

How We Thrive

IMPACT
REPORT
2020-2021





Our Vision

An Arlington community where all have homes, are financially stable, and thrive.

Our Mission

Arlington Thrive provides timely assistance to help our neighbors in need so they can develop the capacity to be stable, secure, and thrive in their jobs, health, and homes.

Thrive Values

COMMUNITY is the core of our work. We are there for our neighbors who urgently need our help to pay rent, get medical or dental care, or pay utilities because of job loss, a serious illness, or some other life crisis. We can be there for our neighbors because of the generosity and care from our community.

COLLABORATION makes all of us stronger. At the very heart of what we do, our partnerships, knowledge sharing, and connections allow us to find innovative, shared solutions for our neighbors facing financial crisis and improve the lives of Arlington residents in need.

DIVERSITY & INCLUSION of cultures, languages, and economic levels strengthens our mission and our community overall. We strive to create a diverse and inclusive organization and community where everyone shares the opportunity to prosper, is respected and appreciated as valuable and contributing members of our community despite our differences.

INTEGRITY is the foundation for our dedication to working with honesty, transparency, openness, and fairness. This can be seen in our work with clients, public and private partners and funders, and donors who rely on us to be the financial safety net for our community's most vulnerable members who entrust us with their resources.



| Why We Thrive

Arlington Thrive is the financial safety net for people and families facing crisis in Arlington. According to a June 2020 report from Housing Forward Virginia, over 200,000 Virginians lack confidence that they can make next month's rent.¹

In Arlington, we know that thousands of renters are facing tough choices and are falling further and further behind financially. The looming risk of inflation may well make things worse. Women and people of color, often hit the hardest by economic disruption and inflation, are more likely to experience rent insecurity as a result. Missed rent payments leave lasting scars on credit reports, making it harder for families to recover.

This is why Arlington Thrive's emergency financial support is so vital.

THRIVING SOLUTIONS: Immediate financial support is critical but ultimately could be preventable. In the short term, we address financial crises faced by our neighbors so that they can afford to purchase food, pay medical bills, make rent, and more. In the short term, Thrive addresses financial crisis in the community to help every individual lead a life with dignity and thrive. It is essential we react immediately while also looking ahead.



1. Source: <https://housingforwardva.org/toolkits/covid19/richmond-non-profit-housing-impact-study/3/>



Letter from the President

This year was the most challenging of our 45 years of helping Arlingtonians in their time of financial crisis. I couldn't be more proud of Arlington Thrive's staff and Board, and I am humbled by the generosity of our community. Together, we ensured that our most vulnerable community members remained secure in their homes and health during the worst global health pandemic of our lifetime.

Arlington is not the same community nor is Thrive the same organization we were before the pandemic. Our community's need for emergency financial assistance grew exponentially early in the pandemic. To meet this need, we quadrupled our staff and forged many new partnerships with other nonprofits. We strengthened and expanded our programs and services. The Thrive staff worked tirelessly to help people and families in crisis, ensuring they had the rapid financial assistance they needed to pay their rent and avoid eviction, get medical or dental care, keep their utilities connected, and so much more. By the end of the year, we had tripled the number of households we serve.

All of us at Thrive were inspired into action after the murders of George Floyd, Ahmaud Arbery and Breonna Taylor. We formally renewed our commitment to diversity, equity, and inclusion through staff and board training and by creating a committee that works internally and externally toward a more just and equitable community for all who call Arlington home.

We are grateful to all our friends, partners, and donors who evolved and grew with us this last year. You made all our work possible. While businesses and schools are now open, the economic fallout from the pandemic will continue to impact our community's most vulnerable for a very long time. Together, we will continue to rise to the challenges ahead and ensure our neighbors have a financial safety net during their greatest times of need.

With sincere thanks,

Scott Friedrich
President, Board of Directors

Arlington Thrive Board of Directors

Scott Friedrich

President

Health Care Consultant

Karen Daniel

Vice President

Vice President, Programs at Youth Service America (YSA)

Susan Cappellini

Treasurer

Manager, Financial Reporting, Capital Impact Partners

Sheena McConnell

Secretary

Senior Fellow, Mathematica

Jasmine Cain

Market Analyst, Apptec Inc.

Marla Diaz

Attorney, Whiteford, Taylor & Preston

Janet Elman

Retired Executive Director, Association of Children's Museums

Rob Frederick Jr.

