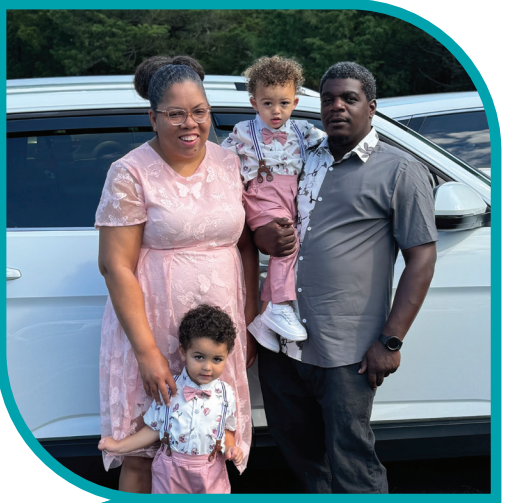
2026

IMPACT REPORT











FIVE18
FAMILY SERVICES

FIVE18 **MISSION**

To build communities of faithful relationships that ensure children are safe and families are restored.

FIVE18 **VISION**

Every child with a thriving family, supported by a faithful community.

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FIVE**18**
FAMILY SERVICES

The Impact Report is a publication of FIVE18 Family Services, developed to share the organization's mission, vision, and impact in our community.

The magazine is written, edited, and designed by FIVE18 staff.

The generous support of donors allows FIVE18 to produce and mail our Impact Report to supporters and make it available to those who may not yet be aware of our ministry.

LETTER FROM THE CEO

I recently had the privilege of officiating the wedding for a beloved family member. In preparing for my wedding charge, I was again struck by the verse from Genesis 2 that describes marriage as "becoming one flesh". That journey towards oneness, or complete unity, by two distinct individuals with different personalities is both challenging and full of joys. But make no mistake, that passion for unity demonstrates the very heart of God when He crafted the institution of marriage, because our trinitarian God lives in perfect unity.

God's pursuit of unity doesn't stop with marriage. I find it striking that Jesus' final prayer in the garden, literally moments before the mob arrived to arrest him, was for "complete unity" among believers (Jn. 17:23). And why did he desire that so deeply? The rest of that verse describes the purpose as *"...to let the world know that you sent me and have loved them even as you have loved me."* Our unity as Christ followers serves as a living example to the world of Jesus' divinity and the depth of the love that God has for us just like God has for his only Son. Imagine that!

Increasingly that's where I see FIVE18's ministry heading... as purveyors of unity to represent the heart of God to a community and world reeling from divisiveness. Not only is this expressed in our services to strengthen and reconcile families so that they experience abiding shalom, that biblical notion that encompasses wholeness and flourishing, but also in the ways we engage and draw together our community. Our ***Rooted Together*** conference to be held in November in our brand new headquarters, ***The Center for Thriving Families***, is just one example of us seeking to draw together community leaders, churches and non-profits to address disunity at its heart and build avenues of unity. It's your generosity that helps create spaces where unity, healing, and hope can flourish. I ask that you pray with us that this day of gathering on November 10th achieves exactly this.



Yours In Christ,

Dr. Jeffrey Nitz
CEO, FIVE18 Family Services

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A financial statement is available with the State Division of Consumer Affairs. PHFS and PHFSO, DBA FIVE18 Family Services is a tax-exempt entity under Internal Revenue Code 501(c)(3). Contributions are tax deductible as allowed by law. For questions regarding The Impact Report, please contact: DE@FIVE18.org.



Create a legacy that changes lives

Your values can live on through a planned gift that supports children and families for generations. Whether through your will, a gift annuity, or other options, you can leave a legacy of lasting impact.

Ways to Leave a Legacy

BEQUEST *Include a gift to FIVE18 in your will or trust—such as a dollar amount, percentage, or specific asset. It's a simple way to make a lasting impact without affecting your current finances.*

DONOR ADVISED FUND
Recommend gifts to FIVE18 from funds you've already set aside for charity. You choose when and how much to give, while potentially gaining tax advantages.

CHARITABLE GIFT ANNUITY
Enter into an annuity agreement with FIVE18 by transferring cash, property, or other assets. In return, we provide fixed payments to you for life. You may also qualify for a charitable income tax deduction.

For more information and to access a planned giving guide, contact DE@FIVE18.org.

To learn which planned giving options are best for you and to discover next steps in how to make a lasting change, consult your tax professional or financial advisor.

