

1,000 MIRACLES

IN TEN YEARS

with Northern Virginia Family Service
and Training Futures

Did you ever wonder what a miracle actually looks like? We've all read about and seen movies depicting extraordinary stories of miracles, and we want to believe in them - but we also want proof. Northern Virginia Family Service's (NVFS) Training Futures program, a nonprofit job training program that connects low-income family breadwinners to better careers in office administration has documented 10 years of miracles that have transformed the lives of 1,000 low-income families.



Thanks to a generous grant from Capital One, NVFS Training Futures (TF) conducted an extensive survey of its graduates from 1996-2006. NVFS partnered with a third-party evaluation service, The Innovation Network, to conduct the survey and analyze results. This case study report describes the results reported by 120 graduates that responded to the survey. The numbers from this survey tell a bigger story of how community investments in vulnerable families are multiplied by successful TF graduates which then are multiplied and returned in much bigger ways to the community.

Graduates' 89% employment rate and 91% average wage gains ranks TF as one of the top-performing workforce development programs serving low-income adults across America. One surprising result

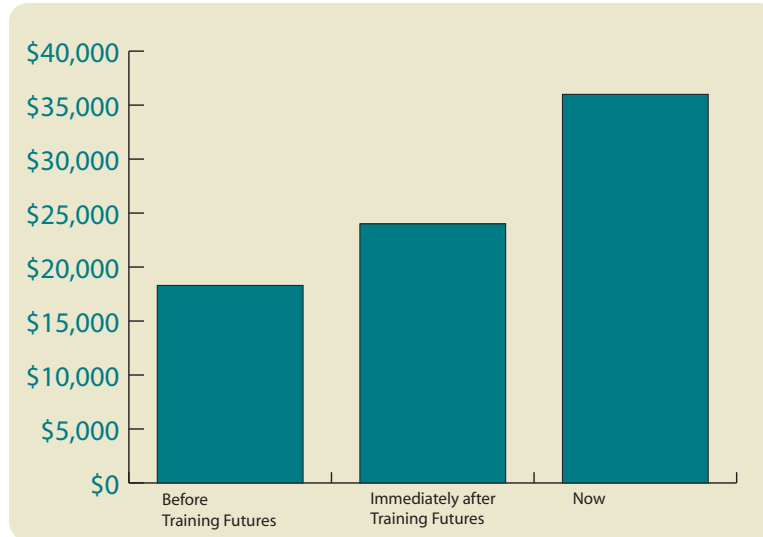
is that this job training program for adults actually benefits more children: 1,500 children of the first 1,000 trainees indirectly benefit from TF when a parent succeeds and breaks free of some of the awful stresses of poverty, such as dependent housing and lack of health insurance or paid vacations.

Can you imagine how difficult it would be to support a family in an expensive area like Northern Virginia on an income of \$18,300 a year? Before TF, this was the unfortunate reality for the average trainee, especially for the 31% who were single parents. However, this program has enabled the average graduate to nearly double his or her income, and launch them on a permanent pathway out of poverty.

"Thinking back to 1997 when my first child was only six months [old]: I was employed with benefits but making in a week what I currently make in two days. After I started TF my life completely changed."

When you consider these and many other before-and-after life changes achieved by TF graduates in the bullet points that follow, it's clear that the cumulative effects of these changes have transformed lives:

AVERAGE WAGES HAVE NEARLY DOUBLED



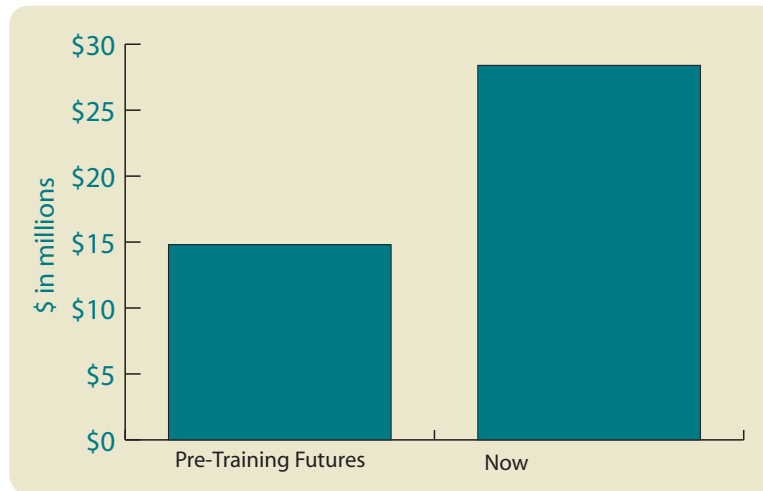
- Graduates' rate of home ownership increased by 82% after TF.
- The proportion of trainees receiving employer benefits such as health insurance, paid vacation, retirement/401(K), more than doubled.
- Average family savings more than doubled.
- After beginning their new professional office career, two-third of graduates received promotions, and 75% were rated "above average" on their most recent performance review.

