

CSA's success is due to the hard work of many NRO volunteers. Whether removing litter from the highway or collecting much needed clothing, food, toys, or books, CSA volunteers continue to work together to help others in our community who are less fortunate.

This Report is dedicated to them.

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MESSAGE FROM THE DIRECTOR,
OFFICE OF COMMUNITY SERVICE

“Whatever you have is your gift to offer to others”

The Community Service Activities (CSA) Program at the NRO is an amazing success story. What began as a partnership between the NRO and Cub Run Elementary School in 1995 has grown to an internal network of over 300 volunteers supporting over 30 activities. CSA volunteers and NRO employees have a history of giving tirelessly of their time and resources to community efforts that enrich others' lives. You have, time and again, demonstrated an inexhaustible capacity to care.

The unprecedented terrorist attacks on America on September 11, 2001, prompted an outpouring of support for victims' families and rescue workers. The NRO CSA Program responded immediately, forming teams the very next day to focus on specific needs. Volunteers collected and distributed water, food, and clothing to Pentagon emergency rescue teams and organized numerous events, such as the very successful Silent Auction in December, to raise money for victims' families.

I applaud the hundreds of CSA organizers and volunteers for your selfless contributions in 2001 and encourage new employees to investigate the possibilities and support the Program's activities that interest you. Together we have shown we CAN make a difference. Thank you all!

Brian A. Malone
Director, CSA

"Volunteers" - There's a Special Place in Heaven

Many may be shocked to find,
When the Day of Judgment nears,
That there's a special place
In heaven set-aside for VOLUNTEERS.
Furnished with big recliners,
Satin couches and footstools;
Where there's no committee chairman,
No group leaders or car pools.
No eager team that needs a coach,
No bazaar and no bake sale.
There will be nothing to staple,
Not one thing to fold or mail.
Telephone lists will be outlawed,
But a finger-snap will bring,
Cool drinks and gourmet dinners
And rare treats fit for a king.
You ask, who'll serve these privileged
Few and work for all they're worth?
All those who reaped the benefits,
And not once volunteered on Earth.

--Anonymous



**Young Parents' Services
of Loudoun County
[formerly Young Parents' Network (YPN)]**

The mission of the **Young Parents' Services (YPS)** is to assist teenage pregnant and parenting mothers with individual and family counseling, parenting advice, education, prenatal care, and help in finding child care.

Two collections to benefit YPS were held in 2001. NRO personnel donated 100 packages of diapers, 100 jars of baby food, 15 boxes of cereal, 165 cans of dry and liquid formula, 25 packages of Wipes, a stroller, and miscellaneous bottles, clothing, and shampoo. The Director of the Young Parents' Services stated that she *"never expected such an avalanche of goods."*

**Resourceful Woman Thrift Shop
of Loudoun County**

The **Resourceful Woman Thrift Shop** provides emergency clothing, toys, and household items free to women and children who reside at the Loudoun Abused Women's Shelter (LAWS). The proceeds from sales at the shop pay the shelter's operating expenses and support other LAWS programs. Volunteers assist in the shop by sorting, pricing, and hanging donated clothing, working the register, decorating the display windows, and assisting customers.

Holiday Wreath Laying at Arlington Cemetery

Holiday Wreath Laying at Arlington Cemetery is in the ninth year. Morrill Worcester, President, Worcester Wreath Company in Harrington, ME, donated 4,000 live Maine balsam fir wreaths to Arlington National Cemetery. Wreaths were placed on graves of the honored dead from every state and territory.

The Maine State Society of Washington, DC, leads the effort to provide the local volunteers who place the wreaths on each grave in the section(s) designated by Arlington Cemetery management. Approximately 30 NRO personnel participated in this heart-warming holiday event.

**People Helping People United
"Stop the Violence Campaign"**

People Helping People United was formed to empower and give hope to individuals who are facing a crisis situation, to help stop the violence among and give a positive direction to today's youth, to assist where needed in nursing homes, neighborhoods, and community centers, to raise money to provide summer outings for underprivileged youth, and provide food and clothing to the needy. Many NRO volunteers and their families participated in the numerous activities sponsored by People Helping People. The People Helping People youth choral group performed at the NRO on several occasions, as well as at a local veterans' nursing home.

