(CSBG Outcome)</b>	452	452	100%	135%	135%
	Total	335	302	90%		452	452	100%	135%	135%

**Program Description:** Provides access to information and resources that promote stability, health, and connectedness.

**Funded Amount:** CSBG - \$124,717

**Number of Clients Projected to be served for the year:** 335

**Number of Clients Projected to Achieve Outcomes:** 302

**Actual Number of Clients Served YTD:** 452

**Actual Number of Clients Achieving Outcome:** 452

**Program Activities this Quarter:**

During the third quarter, the program focused on delivering client-centered services aimed at improving stability and access to essential resources. Case managers collaborated closely with clients to assess immediate needs, set achievable goals, and provide ongoing guidance throughout the service period.

Core activities included crisis intervention, benefits navigation, and direct assistance with applications for housing support, healthcare coverage, and financial aid programs. Staff also increased efforts to connect clients with preventive services, including financial education and healthcare enrollment support, to reduce long-term vulnerability. The program also emphasized initiative-taking engagement by conducting follow-ups with existing clients and expanding outreach efforts to reach individuals who may not have previously accessed services.

**Program Achievements:**

This quarter, the program demonstrated meaningful progress toward its intended outcomes, particularly in improving client access to critical services. A growing number of clients were able to secure healthcare coverage, maintain housing stability, or connect with supportive resources that address ongoing needs.

Clients showed increased ability to navigate systems independently, reflecting progress toward self-sufficiency. The program also strengthened service delivery by responding more efficiently to client needs and increasing successful referrals to partner organizations. These outcomes indicate continued alignment with program goals and a positive trajectory toward meeting annual targets.

**Program Challenges this Quarter:**

The program encountered ongoing challenges related to the complexity and urgency of client needs. Many individuals are facing multiple overlapping barriers, including high housing costs, limited income, and difficulty accessing affordable healthcare. In some cases, delays in external systems—such as processing times for benefits or limited availability of services—slowed client progress. Additionally, language and cultural barriers continue to impact service accessibility for some populations.

To respond, the program adjusted service strategies by prioritizing high-need cases, increasing one-on-one support, and enhancing coordination with external providers. Staff also continued to identify new resources and advocate for clients when barriers arose.

**Describe how local partners are used to enhance your program:**

Collaboration remains a key component of the program’s success. The program actively works with local service providers to expand the range and quality of support available to clients. Partnerships with healthcare providers, housing organizations, and community-based groups allow for more comprehensive service delivery. These relationships improve referral pathways, reduce duplication of services, and ensure that clients receive timely and appropriate assistance. Through these collaborations, the program can address both immediate needs and longer-term goals more effectively.

**Changes in Client Population:**

This quarter, the program observed a shift in client needs, with an increasing number of individuals seeking assistance for necessities, particularly housing and healthcare. Financial strain is affecting a broader segment of the community, including individuals who may not have previously required support.

The program is also serving a higher proportion of clients who require intensive, ongoing case management due to complex circumstances. This has impacted staff capacity and increased the time required per client. To address these trends, the program is adapting by strengthening resource coordination, expanding outreach, and identifying service gaps that may require additional community attention.

**Staff Turnover:**

The program experienced staffing transitions within the Case Management team during the quarter, which resulted in a temporary reduction in team capacity. As a result, remaining team members took on additional responsibilities and redistributed caseloads to ensure continuity of services for clients. While this created short-term challenges in workload balance, the team-maintained service delivery through strong collaboration and adaptability until staffing levels were restored. Retention remains a priority, and the organization continues to support staff through training, supervision, and efforts to promote workplace stability and engagement.

**Client Story:**

Reese entered the program experiencing significant financial hardship and was at risk of losing stable housing. Through consistent engagement with a case manager, the client was able to access emergency housing rental assistance and connect with resources that stabilized their immediate situation. Beyond crisis support, the client received guidance on accessing healthcare and was successfully enrolled in a coverage program. Over time, the client began to build

confidence in managing their needs and utilizing available resources. This experience reflects the program's ability to provide both immediate relief and long-term support, helping clients move toward greater independence.

**Organization:** Food and Friends

**Program:** Home-Delivered Medically Tailored Meals and Nutrition Therapy

Description of Activities	Annual Goals				Description of Outcome	TOTAL Through Q3			Annual Program Service Target	Annual Program Outcome Target
		Service	Outcome	Outcome		Number	#	% Achieve		
		Target	Target	Target		Served	Outcome	Outcome		
Food and Friends will provide medically tailored home-delivered meals and groceries in combination with medical nutrition therapy to those with serious or chronic illness	CSBG	42	29	70%	100% of adults have access to community safety net resources that promote stability <b>(CSBG Outcome)</b>	45	45	100%	107%	107%
	Total	42	29	70%		45	45	100%	107%	107%

**Program Description:** Provides medically tailored home delivered meals and groceries in combination with medical nutrition therapy to help people living with serious or chronic illness/es.

**Funded Amount:** CSBG - \$31,683

**Number of Clients Projected to be served for the year:** 42

**Number of Clients Projected to Achieve Outcomes:** 29

**Actual Number of Clients Served YTD:** 45

**Actual Number of Clients Achieving Outcome:** 45

**Program Activities this Quarter:**

During Q3, Food & Friends delivered 846 meals overall to six (6) CSBG clients in Fairfax County, VA. The Nutrition Services Team did not provide any medical nutrition counselling to clients living in Fairfax County, VA in Q3. Two webinars were sent out to clients, but we did not have participation from clients living in Fairfax County, VA this quarter.

**Program Achievements:**

Client Social Hour: On March 31st the Client Services Team hosted the first Social Hour of 2026. Five (5) clients joined to check in on their new year’s resolutions and get inspiration from each other. Clients listened to a presentation on how to set successful goals and the steps to follow through. They then made their own personal goal bingo cards to motivate themselves for spring activities and tasks. Two lucky clients knew the answers to the trivia question, winning them a raffle prize. It was a successful event strengthening social connections with each other and getting to know our team better.

Client Nutrition Webinars – The Nutrition Services team creates educational webinars for clients monthly (10 out of 12 months a year). They are sent by text and email so clients can watch them at a time that is convenient for them. Each webinar has a brief quiz, and the dietitians can follow up with any client that either does not have correct answers or asks a question in the quiz. We did not have clients within the CSBG grant participate in these webinars, but all webinars will continue to be on our website for clients to access.

Client Focus Group – The Nutrition Services Team holds periods focus groups for clients to give feedback about the food and program overall. We sent our Focus Group questions out by online survey to our Medically Tailored Grocery program clients in December.

**Program Challenges this Quarter:**

Food & Friends did not experience any challenges in providing services to its clients during this quarter other than inclement weather in January 2026. Due to the impending storm on January 25th, Food & Friends packed meals ahead of time and recruited additional staff and volunteer delivery drivers so that we could deliver meals for clients with scheduled deliveries on before the storm. This ensured that clients received their meals ahead of the storm. Normal delivery operations restarted on January 28th, but many roads were still impassable. Our delivery team worked throughout the next week to redeliver to clients we could not reach due to dangerous conditions earlier in the clean-up process. Finally, by early February, all redeliveries from the previous week had been completed.