NIKKI
When Compassion Becomes Action

When Nikki received a phone call in February 2022, her life changed in an instant. Her son called to say that Child Protective Services was at his apartment and that his girlfriend's 13-month-old son, Logan, needed a safe place to go. Without hesitation, Nikki drove across town. It was the first time she had ever met Logan, but before the day was over, she and her husband, Kevin, became his caregivers.

Soon after, they welcomed a newborn grandson into their home as well.

Overnight, Kevin and Nikki went from empty nesters to raising two very young children while both working full-time. They faced the financial burden of diapers, formula, clothing, and childcare, while also carrying the emotional weight of watching their own son struggle.

"We were committed," Nikki says, "but we were overwhelmed."

Like many kinship caregivers, they didn't know where to turn. They didn't qualify for many services, and although family and friends offered encouragement, few truly understood the unique challenges they faced.

Then God began connecting the pieces.



Photo: KJ Jugar Photography



Through the Department of Social Services, Blue Ridge Community Church, and CarePortal, Nikki met FIVE18 Family Services. What began as a request for a crib quickly became something much greater.

A FIVE18 family advocate simply asked, "What do you need?"

That question opened the door to practical support, including diapers, clothing, and other essentials. More importantly, Nikki and Kevin found a community through FIVE18's kinship caregiver support group, where they met others walking the same journey.

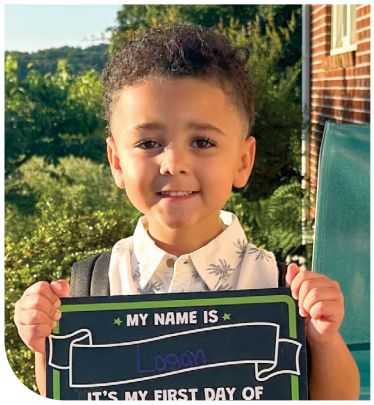
"For the first time," Nikki recalls, "we didn't feel alone."

Through trauma-informed parenting classes, Nikki also gained a new understanding of how early experiences shape a child's development and behavior. She learned to replace frustration with compassion and to focus on helping her grandsons feel safe, secure, and loved.

"It changed the way I parent," she says.

Today, both boys are thriving. Nikki and Kevin have celebrated first steps, first words, and first days of school—milestones they treasure every day.

When they later made the decision to adopt their grandsons, another challenge emerged: the overwhelming cost of adoption. Once again, FIVE18 walked alongside them, connecting them with resources and grant funding that made adoption possible.





Nikki and Kevin found a community through FIVE18's kinship caregiver support group

"When I got the call that our adoption expenses would be covered, I just cried," Nikki remembers. "It wasn't only the financial relief. It was knowing we weren't alone."

Today, Nikki's story is a powerful reminder of what happens when churches, community partners, generous donors, and organizations like FIVE18 work together.

Because of compassionate supporters, two little boys found safety, stability, and a forever family. And because a community chose to stand beside one family in their greatest time of need, hope became a reality.

Families truly thrive when a faithful community comes together.

Author: Sue England, Director of Marketing

Building a COMMUNITY of Care

God often works through ordinary people to accomplish extraordinary things. Throughout the past year, FIVE18's training initiatives have become more than educational opportunities, they have become places where families experience encouragement, relationships are strengthened, and communities are drawn together through God's ministry of reconciliation.

Through partnerships between FIVE18 and local organizations, foster parents, biological parents, fathers, caregivers, and professionals learn and grow together. Participants gain practical parenting skills, deepen their understanding of trauma, and discover they are not alone. As one participant shared, "Connecting with other parents who 'get it' gave me hope." Another mother reflected, "I've learned to love on my kids more than yelling at them."

"I've learned to love on my kids more than yelling at them."

As lives are transformed, the impact extends beyond the classroom. Parents who once came seeking support begin encouraging others. Fathers continue their growth through Dare2Dad. Caregivers find confidence, and families discover renewed hope. These moments may seem small, but they are helping break unhealthy cycles, strengthen families, and create lasting change for future generations.

Because of partners like you, families are finding hope in the midst of life's challenges. Together, we are creating welcoming spaces where parents are encouraged, relationships are strengthened, and communities grow stronger. Through your faithful partnership, God continues to restore families and write new stories of hope.

Every page turned is a step toward a stronger family.