**Cell Phones for Senior Citizens and
Victims of Abuse**

The collection of used **cell phones for senior citizens and victims of abuse** has become a popular annual event at the NRO. The cell phones are reprogrammed with emergency numbers and distributed to victims of abuse and senior citizens by participating organizations or services throughout the United States to help in saving lives.

In 2001, NRO employees donated a total of 97 cell phones.

NRO Adopt-A-Highway

The **NRO Adopt-A-Highway** activity supports Virginia's Department of Transportation Adopt-A-Highway program. This program was developed and introduced in 1988 by VDOT in cooperation with the "Keep Virginia Beautiful" campaign. The mission of the program is to preserve the Commonwealth's natural resources and reduce the accumulation of litter along Virginia highways. Volunteers are responsible for maintaining both sides of a two-mile stretch along Rt. 28, adjacent to the Westfield's facility. Cleanup is held on a quarterly basis and usually nets 35 bags of trash, tires, road signs, and other debris.

NRO Disaster Relief Efforts

The "**NRO Disaster Relief Fund**" was established to assist families of personnel associated with the NRO who were lost or injured in the terrorist attacks of 11 September 2001. Approximately \$64,000 was received for the Fund.

Correspondence to Rescue Workers

Volunteers coordinated correspondence from NRO personnel to send to firefighters, police officers, rescue workers, urban and rescue teams, National Guard, and Red Cross Relief efforts to locales in New York City; Arlington, VA; and Washington, DC. The 347 letters, cards, and posters were sent to provide a morale boost and to say "Thank You" to those working in the areas affected by the attacks.

A letter received from Dewey H. Perks, Battalion Chief, Urban Search and Rescue Program, Fairfax County, VA, stated, "On behalf of the men and women of Virginia Task Force 1 and the entire Fire and Rescue Department, we would like to thank you for your support and encouragement during our recent activation. The events of 11 September 2001, and the days that follow, will surely stand out in the minds and hearts of every citizen of this great country. We would personally like to thank you for taking the time to forward us the many letters, cards, pictures, and donations that were sent to the USRT. Every single one of them has touched our hearts and was greatly appreciated."

Raffle

The Disaster Relief Committee sponsored a **raffle** to kick off the Silent Auction. Raffle items included a Memorial Wreath, a Toshiba VCR with remote, a Toshiba DVD player with remote, and a 20" bicycle. Raffle tickets sold for \$1 each. A total of \$1,500 was raised for the Disaster Relief Fund.

Silent Auction

The CSA **Silent Auction** raised \$8,260 for the NRO Disaster Relief Fund. This was NRO's first online silent auction, and it was very successful. Many thanks go to those NRO personnel who so generously donated items for the auction.

The item receiving the most bids was the Wizards vs. Timberwolves tickets, which eventually sold for \$690. Other highly bid auction items included the Rolling Rock Patio Furniture, auctioned at \$200, boxing gloves autographed by Mike Tyson, auctioned at \$170, and the Sol Beach Package, auctioned at \$125.

The most generous bid was for the Golden Labrador puppy, Brutus, who was valued at \$350 but sold for \$740. The best bargain bid was for the Michael Jordan autographed basketball, valued at \$800 but sold for \$370.

Pie Sale

In November, one of the Disaster Relief Fund Subcommittees sponsored a one-day Pie Sale. The pies, which were sold whole or by the slice, were donated by one of the Subcommittee members. The sale was very successful (and Yummy!)- A total of \$500 was donated to the Fund from this event.

Military Care Packages

A Disaster Relief Fund Subcommittee was organized to provide military care packages to benefit our troops who were deployed in support of the U.S. response to the attacks. The volunteers put together 10 large moving boxes filled with food and other items geared for individuals, as well as a "Squadron" box with items that could be shared by a larger number of people. Also included were letters and cards for the troops sent by students from area schools.

Relief Efforts for Pentagon Rescue Workers

In an effort to assist the men and women who worked tirelessly in the emergency rescue efforts at the Pentagon, bottled water and non-perishable food items were collected and delivered to the Red Cross for distribution to the workers as needed.

Salvation Army Warehouse Effort

NRO personnel volunteered at the Springfield, VA, Salvation Army Warehouse to help box donated items that were sent to relief areas at the Pentagon and World Trade Center.

Ticket Donation

An NRO employee donated four tickets to families of NYPD and FDNY Co.112 in Brooklyn so they could attend a Baltimore Orioles vs. New York Yankees game.