**Describe how local partners are used to enhance your program:**

There are a total of twenty-five (25) referral partners that referred clients to us in the Fairfax targeted areas for CSBG. This quarter we completed a partner referral survey to gain insight into our client application process that will help us continue to provide optimal services. We reached out to referral partners who serve clients in CSBG Fairfax County areas such as, Fairfax County Department of Family Services, Fairfax County Government, and Fairfax County Department of Family Services, Area Agency on Aging. The data has been compiled and analyzed. We will report on the findings in Q4. During this quarter, there were 1,498 total volunteers with a total of 17,343 volunteer hours.

**Changes in Client Population:**

None

**Staff Turnover:**

None

**Client Story:**

During Q3, our dietitians have been working with a tough client. She has several comorbidities and reports she is shuffled around a lot by other providers. The client is on service to help improve nutrient malabsorption and increased nutrient needs related to her illness. She has been working with her registered dietitian to manage digestive and food tolerance issues that are complicated by her chronic illness. This includes providing nutritional supplements and providing the client with a blender to help with texture issues. All these interventions aim to improve/increase the client's nutrition intake.

**Organization:** Food For Others  
**Program:** Emergency Food Program

Food for Others										
Description of Activities	Annual Goals				Description of Outcome	TOTAL Through Q3			Annual Program Service Target	Annual Program Outcome Target
	Service Target	Outcome Target	Outcome Target %	Number Served		# Achieved Outcome	% Achieve Outcome			
Provide emergency food assistance to clients w referrals from social workers or social service orgs. The boxes provide clients w staples, such as milk, eggs, and non-perishable items.	CSBG	5970	5,373	90%	Clients have increased food security. <b>(CSBG Outcome)</b>	8163	8163	100%	137%	137%
	Total	5970	5373	90%		8163	8163	100%	137%	137%

**Program Description:** Families receive food on an emergency basis with a referral from a social worker or other social service agency. The food includes milk, eggs, and non-perishable items. Families can pick up food up to eight times a year. Clients can pick up food at our choice pantry or receive assistance at a mobile site distribution.

**Funded Amount:** CSBG - \$224,117

**Number of Clients Projected to be served for the year:** 5,970

**Number of Clients Projected to Achieve Outcomes:** 5,373

**Actual Number of Clients Served YTD:** 8,163

**Actual Number of Clients Achieving Outcome:** 8,163

**Program Activities this Quarter:**

During Q3, the Food for Others team adjusted to our new normal. As we continue to balance the rising cost of living – juggling the price of food and gas – we are seeing more people utilizing the pantry as they struggle to make ends meet.

Uncertainty lies ahead as we continue to see the impacts of rising economic challenges – many people are struggling as the prices of groceries and gas exceed the limits of their budgets. As we have conversations about the rising demand, operational sustainability is critical. We are committed to meeting the rising need in the community, welcoming more of our neighbors as they need to turn towards food resources.

**Program Achievements:**

100% of families who came to Food for Others or picked up from a mobile site location with a referral have access to the security net that we provide. Through our Client Satisfaction Survey, we track client responses to food security-based questions to assess the impact of our programming. Preliminary survey data continues to show an increase in food security through our support.

**Program Challenges this Quarter:**

Q3 brought new challenges as we try to mitigate the rising economic pressures many of our clients are facing. As the impacts of the war in Iran and the DHS shutdown continue to loom, more people are accessing food resources.

Some of the key challenges we have experienced are:

- **Plastic Prices:** Impacted primarily by the war in Iran, the price of plastic is increasing. Due to the amount of oil needed to make plastic and the quantity of plastic created in the Middle East, we are experiencing a national rise in the price of plastic. Food items and supplies, such as netting which we heavily rely on, are going to be impacted as the price continues to rise. We've already heard from two separate vendors about price increases due to this.
- **CDL Guidelines:** New guidelines to Commercial Driver's License (CDL) regulations were implemented in March regarding the eligibility of non-United States citizens to possess a CDL. An estimated 5% of current CDL drivers are impacted. We expect higher freight costs and more difficulty coordinating deliveries due to driver shortages.
- **ICE Activity:** Due to the uncertainty surrounding ICE presence in the community, we are continuing to experience more walk ups at our Neighborhood Site distributions. For context, we do not collect identifying information at our Neighborhood Site distributions. Our team monitors the situation at different sites, preparing more food to meet the increased demand.
- **Gas Prices:** As we continue to see the expanding impacts of rising oil prices, our clients are feeling the effects and struggling to keep up. We anticipate more requests for delivery and added demand at our Mobile Site distributions. The price increases are also impacting us internally with our dependency on truck usage (4 in our fleet) for food rescue activity and delivery.
- **Food Prices:** Due to continued impacts of the current administration, the cost of groceries and goods continues to rise. Our community also continues to feel the impact of changes to the Supplemental Nutrition Assistance Program (SNAP) eligibility requirements, causing many who once qualified for support to no longer be eligible.

Our program team continues to closely monitor prices and other impacts that are impacting our procurement process.

**Describe how local partners are used to enhance your program:**

Food for Others is very active in our community and collaborates with a variety of organizations focused on improving our community's well-being. Food for Others is excited to invite local organizations and partners to My Market, our choice pantry, to provide information for additional services. Last quarter we had the organizations listed below join us:

- Kitchen of Purpose
- Fairfax County Health Department
- Edu-Futuro
- Britepaths
- Inova Health System
- Coordinated Services Planning
- Fairfax County Department of Family Services
- Northern Virginia Family Services
- AYUDA
- Centers for Opportunities

- Anthem HealthKeepers Plus
- Aetna Better Health
- Family Assistance Workers

Additionally, we are expanding our relationship with the Shepherd's Center with the goal of collaborating on food deliveries throughout Fairfax County. Our current food delivery process is geographically limited to a 10-mile radius of the pantry due to the restrictions of the DoorDash's Project DASH. A partnership with the Shepherd's Center would expand our delivery radius and increase food access to homebound individuals.

### **Changes in Client Population:**

As uncertainty looms in many households, people are struggling to manage the rising cost of living. Families are having to make difficult decisions; faced with paying rent or purchasing groceries. As we see more people accessing services, driven by the soaring cost of groceries, gas, rent, etc., we are committed to keeping our shelves stocked.

Our team is closely monitoring economic and political developments, both locally and nationally, to prepare for Q4 and FY27.

### **Staff Turnover:**

Throughout Q3, we experienced several team transitions,

- We introduced our new Director of Volunteer Services, Kyle, to our leadership team.
- Our Volunteer Coordinator position is vacant following the departure of our temp employee in March. We are in the latter stages of hiring for this role, a process led by our new Director of Volunteer Services.
- We have extended the contract of our Interim Volunteer Manager through the spring, providing additional support for our team through the Volunteer Coordinator hiring process.
- We are hiring a Client Intake Coordinator following a promotion for our previous coordinator to Client Resources Coordinator and the departure of our temp employee filling the position.
- We have hired a new Communications Coordinator, a new position on our Development & Communications team. We concluded hiring in Q3, and our new team member will begin in early Q4.
- We welcomed a new temp Warehouse employee.