Author:Janice Clemmons,
Senior Director of Training



Scan code to learn more about FIVE18 Training and Events

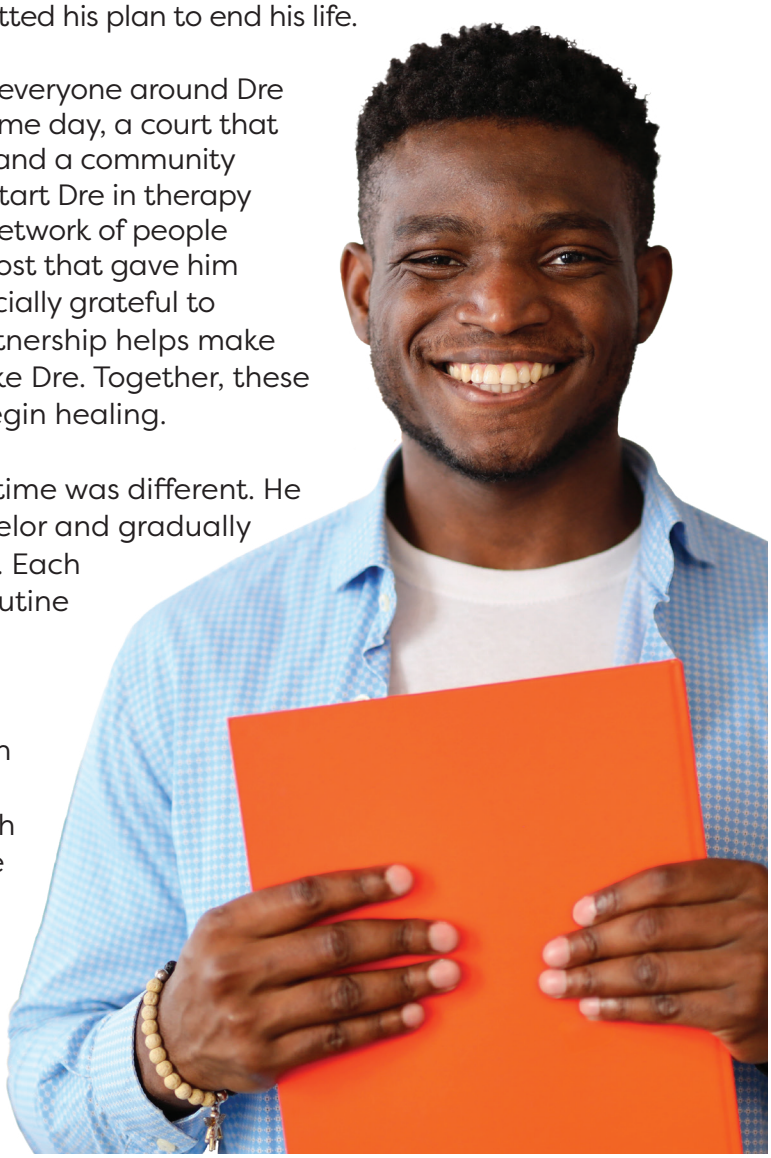


A Village, NOT A Verdict

One September, a school social worker contacted FIVE18 Counseling after sitting beside a student and his mother during a truancy hearing. It was there she learned the severity of his suicidal thoughts. Within hours, he was admitted to a children's psychiatric unit, and while he was receiving care, the social worker and his mother arranged school-based counseling through FIVE18 so he could receive the support he urgently needed.

Dre* was 15 years old when he started services with FIVE18. He had witnessed domestic violence, experienced abuse and abandonment, and endured homelessness. As the only *"man"* in the home, Dre felt responsible for protecting his mother, but had no way to do it. The gap between duty and capacity left him feeling helpless and hopeless. *"Black men aren't supposed to open up about their feelings. It's a sign of weakness, and how can you be a man of the house if you're being weak? And besides, mom has too much she has to worry about other than me and my feelings,"* he said once in a session. By the time he stood in that courtroom, he was failing every class, facing possible juvenile detention, and carrying it all alone until he broke down and admitted his plan to end his life.

That admission became the turning point where everyone around Dre moved at once: a social worker who acted the same day, a court that ordered support rather than only consequences, and a community of donors whose generosity meant FIVE18 could start Dre in therapy immediately, at no cost to his family. It was this network of people providing Dre support right when he needed it most that gave him the courage to keep moving forward. We're especially grateful to the Virginia Health Care Foundation, whose partnership helps make school-based counseling possible for students like Dre. Together, these faithful partners gave him the opportunity to begin healing.