When the successes of TF's first 1,000 trainees' individual changes over 10 years are aggregated, the results are extraordinary. As the chart on the following page shows, successful TF grads among the first 1,000 trainees are projected to earn \$13.5 million more in 2007 than they would have earned if they remained stuck in previous low-wage jobs.

Our community has a big stake in these successes. When low-wage family breadwinners succeed in increasing their family earnings by \$13.5 million, their success translates into benefits to retail owners, banks, taxpayers, and employers.

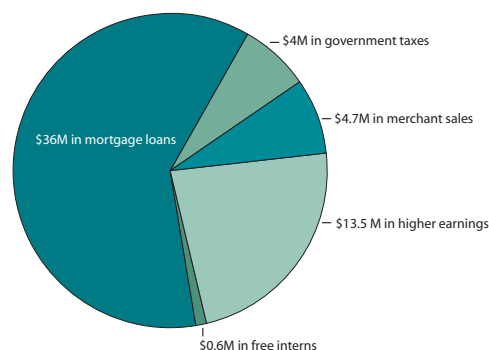
"Before TF, I worked for \$7 an hour, and I had to work most holidays and all weekends. I did not have health insurance. I now make \$28,000. I have weekends and holidays off. I get paid sick and vacation days. I get to spend more time with my son."

COLLECTIVE IMPACT = \$13.5M DIFFERENCE



- **Merchants Benefit!** Based on U.S. Department of Labor estimates, successful graduates spend \$4.7 million more of their new income on everyday purchases. That's money that they wouldn't have to spend if they hadn't succeeded in launching higher-paying careers.
- **Banks Benefit!** Based on the survey results, we estimate that 120 new homebuyers among successful graduates now hold at least \$36 million in mortgages.
- **Taxpayers and government agencies benefit!** Taxpayers actually make a large "profit" on public investments in TF because of graduates' success. With graduates' additional income in 2007, they pay an estimated \$4 million more in payroll, income and sales taxes.
- **Employers benefit!** Over the past 10 years, through TF's free two-week internships, graduates have provided \$600,000 worth of free labor for employers. Over 10 years, NVFS and its funding partners have invested more than \$4 million to upgrade the skills of 1,000 employees of Northern Virginia employers.

COMMUNITY IMPACT: \$58.8M



Like all gifts that matter and are freely given, the gifts that trainees receive while at TF are multiplied by their success and returned back to those who gave them – to NVFS' community of stakeholders including funding partners, employers, business volunteers, and taxpayers. TF's graduates' success has helped change our community into what we all hope and dream it can be.



TRAINING FUTURES IS A PROGRAM OF NORTHERN VIRGINIA FAMILY SERVICE.

For 82 years NVFS has risen to the demands, the challenges and the needs of the Northern Virginia community. In 1924, NVFS (then a group of volunteers, called Alexandria Family Service) garnered community support to supply poor families in Alexandria with the coal they needed to heat their homes.

Since that time, NVFS has pioneered a response system and an effective case management model to respond to community needs. From the first city contract in 1972 to combat drug use in Alexandria, to a 2005 Fairfax County contract to administer case management services to Hurricane Katrina evacuees in Northern Virginia, NVFS has accepted community challenges that range from health and housing issues to economic concerns and traumatic crises.

Training Futures was established in 1996 to address the problem of underskilled, underemployed families in Northern Virginia. Its success is evident by the numerous case studies and analyses of its techniques, methods and outcomes. But the single most important indicator of Training Futures' success is the inspiring victories of its graduates.

To learn more about NVFS, please visit our Web site at www.nvfs.org.