### **Client Story:**

"I was overwhelmed by the kindness and the amount of food that I was able to receive. I am so thankful that I was able to experience the kindness from the staff and felt very welcome and the volunteers made everything so easy." - Cassandra

**Organization:** Northern Virginia Family Services  
**Program:** Training Futures

Northern VA Family Service: Training Futures										
Description of Activities	Annual Goals				Description of Outcome	TOTAL Through Q3			Annual Program Service Target	Annual Program Outcome Target
	Service	Outcome	Outcome	Number		#	% Achieve			
	Target	Target	Target	Served		Outcome	Outcome			
Training futures teaches marketable technical skills in a modern professional workplace environment where trainees experience workplace culture, develop foundational digital skills, job search support, and wrap-around support to navigate life challenges as they complete training	CSBG	11	9	80%	80% of adults complete job skills training (CSBG Outcome)	25	3	12%	227%	27%
	Total	11	9	80%		25	3	12%	227%	27%

**Program Description:** Training Futures teaches marketable technical skills in a modern professional workplace environment where trainees experience a workplace culture; develop foundational digital skills and digital literacy; participate in an internship or capstone project; and receive customized job search and retention support after completing the training cycle. Trainees also receive wrap-around support to navigate competing life challenges or other life responsibilities as they complete the training.

**Funded Amount:** CSBG - \$118,552

**Number of Clients Projected to be served for the year:** 11

**Number of Clients Projected to Achieve Outcomes:** 9

**Actual Number of Clients Served YTD:** 25

**Actual Number of Clients Achieving Outcome:** 3

**Program Activities this Quarter:**

In Q3, we continued supporting graduates from past training cycles who were actively looking for jobs. In January, we hosted an Employer Spotlight event with representatives from the Fairfax County Government's HR department. The presenters provided a detailed overview of the county's application process as well as guidance on how to create a strong and effective profile. Eleven graduates, including 5 CSBG clients, attended.

In February, we held a three-day orientation for the clients who are enrolled in the current cohort. During orientation, all clients received laptops from our laptop lending library to use during the training cycle and during their job search.

In March we started a new 12-week training cycle. We have six CSBG participants, and all are on track to successfully complete the training in May.

**Program Achievements:**

Trainees are currently working toward the graduation outcome by participating in daily training sessions in a simulated hybrid office environment. They have demonstrated growth in several areas, including digital skills proficiency. All program participants showed an increase in digital literacy skills as measured by the Northstar Digital Literacy Assessments. Trainees also strengthened their public speaking skills and learned how to work as a team by creating program brochures and supporting one another in the process.

In Q3, trainees received progress reports and participated in one-on-one meetings with their supervisors to discuss their performance. All trainees have been steadily working towards their goals and are now ready to move on to the Getting and Keeping a Job phase of the training.

**Program Challenges this Quarter:**

One recurring challenge our program faces is aligning the timing of training cycles with our year-round application process. While prospective clients can apply at any time, once a training cycle begins, interested applicants must wait until the next cycle starts. During this waiting period, some individuals' circumstances change, and they are ultimately unable to enroll. Although we are on track to meet our outcomes this year, we continue to set higher enrollment goals to increase the number of graduates we serve. To support this, we are working with the new Director of Communications to strengthen our marketing efforts and implement more targeted outreach strategies. Through these efforts, we aim to attract more applicants and generate greater interest in the program.

**Describe how local partners are used to enhance your program:**

In Q3, we established a partnership with the International Language Academy (ILA) to offer English courses to our ELL population through co-enrollment. Eight trainees, including four CSBG clients, are attending 2-hour virtual English classes taught by an ILA instructor each week. Participants will earn a certificate of completion from ILA in conjunction with their certificate from Training Futures. We look forward to recognizing this achievement at our graduation ceremony in May.

**Changes in Client Population:**

Adding a full-time Career Navigator to Workforce Development would significantly strengthen NVFS's ability to serve clients whose goals fall outside of, or evolve beyond, Training Futures pathways. Many clients who reach out to Training Futures are in immediate need of employment and cannot wait for the next training cycle to begin; having a dedicated Career Navigator ensures they are quickly connected to individualized support and job search assistance. This role prevents clients from falling through the gaps by providing continuous guidance as they explore, enter, or transition across different tracks. Career Navigators offer hands-on support in navigating the digital job market, building confidence, and aligning skills with employer needs, while also allowing for flexibility when a client's circumstances or goals change. By maintaining consistent engagement and creating a seamless experience across services, a full-time Career Navigator improves access, strengthens retention, and increases the likelihood that clients secure and sustain employment that leads to long-term economic mobility.

**Staff Turnover:**

None

**Client Story:**

Eve came to Training Futures with so much potential—holding a college degree from an American university and having even worked remotely during the COVID-19 pandemic. On paper, she was more than qualified. But what wasn't visible was the impact of a deeply negative experience in that role—one that left her shaken and unsure of herself in ways she couldn't easily explain.

When the job ended, it wasn't just a loss of employment—it was a loss of confidence. The idea of applying for a new job felt overwhelming. Interviews became a source of anxiety. The thought of having to talk about her experience—or even being asked questions that might bring her back to that moment—felt like reliving the trauma all over again. At times, she couldn't even put into words what she had gone through, only that it had changed how she saw herself and her abilities. Recognizing this, the Training Futures team met her where she was—with patience, understanding, and care. Rather than pushing her into a process she wasn't ready for, they created an internal internship opportunity at the Center for Workforce Development. It was a safe, supportive space where she could begin to rebuild—at her own pace. In that environment, she slowly started to reconnect with her strengths. She built meaningful relationships with colleagues, strengthened her soft skills, and utilized her technical abilities in ways that reminded her of what she was capable of. With each small success, her confidence began to return.

Alongside this experience, she received ongoing, gentle support with her job search—never rushed, always encouraged. Today, she has a resume that reflects not just her past, but her growth and resilience. She is now in a place where she feels ready to begin exploring new opportunities with the Training Futures team standing beside her as references and advocates—helping her move forward with renewed confidence and hope.