Although he had attended therapy before, this time was different. He developed a trusting relationship with his counselor and gradually began sharing the pain he had carried for years. Each morning, he stopped by to say hello, a simple routine that reminded him he wasn't alone.

As healing took root, Dre rebuilt his relationship with his mother, graduated early, and enrolled in a software development program. His story is a powerful reminder that healing happens through faithful relationships. Because of compassionate professionals and the generosity of supporters, a young man who once saw no future is now building one filled with hope.

Author: Avery Via, Director of School-Based Services

**Dre is a pseudonym used to protect the privacy of the young person and his family.*

ONE MISSION

From July 1, 2025 through June 30, 2026

FIVE18 Family Services had a direct positive impact on more than:

Direct Service

2,089

UNIQUE CHILDREN & ADULTS

Total Impact is over

4,300

INDIVIDUALS

Mental Health Services

14,083

TOTAL SESSIONS*

2,442

SESSIONS IN THE APPOMATTOX COUNTY PUBLIC SCHOOLS

Family Services

229

FAMILIES SERVED

20

FAMILY FOCUSED EVENTS

73

FATHERS EQUIPPED & EMPOWERED

Student Scholarships Awarded

$141,971

27

RECIPIENTS

Your support is woven into every story of hope we tell.

FIVE18 FAMILY SVCS

These numbers tell a story of children finding safety, individuals healing, caregivers growing stronger, and communities equipped to care. Each connection builds resilience, strengthens relationships, and restores hope.

MENTAL HEALTH

Counseling in schools and community settings provides steady, relational care that helps children and adults heal, grow, and build stronger relationships. School-based services and clinical training extend care and reduce barriers to support.

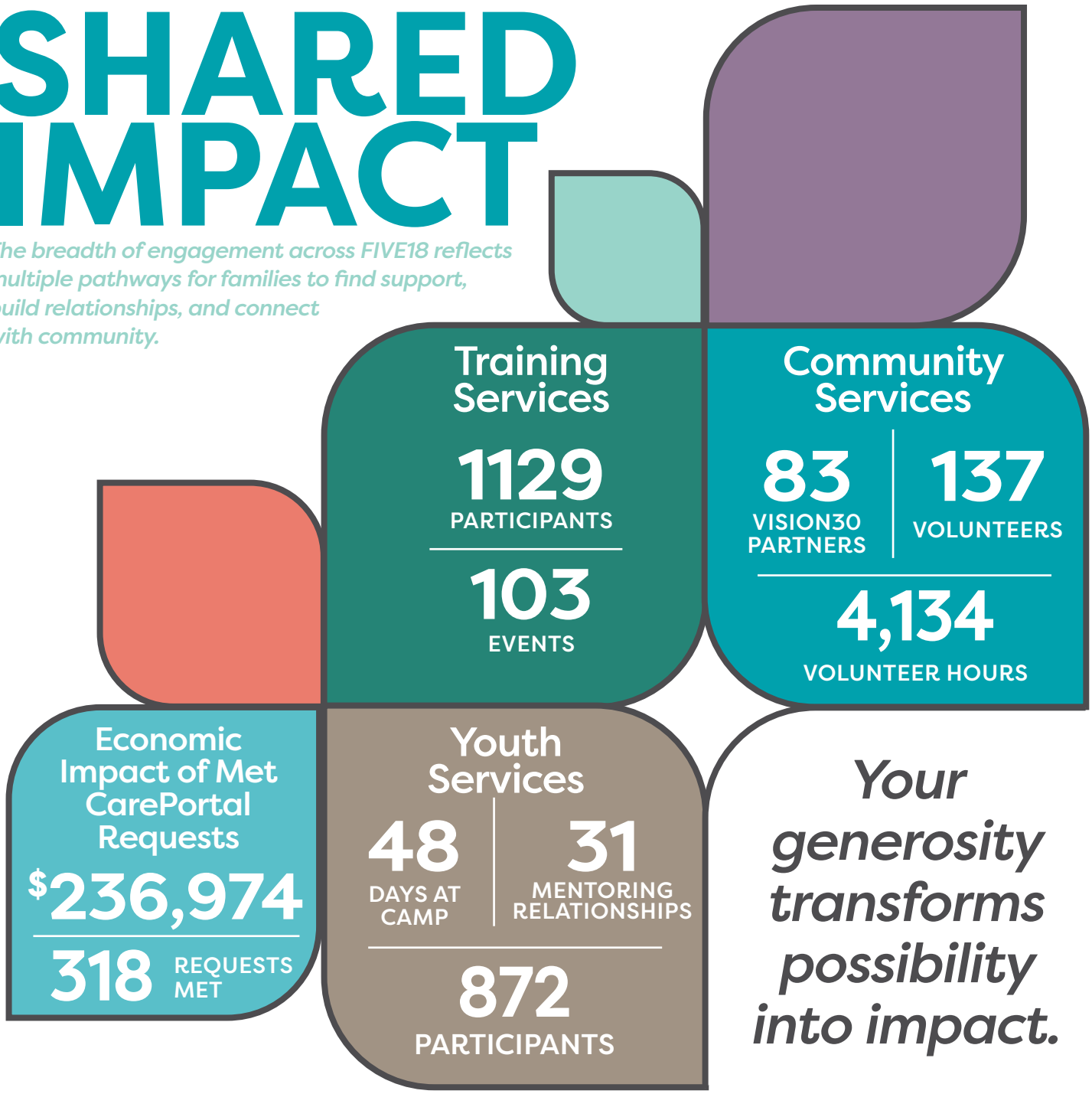
Total Sessions includes the 2,442 counseling sessions held in the Appomattox Schools.