Management & IT Consultant

Betsy Howes-Bean

*Manager, Banking Supervision and Regulation,
Federal Reserve Board*

Abigail Suarez

VP of Global Philanthropy, JPMorgan Chase & Co.

Denise Sughrue

Director, Toffler Associates

Camilla Taft Hicks

Safety Specialist, US Department of State

Jenifer White

Retired, Human Resources Director

Sandy Winger

Arlington Volunteer & Former Thrive Client

Scott Woodworth

Attorney, Edinger Associates



James B. Hunter Awards

2021 Winners: Advent Lutheran Church, Arlington
Thrive, NAACP of Arlington #7047, OAR, Les Garrison,
and Wilma Jones Killgo



Executive Director's Welcome

Welcome to Arlington Thrive's 2020-2021 Impact Report! In the pages that follow, you will read about how we continued to provide a strong financial safety net in response to the pandemic and the ongoing challenges it has created for our neighbors in need. In particular, our need and commitment to forging new paths to better support the thousands of Arlington residents who faced evictions and financial ruin during the COVID-19 pandemic.

The last year has been a year of great growth and resilience for Thrive. As businesses and schools closed, it did not take long before our community's most vulnerable residents were in real trouble. Arlington Thrive helped an unprecedented 3,552 households with financial assistance the first 18 months of the pandemic. To ensure no one was left behind, we grew our staff from 3 to 18 employees and hired experienced social workers and case managers to work directly with clients in crisis. We also strengthened current partnerships and created new partnerships to fill gaps in services.

Compassion, Collaboration, and Candor have guided our growth and determination throughout the pandemic. We value every human being and are committed to treating our clients, employees, volunteers, and partners with respect and compassion. Our community partners, volunteers, and other stakeholders make our work possible and enhance our services. We know that open and honest communication both within the organization and within the community is key to serving and lifting up those most in need.

Our work would not be possible without the generous support of the numerous individuals, businesses and foundations that are committed to seeing every Arlingtonian thrive in our community. Equally important are our dedicated community partners and our hardworking, talented employees and volunteers. So much work remains to be done. As we move forward, we ask for your continued friendship, partnership, and support. Together, we can fulfill our mission to help our neighbors in need so they can develop the capacity to be stable, secure and thrive in their jobs, health, and homes.

Thank you,

Andrew Schneider
Executive Director

Thrive Staff



Andrew Schneider
Executive Director



Joyce Patry
Director of Programs &
Operations



Alina Beruff
Director of Development
and Strategic Partnerships



Sherita Sweeney
Program & Operations
Manager



Katherine Carter
Community Innovation
Strategist



Lena Ibrahim
Development and
Communications Associate



Jessica Rodriguez
Quality Assurance
Specialist



Kathy Paal, MSW
Program Manager



Brandi Patterson
Case Manager



Cindy Medrano
ACF Cash Pilot Case
Manager



Cyndel Ponce
Case Coordinator



Henry Spears
Case Manager



Melany Amao
Case Manager



Veronica Melendez
Case Manager



I Pandemic Impact

Our Two-Year Impact (MAR 2020 – FEB 2022)

Total Financial Assistance Provided	\$9,408,587
Number of Requests Received	9,579
Number of Households Assisted	3,552
% of Households with Children	45%
Number of Individuals Served	8,596

"Gratitude" is among the first words Alfonso uses when talking about Arlington Thrive. COVID caused work hours to be cut and he could no longer afford rent. Alfonso is so grateful to Thrive for helping him catch up on his rent. "Otherwise I don't know what I would do," he says.



| 2021 Impact

(JAN 2021 – DEC 2021)

Total Financial Assistance Provided	\$2,655,401
Number of Requests Received	5,195
Number of Households Assisted	2,870
% of Households with Children	49%
Number of Individuals Served	6,452

"I am not exaggerating. I am speaking from the bottom of my heart. My husband and I are both students and employed full time. Rent was the scariest bill for us and the stress was instantly relieved with Arlington Thrive's support."