**Organization:** Pathway Homes**Program:** Hunger Buster

Pathway Homes: Hunger Buster										
Description of Activities	Annual Goals				Description of Outcome	TOTAL Through Q3			Annual Program Service Target	Annual Program Outcome Target
	Service	Outcome	Outcome	Number		# Achieved	% Achieve			
	Target	Target	Target	Served		Outcome	Outcome			
Providing low-income homeless adults with access to emergency food needs at intake, developing a list of food items based on individual needs, and delivering food baskets to units at time of move-in	CSBG	15	15	100%	100% of adults have access to community safety net resources that promote stability	15	15	100%	100%	100%
	Total	15	15	100%		15	15	100%	100%	100%
Providing low-income adults with mental health issues assessments and services, food baskets, ongoing nutrition education and referral to additional services	CSBG	15	15	100%	100% of persons have improved access to emergency basic needs assistance	15	15	100%	100%	100%
	Total	15	15	100%		15	12	80%	100%	80%
Providing low-income weekly assessment of feelings of hunger related to inability to afford/access enough food, education about food security, and contingency planning to access alternate sources of food as needed	CSBG	15	15	100%	100% of adults have increased food security	15	15	100%	100%	100%
	Total	15	15	100%		15	15	100%	100%	100%

**Program Description:** The following services will be provided to low-income homeless adults with serious mental illnesses and other disabilities: 1. Assess emergency food needs at intake. 3. Develop list of food items based on individual needs and cultural preferences. 4. Create food baskets based on individualized list. 5. Deliver food baskets to units at time of move-in.

**Funded Amount:** CSBG - \$24,500

**Number of Clients Projected to be served for the year:** 15

**Number of Clients Projected to Achieve Outcomes:** 15

**Actual Number of Clients Served YTD:** 15

**Actual Number of Clients Achieving Outcome:** 15

**Program Activities this Quarter:**

Pathway Homes leased units to individuals referred through the Fairfax County Continuum of Care Coordinated Entry System. Those individuals who met the income limits for CSBG were provided an order of groceries at move-in. Each week following, support staff surveyed participants about whether they were less hungry and have more food resources to assess if basic needs are met and whether additional referrals are needed. Support staff also worked with participants each month after move-in to provide nutrition education and develop an individualized grocery list which was delivered to them.

**Program Achievements:**

During the third quarter, the Hunger Buster program reached a key milestone by serving its 15th participant for the year, successfully meeting its annual target. Upon review, all participants have indicated that the provision of groceries has been helpful in providing additional food resources and ensuring their basic needs are met. The Hunger Buster program has allowed participants coming from chronic homelessness with very limited – or no – income, to focus on acclimating to living in permanent housing. As an additional gain to the Hunger Buster program, the development of individualized grocery shopping lists has enhanced the ability for support staff to engage with participants and build the critical rapport needed to support individuals with complex needs in establishing and maintaining stable housing.

### **Program Challenges this Quarter:**

During the third quarter, the program encountered ongoing challenges related to participant understanding of allowable purchases and appropriate use of funds. Some participants, particularly those with little to no income—have requested the inclusion of non-food items in their grocery orders to meet essential hygiene and housekeeping needs (e.g., cleaning supplies, deodorant, shampoo).

Staff have responded by providing targeted education on program guidelines while reinforcing broader concepts related to health, nutrition, and wellness. In parallel, staff have worked to connect participants with alternative community resources to obtain these items when available. These interactions have also created additional opportunities for engagement and skill-building around budgeting and prioritization of limited resources.

Despite these efforts, access to hygiene and housekeeping supplies remains a notable service gap. While many community resources appropriately prioritize food assistance, there are limited options to support basic cleaning and personal care needs. This gap has implications for housing stability, as maintaining a clean and hygienic living environment is essential for lease compliance, health outcomes, and long-term tenancy success.

### **Describe how local partners are used to enhance your program:**

Participants in this program are referred through the CoC Coordinated Entry System (OPEH) and are transitioning from chronic homelessness. Pathway Homes collaborates closely with the Fairfax-Falls Church Community Services Board (CSB) and homeless outreach partners to support successful transitions into permanent housing.

In addition, Pathway Homes partners with local organizations to secure donated furnishings and household items that help individuals settle into their new homes and create a sense of stability and belonging. Pathway Homes has also launched a mobile outreach unit in partnership with community homeless service providers and the faith-based community. This program includes a mobile shower unit that offers individuals experiencing homelessness a clean and dignified space to address basic hygiene needs.

Outreach staff use these engagement opportunities to connect individuals with local resources, including the Coordinated Entry System, helping to expedite access to housing and supportive services for which they are eligible.

### **Changes in Client Population:**

During the third quarter of this project, all participants have been identified and served by the program for at least one month. Seventy-three percent (11 of 15 served) entered the program with no income. The population is 87% male and 13% female, with only two females served. Sixty percent (60%) of individuals served are African American/Black, and 40% are Caucasian/White. One individual is Hispanic/Latino. Only one individual has employment, with all individuals older than 50 having no income.

### **Staff Turnover:**

During the past quarter, one staff member departed the agency; however, her caseload was successfully reassigned to another support worker, and there were no disruptions to food deliveries or client engagement. Recruitment remains challenging and often requires multiple rounds of job postings, as there has been an increase in candidates accepting positions, scheduling start dates, and then either not reporting for work or resigning after their first day.

**Client Story:**

One individual with a history of chronic homelessness presented with complex needs related to mental health and substance use, which initially made her hesitant to engage in services. Staff were able to provide food on a regular basis, creating consistent opportunities to build rapport and continue assessment. Over time, this relationship led to meaningful engagement, and the individual ultimately chose to pursue substance use treatment. She is now enrolled in a 30-day inpatient program.

We also have another individual who was a well-known long-term homeless individual with a long history of legal issues. Working with his outreach team from the CSB, we were able to get him housed and address long-term hygiene and health issues. Once housed, Pathway Homes staff was successful in assisting the person to set limits with another individual who was taking advantage of him by imposing himself on the client's new living situation, taking his food, and otherwise exploiting him. Pathway Homes staff were also successful in getting him an income via getting him social security benefits. He is now living successfully in his unit with an income and taking better care of his health and hygiene.

**Organization:** Second Story  
**Program:** Culmore Safe Youth Project

Second Story – Culmore Safe Youth Project										
Description of Activities	Annual Goals				Description of Outcome	TOTAL Through Q3			Annual Program Service Target	Annual Program Outcome Target
	Service Target	Outcome Target	Outcome Target	Number Served		# Achieved Outcome	% Achieve Outcome			
Youth have access to a safe place during out of school time hours and receive counseling support, service opportunities and enrichment activities	CSBG	30	27	90%	90% of persons feel a sense of connectedness to the community as a result of services.	28	28	100%	93%	93%
	Total	30	27	90%		28	28	100%	93%	93%
Youth receive support that encourages them to improve their academic achievement. This will include homework assistance, tutoring, supervised recreation and activities Monday-Friday.	CSBG	30	24	80%	80% of youth demonstrate improved academic performance	28	26	93%	93%	87%
	Total	30	24	80%		28	26	93%	93%	87%
Provide a safe place for youth during afterschool hours and counseling support, community opportunities, supervised recreation, enrichment activities, and homework assistance	CSBG	30	27	90%	90% of children and youth have stable or improved behavioral health	28	28	100%	93%	93%
	Total	30	27	90%		28	28	100%	93%	93%

**Program Description:** Youth will participate in activities and receive support that encourages them to improve their academic achievement. These will include homework assistance, tutoring, supervised recreation, and enrichment activities.