FAMILY CARE

Family Care and Dare2Dad equip parents and caregivers with practical tools, guidance, and coaching to navigate challenges, strengthen relationships, and build confidence, helping families grow stronger together.

SHARED IMPACT

The breadth of engagement across FIVE18 reflects multiple pathways for families to find support, build relationships, and connect with community.



Your generosity transforms possibility into impact.

COMMUNITY

Volunteers and agency partners multiply FIVE18's reach, serving in every ministry, from partnering for a single CarePortal delivery, to prepping camp to receive campers, to interning for a semester, to faithfulling showing up to meal prep for each support group. Their presence amplifies the everyday work of our staff!

TRAINING

Training initiatives equipped parents, caregivers, churches, professionals, and community partners with practical tools that strengthen resilience, relationships, and protective factors, extending the impact far beyond the training space.

YOUTH

Through Hat Creek Camp, mentoring, counseling, and youth-focused events, young people build meaningful relationships, experience belonging, and grow in confidence and resilience. From a week at camp to the steady presence of a mentor, each connection creates space for youth to be known, encouraged, and supported.

Investing in Futures

In addition to being a faithful FIVE18 Family Services board member for years, Bonnie Burley Crews also serves on our Scholarship Committee. This committee has always been about much more than helping students pay for college. It's about walking alongside young people as they build their futures and establishing meaningful relationships with them.

Many scholarship recipients have experienced foster care or hardship, and they need someone who invests in them as they prepare for what's next. Bonnie shared that "just because these students turn 18 and graduate high school, that doesn't mean they are ready to be on their own. Sometimes, they need a hand up."



This year, through donations, we were able to award nearly $141,000 in scholarships. But financial assistance is only part of the story. Donor support also provides counseling, laptops, and other resources that remove barriers to success. Bonnie shared that she has seen so many students enter the interview process with visible anxiety and fear, but after establishing meaningful relationships with them, she has seen transformation story after transformation story as committee members remind them, "We see your potential, and we believe in who you are and your abilities."

Through years of dedication, Bonnie has watched students graduate, launch careers, and grow into confident adults. Today, Vision30 and Liberty University, including LU's ABBA program supporting foster youth, connect students with campus support and a FIVE18 advocate to help address barriers and celebrate success, and we're excited for more opportunities through Vision30 referrals and the University of Lynchburg. "It's so rewarding to see where the students are now," Bonnie said.

Through the years, we have watched these students become nurses, counselors, business owners, and more. We not only help them establish careers, but we also see them building strong families and breaking the very cycles that once held them back.

Generosity propels the holistic support, encouragement, and relationships that empower young people to thrive long after they receive a scholarship.

Author: Bonnie Burley Crews,
FIVE18 Board Member

Healing Without Barriers

Healing rarely happens in isolation. More often, it begins when someone chooses to walk alongside another person, offering hope, encouragement, and support during life's most difficult seasons. At FIVE18, stories of healing unfold every day through outpatient counseling, school-based services, and relationship education. Yet these stories of restoration are not accomplished by any one person or program alone. They are evidence of God's faithfulness working through compassionate counselors, caring communities, and the generosity of faithful supporters.