– Thrive client



| Case Management Program

When the pandemic hit in March 2020, Arlington County saw its unemployment rate quadruple overnight. Thrive felt that impact almost immediately as requests for our services surged by over 400%. We knew that direct financial support was essential to Arlington residents – we disbursed over \$7.6 million in the first two years of the pandemic – but we also knew that we could do more. Many of our clients struggled to navigate the ever-changing and complex web of public assistance that was suddenly essential to their daily lives. Case management proved to be such a critical support for our clients, Madeline Brophy, Thrive's first Case Management intern, spearheaded our Inaugural Case Management program. Thrive doubled our case management staff in less than 6 months to help our clients build long-term stability.



Kathy Paal, MSW
Thrive Case Management Manager

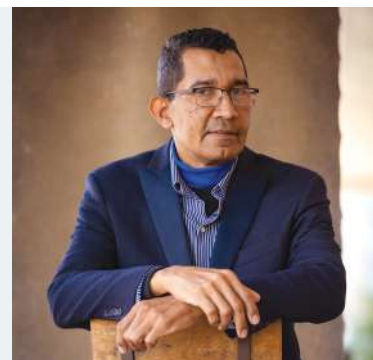
"I was thrilled to join Arlington Thrive at such a critical time when vulnerable members of the Arlington community really needed support to weather the pandemic. I have worked for several different nonprofit organizations in Arlington over the course of my social work career. It is a privilege to serve Arlington with our amazing team of case managers and operations staff who work together daily to get emergency assistance funds for Arlington residents who truly need it. Thrive clients can be assured of an empathetic ear when they share their situation and needs with our team. Our case managers do not stop at providing emergency financial assistance; they also provide referrals for food, clothing, counseling, employment support and training, and so many other needs."

Cindy Medrano
Arlington Community Foundation
Cash Pilot Case Manager

"I think it's so important to advocate for the population we serve, because most times they are overlooked. I am grateful our clients had the opportunity to voice their stories and be heard. I have to say that Thrive's staff does an outstanding job with providing clients with empathy, validation, and advocacy. I am so glad we are able to help and uplift our clients during such a crucial time."



Cindy Medrano, pictured with Thrive client, Victor



Henry Spears: APAH
Thrive Case Manager

"The work and collaboration between Thrive and APAH could not have come at a better time: the pandemic has and continues to cause major problems in the lives of people around the world, but it is especially challenging for those families we serve. It is such a rewarding opportunity for us as case managers to bring some glimmer of hope to families with such great needs. We work tirelessly to ensure that we bridge the families and the community resources that can ease some of the stresses."

| How We Thrive

Client

Stories

Communities are stronger when the people who live there can meet their own needs: a safe place to live, enough food to eat, appropriate clothes to wear. Arlington Thrive attempts to help our neighbors weather the crises that make it difficult to look toward a brighter future. We provide emergency financial assistance to our neighbors when they most need it. We do so without judgment or bureaucratic requirements because those are the last things you need when you are dealing with a crisis.

Don't take our word for it. Here are a few of the clients who are building more stable, secure lives because of their involvement with Arlington Thrive.

A special thanks to Matt Mendelsohn (photographer, Matt Mendelsohn Creative: www.mattmendelsohn.com) and Tamar Abrams (writer, Arlington Magazine) for bringing these stories to life!



Victor Castro
Age 25

Victor has lived in Arlington since he was eight. He “jumped the border” from Mexico to escape violence, hoping for a better life. He fled with his mother, younger sister and a smuggler who put a gun to his head and told him if he didn’t walk faster, he would leave him in the middle of the desert. Victor arrived to Arlington with no ability to speak English. Despite earning a high school diploma in 2016, Victor ended up living on the streets. The trauma of his early years made it difficult for him to settle down. Eventually – with the help of the county – he found a place to live and a steady job. But he was let go when Covid hit, falling behind on his rent. Thrive “treated me with respect and understanding” he says. “They ask you what you need and they help you get on your feet,” Victor says. Today he has a steady full-time job and plans to attend NOVA.



Yamille
Age 36

Yamille grew up in Northern Virginia as her mother worked for Arlington County for decades. Eventually Arlington is where Yamille chose to live with her three children. She has worked in a variety of customer service jobs, though at the moment she is a busy single mom caring for three preteens. Her mother had always helped her when she needed it, including pointing her toward resources in the county. “She encouraged me to fight for myself,” Yamille says. “I have a voice here, and I need help.” The greatest need was for assistance with rent so she wouldn’t have to uproot herself and her three children. Thrive provided that. While she says at one point she was “tapped out on my dreams,” today Yamille hopes to earn a living as a writer. She is working toward that goal because, she explains, “I want more and I want my kids to have more.”