**Funded Amount:** CSBG - \$70,776

**Number of Clients Projected to be served for the year:** 30

**Number of Clients Projected to Achieve Outcomes:** 24

**Actual Number of Clients Served YTD:** 28

**Actual Number of Clients Achieving Outcome:** 26

**Program Activities this Quarter:**

During the third quarter of the 2025–2026 fiscal year, the Culmore Safe Youth Project continued operating during its regular academic school-year hours and remained a consistent source of support for students and their families. Throughout the quarter, the program provided direct services and referrals to help families meet essential needs such as academic support, food donations, hygiene products, health care resources, and school-related assistance for parents.

Academic support remained a central focus. Students brought in their report cards, and staff also reviewed their grades through the school system website to identify areas where improvement was needed. Students were required to bring their homework daily, and staff worked closely with them to complete assignments, understand the material, and prepare for upcoming tests and projects. Review sessions and workshops were held across core subjects including language arts, math, science, social studies, general knowledge, and personal care to strengthen students’ understanding of school content.

In addition to academic support, the program offered weekly prevention workshops that addressed important topics such as drug awareness, gang prevention, bullying, technology use, mental health, and other youth-focused issues. To keep students engaged, staff incorporated a variety of

educational games and interactive activities, using school technology, group work, learning circles, and even games created by the students themselves.

This quarter also marked the first time the program partnered with the Financial Empowerment Center to offer a financial literacy session. Students learned about the importance of saving and how to manage their money responsibly, adding a valuable life-skills component to the program.

Recreational and enrichment activities continued to play a major role in student engagement. Field days allowed students to go outside and participate in games such as “pass the flag,” which encouraged teamwork and fun. Weekly outdoor recreation days included sports, educational games, exercise, and art activities. Indoors, students enjoyed movie and documentary days, followed by discussions where they explained the themes and messages they took from the films. They also participated in board games, Kahoot sessions focused on math, geography, and science, and a variety of fun activities such as “follow the leader.” The program celebrated student birthdays and recognized positive behavior and academic effort.

Arts and crafts were incorporated throughout the quarter, providing students with creative outlets that also supported their mental health. Students designed their own games, created acting stories, and worked in groups on collaborative projects. They also participated in presentations on topics such as career exploration, giving them opportunities to practice public speaking and share their ideas, goals, and creations.

Teamwork and leadership development were emphasized through monthly group activities. Students worked together to clean and organize classroom areas such as bookshelves, tables, and game boxes. Sometimes one student was selected as the leader; other times, leadership was shared among all group members. These activities helped students understand responsibility, cooperation, and the value of volunteering.

Family engagement remained a key component of the program. Staff maintained daily communication with parents to encourage consistent attendance and offer support. Through wellness calls, staff assisted parents with behavior concerns, emotional support, and personal needs. Staff also helped families with school document translation and other paperwork. Several home visits were conducted to deliver food and assist families with creating necessary accounts or completing required documentation.

Overall, the third quarter was marked by strong academic support, meaningful prevention education, creative and recreational activities, and deepened family engagement. The Culmore Safe Youth Project continued to provide a safe, supportive, and enriching environment where students could learn, grow, and feel connected to their community.

### **Program Achievements:**

Throughout the quarter, students continued to receive strong support from staff, both academically and personally. Staff members provided pizza and fruit donations, which created a warm and welcoming environment and helped build positive relationships with the students. Most students turned in their grades during this period, allowing staff to update their files and better track their academic progress.

Students also participated in a financial empowerment session, which introduced them to the basics of saving and managing money. In addition to academic and life-skills learning, students took part in regular classroom organization and clean-up activities led by staff. These activities encouraged responsibility, teamwork, and pride in their shared space.

Staff continued to strengthen connections with both students and parents, working closely with families to understand and support their needs. Each week, students met one-on-one with staff to discuss personal goals, challenges, and areas for growth. These meetings helped students feel heard and supported, and they contributed to their overall personal development.

Parents also received meaningful support throughout the quarter. Staff assisted with document translation, provided wellness calls, and conducted home visits when needed. During these visits, families received food donations and help with various personal or school-related matters. This ongoing communication and outreach helped ensure that families felt supported and connected to the program.

#### **Program Challenges this Quarter:**

This quarter, the program experienced a noticeable decrease in student attendance on certain days. Several factors contributed to this decline. A few students moved to new residences that are now too far from the program, making it difficult for them to attend regularly. In addition, some students began participating in after-school activities that conflicted with program hours, limiting their ability to attend on a consistent basis. These changes affected overall attendance patterns throughout the quarter.

To address these challenges, the program will continue encouraging youth and their families to participate at least a few days each week, helping them stay connected and engaged even when daily attendance is not possible. Staff will also work with students to identify times that best fit their schedules, ensuring the program remains accessible despite after-school commitments. In addition, the team will increase outreach efforts to reconnect with families, raise awareness about program offerings, and support consistent participation moving forward.

#### **Describe how local partners are used to enhance your program:**

This quarter, the program continued to benefit from the support of key community partners whose contributions enriched the experiences of our students. The Financial Empowerment Center partnered with us to deliver a financial literacy session focused on the importance of saving and building healthy financial habits. This was the first time many students had been introduced to these concepts, and the session added meaningful value to their personal development.

We also continued our partnership with Cake4Kidz, whose generous cake donations allowed us to celebrate student birthdays throughout the quarter. These celebrations helped create a warm, inclusive environment and made students feel recognized and appreciated.

For the second year in a row, youth from the Culmore Safe Youth Program have received free new coats and winter gear through Operation Warm, in collaboration with Subaru Loves to Help. This generous initiative provided brand-new jackets not only for the youth but also for some of their

younger siblings, helping ensure they stayed warm during last winter's cold temperatures. This support made a meaningful difference, allowing children to face the season with greater comfort.

**Changes in Client Population:**

Most of the current clients served by the Culmore Safe Youth Project face significant challenges related to language barriers. Many youths have difficulty understanding their homework, which can impact their academic progress. They often feel insecure when speaking English due to concerns about pronunciation, and many also struggle with writing in English.

In response, the Culmore Safe Youth Project program coordinator continues to provide ESL tutoring by engaging youth in learning through fun and interactive activities, including games, music, and peer collaboration. These approaches encourage youth to support one another while practicing English, helping them build confidence in their language skills and improve their academic success.

**Staff Turnover:**

This quarter, the program coordinator was pleased to welcome a new volunteer to the program, bringing fresh energy and additional support to our daily activities. Staffing remained stable, and the team continued to work closely with students and families to ensure their needs were met. The presence of a new volunteer strengthened our ability to provide individualized attention and maintain a warm, supportive environment for the youth we serve.

**Client Story:**

This quarter, the program coordinator welcomed Justin, a middle school student who recently joined the program. His mother reached out to the program coordinator with concerns about behavioral challenges both at school and at home, and together we began the application process to bring him into the program. As part of his support plan, staff held weekly one-on-one meetings with Justin to listen to his emotional needs, understand the reasons behind his behavior, and work with him on strategies to improve both his behavior and his academic performance. At the same time, the program coordinator maintained regular wellness calls with his mother to ensure the plan was progressing effectively and to provide ongoing guidance.