One client recently found herself in the midst of an incredibly difficult season. She knew she needed counseling, but the financial burden of weekly copays threatened to become another obstacle on her journey toward healing. Thankfully, support rallied around her: an empathetic and knowledgeable counselor to walk alongside her, compassionate administration to talk with her through the logistics, and generous donors who gave to our fee assistance fund. The unity of these community members allowed for those barriers to be removed, allowing her to continue receiving the care she so desperately needed.

Reflecting on her experience, she shared, "Having the peace of mind from not having to worry about the financial burden of my copays has changed the trajectory of my outcome. This has been a blessing, and I want to thank the donors because I would not be where I am right now in my recovery without their help. I feel truly blessed having come across FIVE18."

As people come together to meet practical needs and offer compassionate care, barriers begin to fall, hope is restored, and lives are transformed. The impact of generosity extends far beyond financial assistance. It creates opportunities for healing to continue uninterrupted and for individuals and families to experience the restoration God desires.



Author: Jen Owen, Senior Director of Mental Health

The Vital Role of FATHERHOOD in Family Flourishing

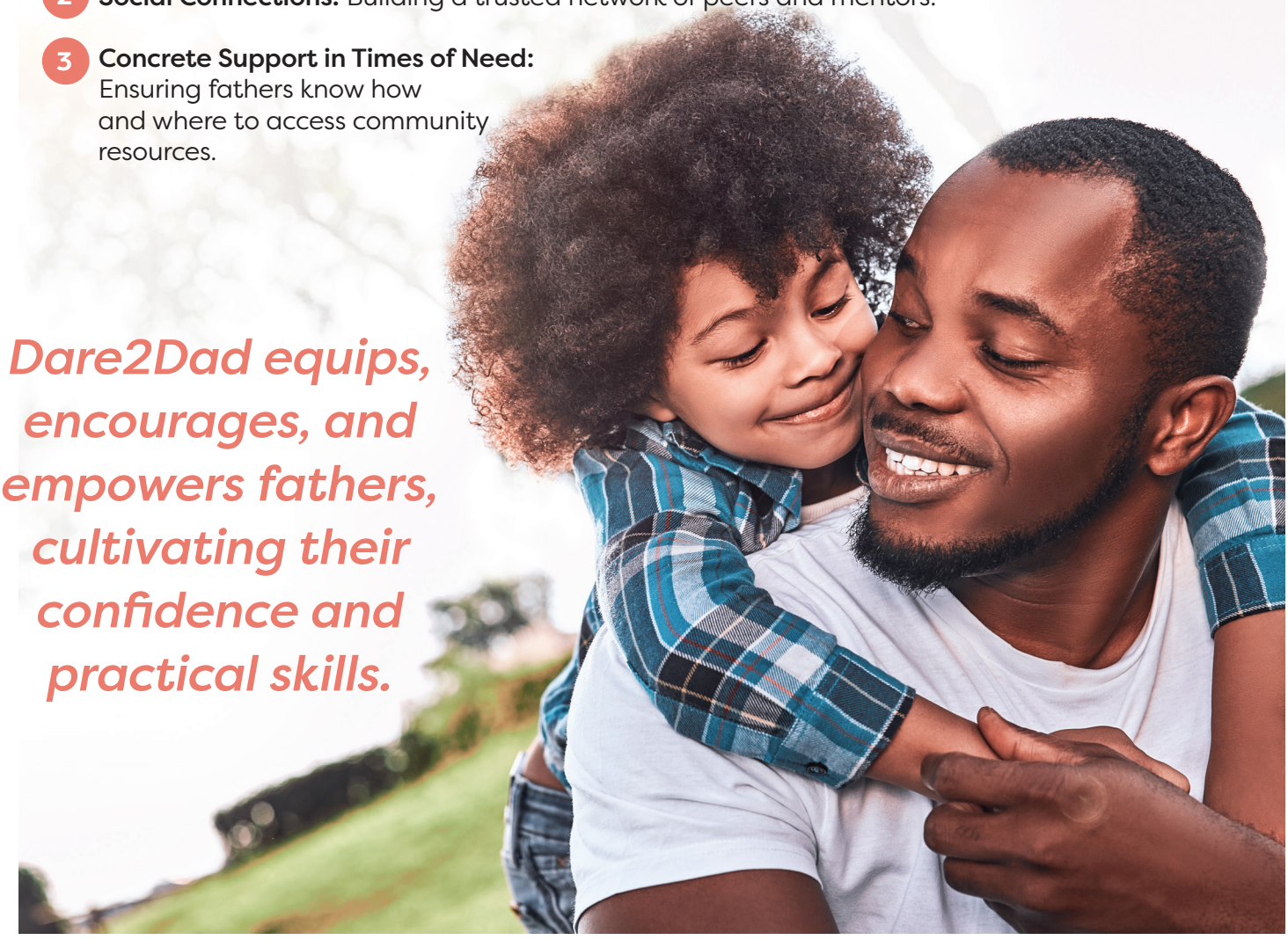
Healthy, engaged fathers are foundational to a family flourishing and thriving emotionally, socially, and spiritually. To truly empower dads, communities must replace isolating stereotypes with welcoming, supportive, and connected environments that foster active inclusion and lasting family stability.