Santos Marquez
Age 32

Santos left El Salvador in 2012 seeking new opportunities, and found his way to Arlington where he lives with a friend. He had steady employment in an Italian restaurant until the pandemic forced his employer to drastically cut his hours. With money in short supply, Santos was afraid he would become homeless. A friend told him about Thrive, which has provided him with rent assistance that allows him to stay in his shared apartment. Today Santos is looking for full-time employment and hoping that the pandemic ends soon.



Alfonso Vicente
Age 56

Gratitude is among the first words Alfonso uses when talking about Arlington Thrive, a place where he says the staff has treated him with respect. Alfonso came to the US from Guatemala two decades ago to make enough money to support his children back home. It hasn't been an easy life: he rents a room and works as a day laborer in construction, all the while sending money to his children. Covid led to a drastic cut in his hours, and some of his friends have been sick. Eventually he found his way to Thrive and is so grateful for their help in catching up on his rent. "Otherwise, I don't know what I would do," he says.



Heidi
Age 55

Working as a childcare worker and nanny, single mom Heidi has managed to provide all the necessities for herself and her teenage daughter. But when Covid hit, her overtime work as a nanny and weekend babysitting, pet-sitting, and housesitting jobs dried up as people sheltered at home. It took a few months before Heidi realized that she was skating on thin ice. "Approaching the holiday season in 2020, I realized I didn't have enough to cover December's rent," she recalls. She had seen signs for Arlington Thrive on telephone poles but wasn't convinced she should ask for help. "I knew I had it comparatively good compared to others," she says. But she recalls how nice the staff were and how easy it was to apply for rent assistance. She encourages others to make the call to Thrive even if they aren't sure that they should ask for help. "I'd hate to think of the funds that are there and available not getting to the people who need them," Heidi says.



Juan Romero
Age 50

Juan struggles with the issues most single parents in Arlington face: virtual learning in 2020 and a school day that ends at 2:25 pm now that students are back in class. Juan was working as a carpenter on construction jobs for over a decade until Covid hit. He quickly lost his job and says that two months into the pandemic he knew he was in trouble. The native of El Salvador was unable to find work, particularly when he was attempting to work around his 11-year-old son's schedule. "Arlington Thrive helped me to pay my rent for five months," he says. He is optimistic that he will find a job soon that allows him to pick his son up from school. "My son wants to be a construction worker like me," Juan sighs. "I told him he needs to be better than me."



Elvira
Age 42

"I want to say thanks to Arlington Thrive," Elvira says quickly. "I know this country has a lot of organizations that help people but for me, Arlington Thrive is here for me. In the moment when we really, really needed help, Thrive was here." The single mother from El Salvador was working as a cashier when Covid struck and her boss announced that she would only work a few hours a week. The four children still living at home range in age from four to sixteen and, she announces, they eat a lot. "Every two days we have to go back to the market to get more food," she laughs. Elvira is grateful to Thrive for helping to pay her rent so she and her children can stay in their home.



Licia
Age 44

Licia suffered enormous trauma during her childhood, and she is still working through the legacies of that abuse. As an adult, she has had three heart surgeries, as well as brushes with the law, and struggles with mental health issues. But she has also had jobs that were meaningful to her, is an accomplished cook, and is proud of her artwork. "With all the challenges I've had, God has been there to assist me," she asserts. "So has Thrive." The assistance Thrive gave Licia helped her to keep up with her rental payments. She is not one to give up, as she continues to find ways to improve her life. She explains, "There is nothing I went through that didn't teach me something important, either bad or good."

| Partner Highlights

It Takes a Village



Arlington Safety Net

The new Safety Net Arlington report highlights the experiences of 21 Arlington nonprofits who partnered closely and convened frequently to address the historic challenges of 2020-2021.

Since the start of the pandemic, these safety net organizations have risen to meet innumerable challenges with the single purpose of ensuring people are safe and supported.