To help Justin express himself, staff incorporated writing activities that allowed him to share his thoughts and feelings in a safe and structured way. The program coordinator also encouraged him to participate in activities he enjoyed and excelled in, such as painting and reading, which helped build his confidence and provided positive outlets for his energy. Through consistent academic and emotional support, the program coordinator was able to see a significant and encouraging improvement in Justin's behavior. His progress this quarter reflects the impact of individualized attention, strong communication with his family, and a supportive environment where he feels understood and valued.

**Organization:** Second Story  
**Program:** Food Access

Second Story Food Access										
Description of Activities	Annual Goals				Description of Outcome	TOTAL Through Q3			Annual Program Service Target	Annual Program Outcome Target
	Service	Outcome	Outcome	Number		# Achieved	% Achieve			
	Target	Target	Target	Served		Outcome	Outcome			
Persons have improved access to emergency basic needs assistance, provisions of healthy, nutritious emergency food	CSBG	400	400	100%	100% of persons have increased food security (CSBG Outcome)	345	345	100%	86%	86%
	Total	400	400	100%		345	345	100%	86%	86%

**Program Description:** Provision of healthy, nutritious emergency food.

**Funded Amount:** CSBG - \$31,416

**Number of Clients Projected to be served for the year:** 400

**Number of Clients Projected to Achieve Outcomes:** 400

**Actual Number of Clients Served YTD:** 345

**Actual Number of Clients Achieving Outcome:** 345

**Program Activities this Quarter:**

Second Story continues to provide weekly food distributions to support community members in need. Distributions take place every Thursday from 1:00 to 2:00 p.m. at the Culmore Family Resource Center in Falls Church and every Tuesday from 1:00 to 2:00 p.m. at the Springfield Family Resource Center. These efforts are made possible through the collaboration of community ambassadors, dedicated volunteers, and Second Story staff, who assist with preparing and distributing food bags.

During each distribution, staff also collect basic demographic information and assess participants’ needs in alignment with poverty guidelines. In addition to providing food assistance, participants receive information about upcoming events, programs, and services through flyers and direct outreach. Many community members are encouraged to participate in classes offered concurrently with the distributions, creating an opportunity to access both immediate support and ongoing educational resources. This integrated approach helps promote community engagement, increase access to services, and empower participants with knowledge and skills.

During third quarter the program also provided:

- Nutritional Classes
- Zumba classes
- Mental Health sessions offered by the NVFS
- Human Trafficking Awareness & Prevention Workshop
- Coat drives

**Program Achievements:**

Second Story has continued its commitment to meeting the nutritional and cultural needs of the families we serve by providing fresh vegetables, grains, and other carbohydrate-based foods that are culturally relevant to our diverse communities. During the third quarter, 20 households

participated in food distribution; 100% of households had access to food. In total, 67 clients were served during this quarter.

As part of community conversations and events, participants engaged in a combined nutrition and cooking class designed to promote healthy eating habits. During the session, women learned about the benefits of maintaining a balanced diet, with a focus on essential food groups such as vegetables, whole grains, and proteins, and how these contribute to overall health and well-being. The hands-on cooking component allowed participants to apply nutritional concepts by preparing healthy meals while developing practical skills in meal planning, ingredient selection, and portion control. This interactive experience supported participants in building confidence and encouraged the adoption of healthier lifestyle choices in their daily lives.

Participants also attended two Zumba sessions held at the Culmore Family Resource Center and the Springfield Family Resource Center. Both classes, led by a certified instructor, promoted physical activity through dance in an engaging and welcoming group environment. Participants learned that exercise through dance supports physical health by improving cardiovascular fitness, coordination, and energy levels, while also contributing to mental well-being by reducing stress, enhancing mood, and encouraging social connection. Throughout both sessions, participants were highly engaged and expressed enthusiasm and enjoyment, benefiting from the combination of movement and a supportive group setting. The activities also helped strengthen a sense of community and encouraged participants to prioritize their overall well-being. Light refreshments and food bags were provided to support participants' nutritional needs, reinforcing the program's holistic approach to health, wellness, and community care.

Also, in this quarter, partners from Northern Virginia Family Services visited the Teen Center to facilitate a Human Trafficking Awareness and Prevention Workshop for parents of participating teens. During the session, parents received important information on the warning signs and risk factors associated with human trafficking, as well as practical strategies to help protect their children and promote safety. The workshop also provided guidance on how to respond if they suspect trafficking and shared resources for seeking help and support. This session aimed to increase awareness, strengthen prevention efforts, and empower families with the knowledge needed to safeguard their youth.

In collaboration with Journey Church and private donors, community members participated in two coat drives and received new and gently used coats, as well as other winter gear, to help alleviate the impact of cold temperatures during the winter season. These events were well received by participants, many of whom face financial barriers that make it difficult to purchase adequate winter clothing. The coat drives provided essential support while also demonstrating strong community collaboration and care for vulnerable residents.

#### **Program Challenges this Quarter:**

Due to severe weather conditions, including heavy snowfall and freezing temperatures, food distribution efforts were significantly impacted. Limited snow removal and inadequate cleaning by apartment management made transportation of food supplies more challenging for staff. In addition, slippery streets created safety concerns and made it difficult for community members to safely carry food bags back to their homes. However, staff and volunteers continued to support participants as safely as possible, always prioritizing the well-being and safety of community members.

**Describe how local partners are used to enhance your program:**

Second-Story was able to provide another portion of the staple foods that community members need for a nutritious diet through its partnership with Food for Others.

**Changes in Client Population:**

During the third quarter, food distribution efforts have primarily supported Hispanic and Asian community members, along with a smaller number of Black and White participants, reflecting the cultural diversity of the communities served through the program. There has also been consistent participation from seniors and unemployed individuals who are experiencing financial hardship. Many seniors have shared that rising costs, including increased prices for medications, have made it more difficult to manage daily expenses, and participation in weekly food distributions helps them save money to allocate toward essential needs such as healthcare.

In addition, there has been a noticeable increase in participation from single mothers, many of whom are navigating economic challenges while caring for their families. As a result, supplemental food assistance has become increasingly important for maintaining household stability and supporting families in meeting their basic needs.

**Staff Turnover:**

None

**Client Story:**

Mary, a single parent, regularly participated in the community food distributions and learned about the citizenship classes offered through the program. With the support of a volunteer, she received guidance on citizenship requirements, practiced writing exercises, completed quizzes, and engaged in verbal practice interview questions. Through her consistent participation and dedication, Mary successfully passed the citizenship exam and became a naturalized U.S. citizen. She expressed gratitude for the support she received throughout the process and shared that one of her first goals as a new citizen is to participate in upcoming elections by voting.