As such, targeted training and mentorship provide fathers with safe spaces to share experiences, learn practical parenting strategies, and build confidence.

Crucial to this journey is understanding the **Five Protective Factors**, which serve as a framework for strong, healthy fatherhood:

1. **Parental Resilience:** Helping fathers navigate stress and bounce back from challenges.
2. **Social Connections:** Building a trusted network of peers and mentors.
3. **Concrete Support in Times of Need:** Ensuring fathers know how and where to access community resources.

Dare2Dad equips, encourages, and empowers fathers, cultivating their confidence and practical skills.



4. **Knowledge of Parenting and Child Development:** Understanding a child's physical and emotional milestones.

5. **Social and Emotional Competence of Children:** Fostering healthy communication and emotional bonds.

By aligning community support with these factors, we don't just help men become better dads—we build resilient families where everyone thrives.



When dads are equipped and engaged, children are more likely to thrive in every stage of life.

At this year's June Gathering, a panel of dads shared honest stories about growing up in families where healthy fatherhood was either embraced or absent. Their stories revealed the lasting impact these experiences can have on families and relationships. Speaking from both heart and hurt, they highlighted the importance of supporting and equipping dads, many of whom have never had positive examples to follow.

Through structured curriculum and group brotherhood, Dare2Dad equips, encourages, and empowers fathers, cultivating their confidence and practical skills necessary to love, lead and care for their families; understanding that there are no perfect dads but that each of us can get better daily.

Author: Dave Frett, Director of Dare2Dad



Make a Lasting Impact as a Monthly Donor

Monthly giving is simple, sustainable, and helps us respond quickly to the needs of children and families. Every gift—no matter the size—creates lasting change. Become a Community Mender at: FIVE18.org/community-menders or scan the QR code.

Thank you for your generosity!

Scan to become a Community Mender

FIVE18 FAMILY SERVICES

COMMUNITY MENDERS

A Tablet Was Just the Beginning

In 2020, Susan Lynch never imagined that volunteering through her church would change the course of her life.

Alongside her husband Josh, Susan began serving with CarePortal through Bedrock Community Church, helping coordinate requests for families in crisis. At first, her role was simple—organizing communication and helping connect needs with resources.

"I wasn't planning on delivering items or building relationships," Susan says. "I certainly wasn't expecting to become part of a family's story."

Then one request changed everything.

A family in Bedford was working to reunite with their children through Family Recovery Court. Because of the COVID-19 pandemic, court meetings had moved online, but the family didn't have the technology they needed to participate. Something as simple as a tablet stood between them and the opportunity to continue working toward bringing their children home.

Thanks to generous donors and a caring church community, the need was met almost immediately.

Susan and Josh delivered the tablets.

Photo: KJ Jugar Photography

"It felt like such a small act," Susan recalls. "We thought we were simply dropping something off. But God had something much bigger in mind."



Instead of leaving, Susan and Josh stayed. They listened, built a relationship, and walked alongside a family through one of the most difficult seasons of their lives. What began as a simple act of kindness became a living example of Galatians 6:2: *"Carry each other's burdens."*

What unfolded was not the work of one person or one organization—it was a community united around a family. CarePortal identified the need. Bedrock Community Church responded. Generous donors provided resources. Family Recovery Court walked alongside the parents. FIVE18 Family Services helped strengthen the network of support surrounding them.