The full report can be viewed here: www.arlcf.org/news-events/2021-arlington-safety-net-report/



THRIVE + APAH Partner to Hire Henry Spears

Navigating the social safety net can be a full-time job in itself, requiring inconvenient in-person appointments and logistical backbends. When you are already spending hours trying to find work—or find childcare so you can look for work—a seamless support system is a blessing. That is exactly what APAH and Arlington Thrive were hoping to provide when they partnered to hire shared Case Manager Henry Spears in October.

Read the full story: apah.org/thrive-apah-partner-to-hire-henry-spears/



Partner Highlight

Arlington Thrive has been an essential partner to AFC for years, but since the start of the pandemic, our relationship has been more important than ever.

Four years ago, Arlington Thrive established a fund to provide \$1,000 per month to subsidize AFC patients' dental costs.

Read more here: www.arlingtonfreeclinic.org/arlington-thrive/



Arlington Community Foundation Arlington's Guarantee Program

Arlington's Guarantee is a new guaranteed income pilot that aims to provide cash relief of \$500 to 200 low income working families in Arlington every month for 18 months. Please note: This program is not open for referrals from the general public. The 200 participants are randomly selected from a group meeting the eligibility criteria.

Read more: www.arlcf.org/arlington-guarantee/

Looking Forward

As Thrive looks ahead and expands our impact, we are addressing greater needs in our community through three core areas: childcare, supporting the Arlington Interfaith Network, and expanding our Emergency Assistance Funding.

Childcare:



Access to affordable childcare is essential for building thriving communities. There is a clear connection between childcare

and workforce opportunities for families, which have been magnified during the pandemic by school closures.

As a key convener, Thrive will highlight successful childcare models from around the country based on a completed research initiative, the Campaign for Comprehensive Childcare. Upon research completion, Arlington Thrive will support multiple strategies to creatively and systematically address the persistent childcare gap in Arlington, in particular the lack of equitable access that negatively impacts financially vulnerable families, and overwhelmingly families of color.

Supporting Interfaith Network:



Aligned with our commitment to collaboration and in recognition of the long

history of faith-based organizations in assisting those in need in our community, Arlington Thrive facilitates the activities of the Arlington Interfaith Network (AIN) to convene people of diverse faiths for the spiritual well-being and the common good of Arlington. AIN is governed by a steering committee of clergy, local leaders, and Thrive staff, and funded by private donations, Arlington Thrive, and various faith organizations. AIN's mission is:

1. To network and share fellowship with one another.
2. To learn and grow from one another.
3. To speak together as a united voice on core values, issues, and events happening in our community and world.
4. To learn from the community and to share with their congregations.

Expanded Emergency Assistance Funding:



After surveying 2,000 clients and our Arlington Safety Net Partners in May 2021, it became clear Thrive would need to

expand our commitment to financial assistance. This commitment includes increasing access to funding through Thrive's Partners while also expanding the uses of and eligibility for funding. Thrive's financial support now covers additional critical expenses beyond rent, utilities, and medical costs, like funeral expenses and infant car seats. These expenses might otherwise cause families financial distress, potentially leading to eviction.

Financial Information

Fiscal Year 2021 (JUN 2020 – JUL 2021)

"Today I was reminded so many times of the importance and value of the THRIVE gift to help our patients receive dental care. Thank you for helping solve the problem of access to dental care!

We've been able to do so much with this support and help so many people.

*– Nancy White
President, Arlington Free Clinic*

SUPPORT AND REVENUE

Government Grants and Contracts	\$6,405,114
Contributions	\$1,241,004
Investment income	\$22,274
Other Revenue	\$5,409
TOTAL REVENUE	\$7,673,801

EXPENSES

PROGRAM SERVICES

Direct Assistance	\$5,550,091
Programming	\$617,567

SUPPORTING SERVICES

Management & General	\$297,519
Fundraising	\$298,695

TOTAL EXPENSES	\$6,763,872
-----------------------	--------------------

NET ASSETS

FY21 Total Revenue	\$7,673,801
FY21 Total Expenses	\$6,763,872
Revenue - Expenses	\$909,929
FY21 Starting Fund Balance	\$1,631,832
Investment Gains	\$100,551
FY21 End of Year Balance	\$2,642,312



THANK
YOU

*With your
support and our
determination,
we will continue
to thrive!*



arlingtonthrive.org/donate
Info@ArlingtonThrive.org
PO BOX 7429 Arlington, VA 22207
(703) 558-0035
EIN: 51-0207684