**Organization:** Second Story  
**Program:** Springfield Safe Youth Project

Second Story – Springfield Safe Youth Project										
Description of Activities		Annual Goals			Description of Outcome	TOTAL Through Q3			Annual Program Service Target	Annual Program Outcome Target
		Service	Outcome	Outcome		Number	# Achieved	% Achieve		
		Target	Target	Target		Served	Outcome	Outcome		
Youth have access to a safe place during out of school time hours and receive counseling support, service opportunities and enrichment activities	CSBG	30	27	90%	90% of persons feel a sense of connectedness to the community as a result of services.	22	22	100%	73%	73%
	Total	30	27	90%		22	22	100%	73%	73%
Youth receive support that encourages them to improve their academic achievement. This will include homework assistance, tutoring, supervised recreation and activities Monday-Friday.	CSBG	30	21	70%	70% of youth demonstrate improved academic performance	22	21	95%	73%	70%
	Total	30	21	70%		22	21	95%	73%	70%
Provide a safe place for youth during afterschool hours and counseling support, community opportunities, supervised recreation, enrichment activities, and homework assistance	CSBG	30	27	90%	90% of children and youth have stable or improved behavioral health	22	22	100%	73%	73%
	Total	30	27	90%		22	22	100%	73%	73%

**Program Description:** Youth will participate in activities and receive support that encourages them to improve their academic achievement. These will include homework assistance, tutoring, supervised recreation, and enrichment activities.

**Funded Amount:** CSBG - \$70,776

**Number of Clients Projected to be served for the year:** 30

**Number of Clients Projected to Achieve Outcomes:** 21

**Actual Number of Clients Served YTD:** 22

**Actual Number of Clients Achieving Outcome:** 22

**Program Activities this Quarter:**

During this quarter, one-on-one support was provided to all youth in the program, including general counseling as well as emotional, behavioral, and academic assistance. With the help of volunteers, students participated in guided reading practices and math workshops designed to improve their skills and strengthen their academic performance in these subjects. In addition, daily homework support was offered to assist with reading, writing, math, and other school assignments. Academic workshops focused on core subjects were also provided to reinforce upper elementary curriculum and develop effective study skills. Also, each SSYP student and their family also received wellness checks, which connected them to essential resources such as food and clothing.

Children participated in a variety of workshops covering topics such as mental health, effective communication skills, nutrition, academic success strategies, personal hygiene, relationship building, gang prevention, and self-esteem development. These sessions were designed to support both their educational growth and personal development, helping students build healthy habits, strengthen life skills, and increase overall confidence.

Students participated in a variety of engaging activities, including arts and crafts, soccer, and board games, which encouraged creativity, teamwork, and social interaction. They also took part

in enjoyable field trips that provided enriching learning experiences outside the classroom. In addition, students contributed to maintaining a positive learning environment by helping clean and organize their classroom.

**Program Achievements:**

Thanks to the collaboration of a volunteer counselor, children participated in a Child Abuse Prevention workshop focused on safety and awareness. During the session, students learned how to recognize unsafe situations, protect themselves, and understand the importance of reporting concerns when they feel uncomfortable or at risk. The workshop aimed to empower children with the knowledge and confidence to seek help when needed and stay safe in their environments.

A guest speaker from Britepaths visited and delivered an engaging presentation on budgeting and savings. The session provided participants with practical strategies for managing their finances, setting savings goals, and making informed financial decisions to support long-term stability.

For the second year in a row, youth from the Springfield Safe Youth Program received new coats and winter gear through Operation Warm, in collaboration with Subaru Loves to Help. This generous initiative provided brand-new jackets to help ensure that students stayed warm throughout the cold winter season. The support made a meaningful impact by increasing comfort and well-being for the children, allowing them to better navigate the winter months with warmth and confidence.

**Program Challenges this Quarter:**

Due to weather conditions and an increase in illness among the children, program attendance decreased, particularly during mid-January and February. These factors led to lower participation during those months as families prioritized health and safety.

**Describe how local partners are used to enhance your program:**

- Britepaths visited the program and delivered an engaging presentation on budgeting and savings.
- George Mason Carter School of Ambassadors- Provides activities and workshops on social-emotional support and community empowerment.

**Changes in Client Population:**

No changes in client population.

**Staff Turnover:**

No changes in staff.

**Client Story:**

Sara is a new student in the SSYP program. When she first joined, it was challenging to engage her in academic activities, as she did not initially enjoy studying. I reached out to her mother to discuss the importance of working together to support Sara's educational progress, and her mother showed great interest and participated in the program one day. Since then, both family

and program support have helped reinforce Sara's learning. Over time, Sara expressed, "please don't call my mother anymore, I would like to study with you," which reflected a positive shift in her attitude toward learning and growing independence. At the beginning, Sara struggled significantly with math and was unable to write numbers. Through consistent guidance and practice, she is now able to write numbers from 1 to 100 and has learned basic additions and subtraction. She has also developed foundational literacy skills, including learning the alphabet and reading simple storybooks. Sophia has made meaningful progress, and her growing confidence, independence, and engagement in learning are truly encouraging.

**Organization:** Shelter House  
**Program:** Community Case Management Program

Shelter House - Community Case Management										
Description of Activities	Annual Goals				Description of Outcome	TOTAL Through Q3			Annual Program Service Target	Annual Program Outcome Target
	Service Target	Outcome Target	Outcome Target %	Number Served		# Achieved Outcome	% Achieve Outcome			
1. Provide comprehensive case management services consisting of housing planning and location assistance, landlord advocacy and mediation, budget counseling, referrals to community resources and the administration of financial assistance to families with children	CSBG	288	216	75%	75% of children and adults have access to community safety net resources that promote stability	525	328	62%	182%	114%
	TANF									
	Total	288	216	75%		525	328	62%	182%	114%

**Program Description:** Provide comprehensive case management services consisting of housing planning and location assistance, landlord advocacy and mediation, budget counseling, referrals to community resources, and the administration of financial assistance to families with children.

**Funded Amount:** CSBG - \$190,340

**Number of Clients Projected to be served for the year:** 288

**Number of Clients Projected to Achieve:** 216

**Actual Number of Clients Served YTD:** 525

**Actual Number of Clients Achieving Outcome:** 328

**Program Activities this Quarter:**

Shelter House’s CCM program provides comprehensive prevention and rapid re-housing case management services to families with children. Services consist of housing location assistance, budget counseling, referrals to community resources, and the administration of financial assistance.

**Program Achievements:**

In the second quarter, 33 households (comprised of 118 individuals) exited the CCM program after being connected to community resources. This outcome is a critical component of Shelter House services, which intentionally connect clients to community resources that will continue to promote their stability after Shelter House services end. This success brings the program’s year to date total to 85 households comprised of 328 individuals.

**Program Challenges this Quarter:**

Shelter House’s Homelessness Prevention program saw an increase in the number of households entering the program with extremely high rental arrears. To address this challenge, the program partnered with other community-based organizations who were willing to contribute a partial payment to keep families in a unit when their arrears exceeded what Shelter House could cover. In addition, the CCM program served several families with high rents whose income was insufficient to meet their expenses. To address this challenge, the program helped clients to relocate to more affordable units, worked with them to create a realistic budget, and connected

them with resources such as subsidized childcare, food banks, and discounted or free clothing options to reduce their non-housing costs.