Together, they created the kind of faithful community where healing could begin.

That simple act of showing up became a living example of God's love in action.



Over time, the family was reunited with their children, secured stable housing, found meaningful employment, and now encourages others walking similar paths. Witnessing that transformation changed Susan and Josh as well.

"Once you see what God can do through ordinary people who are simply willing to step toward someone else, you can never look at your community the same way."

Today, Susan serves as the Coordinator for Bedford Family Recovery Court and continues to see that families need more than services—they need people. "They need a community that believes restoration is possible."

That is exactly what your generosity makes possible. Every gift, volunteer hour, church partnership, and act of compassion becomes part of the larger story God is writing. Because faithful supporters chose to step forward, one family found hope, healing, and restoration.

And there are many more families waiting for someone to step toward them. Together, we have the privilege of becoming part of the next God story.

Author: Sue England, Director of Marketing

FIVE18
FAMILY SERVICES

PRESENTS:

ROOTED TOGETHER

A one-day gathering for prayer, partnership, and kingdom impact.



Keynote Speaker:
Peter Greer,
Co-Author of Rooting for Rivals

Building a stronger Central Virginia through Kingdom-minded leadership, collaboration, and generosity.

Join nationally recognized author and speaker **Peter Greer** for a one-day experience exploring how Kingdom-minded leaders can move beyond competition, build meaningful partnerships, and create greater community impact through collaboration, generosity, and shared purpose.

Tuesday, November 10, 2026
9 AM - 4 PM

ROOTED TOGETHER

FIVE18.org/rooted-together/

Where Kingdom-minded leaders connect, collaborate, and create greater community impact.

< scan code to register. Limited space.

CREATIVE WAYS TO MAKE A DIFFERENCE

Giving to FIVE18 Family Services doesn't have to be complicated—and it doesn't always mean writing a check. Here are three easy (and even fun!) ways to support local families in need:



Amazon Wishlist

Shop our curated Amazon Wishlist for items that go directly into our programs. It's a simple way to give a tangible gift and know exactly how you're making a difference.



Kroger Community Rewards

Every grocery trip can help change lives! Select FIVE18 as your Community Rewards recipient, and a percentage of your purchases will be donated to us—at no extra cost to you.



Walmart Gives

Shop Walmart and give directly toward real needs, like therapy supplies, caregiver resources, or family support. Every item purchased helps bring hope, stability, and dignity to families in our community.

Small choices add up to big change.

FIVE18 FAMILY SERVICES

Start giving in a way that fits your everyday life today.

FIVE18 FAMILY SERVICES

OPERATING INCOME & EXPENSES

Fiscal Year Ended June 30, 2026

	Jul '25 - Jun '26
Income	
Contributions and Bequests	826,912.88
Earned Income from Programs and Services	1,798,256.82
Trust Income	382,241.01
Other income	192,720.26
Savings dollars used for Rebranding efforts	109,375.32
Budgeted funds from long term reserves	2,483,030.04
Total Income	5,792,536.33
Expenses	
Program Expenses (including Rebranding)	4,065,506.34
Management & General	1,159,514.96
Fundraising	375,343.94
Scholarship Expenses	148,119.77
Capital Expenses (new vehicle)	21,734.32
Total Expense	5,770,219.33
Net Income above expenses for future program use	22,317.00

Note: These figures are unaudited numbers

Our pledge is to maintain the highest standards of accountability. PHFS and PHFSO, DBA FIVE18 Family Services are audited each year by independent certified public accountants in accordance with generally accepted accounting principle.

Figures presented are unaudited numbers for the fiscal year ended June 30, 2026. FIVE18 Family Services is not reliant upon federal funding for our ministries and programming. Because our operating budget comes from sound and competent stewardship, 100% of donations received from individuals, churches, businesses, and partners goes to fund our programs.

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Norman and Connie Wagstaff

GIFTS IN HONOR OF

Bob Dendy
Linda and Kenneth Burger

Luann Childress
Jeffrey and Mary Burgener

Shay Martin
Jimmy and Jill Rufus

Dan West
Carmel Keenan

Father of Elizabeth Browder
Liberty Church Women's Missionary Society

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SCAN CODE TO SUPPORT A FAMILY

All this is from God, who reconciled us to himself to us through Christ and gave us the ministry of reconciliation.

(2 CORINTHIANS 5:18)