**Describe how local partners are used to enhance your program:**

In the last quarter, the CCM program collaborated with local partners to help cover rental arrears for Homeless Prevention clients. The program saw an increase in clients entering the program with high rental arrears that exceeded what the program could cover. To address this, the program worked with local churches and other community-based partners who were willing to contribute to paying down arrears. In addition, the program connected clients to other community-based resources that support employment to ensure that clients have access to services that help them to increase their income and improve their long-term housing stability.

**Changes in Client Population:**

In the last quarter, the CCM program served a number of multi-generational and larger households, sometimes exceeding six or more people. With larger households, it can be challenging to identify affordable housing that is large enough to accommodate the whole household. In addition, the program saw an increase in the number of clients who work as Uber Drivers or for food delivery services due to the flexibility and accessibility of these jobs. However, income fluctuations are common with this income source, which can cause issues when their income drops. To address this, Case Managers worked with clients to come up with realistic budgets that incorporated potential dips in income and referred clients to employment resources that can help them to secure opportunities that offer more stable income.

**Staff Turnover:**

Shelter House's CCM program is currently transitioning out of shelter and into a separate Prevention and Rapid Re-Housing program as a result of Fairfax County's most recent RFP, which restructures Prevention and Rapid Re-Housing services in Fairfax County. While several staff members are transitioning to this new program immediately, there are vacancies that the program is looking to fill. So far, the program has hired two new staff members and is working on filling two additional positions.

**Client Story:**

A single father came entered Shelter House's emergency shelter program after an extended period of homelessness and housing instability that included sleeping in a warehouse at his workplace and couch surfing with friends for several months. The client began working with Shelter House's CCM Rapid Re-Housing team shortly after entering shelter and worked with his Case Manager to create a housing plan and identify clear, time-bound goals to support his housing goals. The client submitted job and housing applications weekly and was ultimately offered a full-time position with benefits around the same time he was approved for a housing opportunity. The family's case manager connected them with an organization that provides furniture to facilitate their move, helped them to create a budget that incorporated housing costs, and provided referrals for food resources to support their ongoing stability. The client is currently stably housed with his daughter and is working towards his other goals.

**Organization:** Shelter House  
**Program:** Domestic Violence Homelessness Prevention

Shelter House Domestic Violence Homelessness Prevention Program										
Description of Activities	Annual Goals				Description of Outcome	TOTAL Through Q3			Annual Program Service Target	Annual Program Outcome Target
	Service	Outcome	Outcome	Number		#	% Achieve			
	Target	Target	Target	Served		Outcome	Outcome			
The Domestic Violence Homelessness Prevention Program provides emergency basic needs assistance in the form of food, clothing, personal hygiene items, diapers, household goods and other basic needs.	CSBG	43	37	85%	85% of persons in need receive emergency basic needs assistance	68	46	68%	158%	107%
	Total	43	37	85%		68	46	68%	158%	107%
The Domestic Violence Homelessness Prevention Program provides housing planning and location services, transportation assistance, and financial assistance to support victims of domestic violence to obtain safe, permanent housing	CSBG	64	38	60%	60% of persons obtain safe, permanent housing	119	80	67%	186%	125%
	Total	64	38	60%		119	80	67%	186%	125%
Comprehensive case management services and referrals to community resources will be provided.	CSBG	43	37	85%	85% of adults are provided with safety net or community resources that promote stability	68	45	66%	158%	105%
	Total	43	37	85%		68	45	66%	158%	105%

**Program Description:** Provide housing planning and location services, transportation assistance and financial assistance to support victims of domestic violence to obtain safe, permanent housing.

**Funded Amount:** CSBG - \$227,374

**Number of Clients Projected to be served for the year:** 64

**Number of Clients Projected to Achieve Outcomes:** 38

**Actual Number of Clients Served YTD:** 119

**Actual Number of Clients Achieving Outcome:** 80

**Program Activities this Quarter:**

In Quarter 3, Shelter House’s DVHP program provided basic needs assistance including food, clothing, personal hygiene items, diapers, household goods, and other basic needs assistance. In addition, the program supported clients with safety planning and comprehensive case management services that included housing planning and location services, transportation assistance, and financial assistance to increase survivors' safety and housing stability.

**Program Achievements:**

In the last quarter, the DVHP program served 32 households with 15 households completing services. Of the households completing services, 15 engaged in safety planning, 14 received basic needs assistance, 13 were connected to safety net or community resources that promote stability, and 7 successfully transitioned to safe and stable housing independent of their abusive partner.

**Program Challenges this Quarter:**

In Quarter 3, the program continued to experience staff turnover. This included one Case Manager position being filled while a second Case Manager position opened, which has resulted in several clients having to transition to new case managers. To ensure clients receive sufficient support during this transition period, referrals were paused for several weeks while the new Case Manager was onboarded and began taking on clients. Referrals have since reopened, but the program served fewer households than usual during this quarter. While one Case Manager

vacancy remains, interviews for this position are occurring and, with referrals re-opened, the program anticipates meeting its projected outcomes for the year.

**Describe how local partners are used to enhance your program:**

In the last quarter, the DVHP program worked closely with the Domestic Violence Action Center and Fairfax County Victim Services to receive referrals for the program and provide wraparound support for clients. The program also worked closely with Gracing Spaces to connect clients with donated furniture when they move into new housing. In addition, the program partnered with the National Network to End Domestic Violence to purchase Ring security cameras at a discounted rate so that they can be provided to clients at no cost to them.

**Changes in Client Population:**

The DVHP program did not see any noteworthy changes in the client population served. In the third quarter, the program continued to serve primarily low-income survivors who are predominantly women of color and served a mix of single adults and adults with children.

**Staff Turnover:**

During the last quarter, the program's longest serving Case Manager left the program, and a new case manager was hired to backfill a Case Manager role that was open at the start of the quarter. As such, one Case Manager vacancy remains, and interviews for this position are ongoing. In addition, the program's Assistant Director left during the third quarter. The position has not been filled yet, but interviews are in progress.

**Client Story:**

A young single mother began working with Shelter House's Domestic Violence Homelessness Prevention program after fleeing the home she previously shared with the father of her child who was her abuser. The client had to leave their shared home due to escalating physical abuse and although she and her child could temporarily live with her mother, they did not have a room of their own and her abuser continued to threaten her as he knew where they were staying.

Shelter House paid the client's security deposit and first month's rent, hired movers, and connected the client with furniture donations to ease her transition. Her abuser is not aware of her new address, and she collaborated with her case manager to develop a safety plan that includes plans to prevent him from figuring out where she lives. During all of this, the client lost her job after missing several days of work to care for her child. Working with her Case Manager, she was able to quickly secure new employment and remain stably housed. Today, this client is in safe and stable housing that meets the needs of her and her child and will be able to move forward on a path of healing over the next few weeks and months.