Clothing

Northern Virginia Training Center "Spring" Formal Dance

The Northern Virginia Training Center (NVTC) serves as one of five regional state facilities for the developmentally challenged in the Commonwealth of Virginia. The Center's mission is to support clients so they can experience many of life's opportunities by promoting independence, self-esteem, and full participation in family and community life.

The NVTC held its annual **Spring Formal Dance** in May 2001. Nearly 200 NVTC clients, aged 17-80, attended. Attendees wore formal dress attire provided by provided by the Center, through donations. This year the NRO Office of Security collected 304 items that were donated to the Center. The items ranged from dressy dresses, jewelry, shoes, hosiery, purses, cosmetics, to men's suits, ties, slacks, sport coats, and accessories.

The clients were delighted to receive the donations. Several NRO volunteers who attended the dance commented that everyone looked glamorous in their new clothes, the music was great, and "a wonderful time was had by all."

Suited for Success

Suited for Success, based on the nationally known "Dress for Success" program, was a new CSA event in 2001. The program was developed to provide office-type dress apparel for disadvantaged men and women to wear when interviewing for an office position and for the first day of work. The Virginia Department of Rehabilitation, Woodrow Wilson Rehabilitation Center for the Developmentally Challenged, asked to be the NRO's first "closet" in the state.

The collection was a huge success. A total of approximately \$173,045 worth of items was delivered to the WWRC in Fishersville, VA. The staff and residents of the WWRC were overwhelmed with the generosity of the NRO employees.

Holiday Clothing Collection

The **Holiday clothing collection** was very successful. Volunteers collected 20 boxes of clothing that contained 40 adult coats; 20 children's coats; 100 miscellaneous adult items; 50 children's items; 35 hats, scarves; and gloves/mittens; and 8 blankets. All items were donated to SERVE Inc. in Manassas, VA.

Educational

Book Collection

"You are a rainbow between a child and reading." - VISTA volunteer for "America Reads"

The annual **Holiday Book Collection** was once again a huge success. NRO personnel donated 1,010 children's books to the Loudoun County Community Holiday Coalition. The mission of the Holiday Coalition is to help less fortunate families by providing much needed items in a manner that promotes dignity and self-respect. They believe that a single act of kindness can be the turning point toward a brighter future for those in need. A gift of books made many children's holiday season a happier time.

Backpacks and School Supplies

CSA sponsored its first **Backpacks and School Supplies** collection in August. The success of this collection far exceeded all expectations. For example, 1,497 boxes of crayons; 1,271 pencils; 474 pens; 434 spiral notebooks; and 289 colored makers were just some of the items collected. The large number of donated items allowed the volunteers to fill 17 backpacks with school supplies. The backpacks were given to NRO families with children identified as being in need. The remaining items (backpacks, school supplies, clothes, and books) were disseminated between 11 charitable organizations to distribute to local families.

NRO and Cub Run Partners in Education

The NRO and Cub Run Elementary School have been **"Partners in Education"** for the past six years. It has been a wonderfully rewarding six years for everyone involved. The program includes hundreds of NRO tutors and mentors, a writer's club, chess club, science club, and many other activities like Youth Art Month and Principal for a Day.

NRO employees serve as class speakers on a variety of topics ranging from the Rain Forest to the Civil War. For the 2001 Veteran's Day commemoration, Cub Run requested the NRO provide a member of the armed forces to speak about Veteran's Day. The presenter spoke to the sixth graders about the evolution of Veteran's Day, the guiding principles upon which our country is based, and how students can best commemorate the day.

The NRO also supports Cub Run with donations of used computer equipment.

To learn more about the program and tutoring opportunities contact Cathy Bowers, 808-1746.

School Presentations and Mentoring

Volunteers from Vandenberg spoke to a group of kids at the NASA Learning Center's Endeavor Space Camp about space, rockets, and the history of CORONA and Vandenberg. "We talked about the physics of a launch, why we use different types of rockets, and why we launch from different locations," noted one of the speakers. To help the kids visualize a power rocket, the team demonstrated a flying model of a Titan IV with a mock satellite under its fairing. In addition, the team raised over \$1,000, which was used to send four kids to space camp.

Other NRO volunteers assisted in judging high school science fairs, weekend tutoring at area high schools, and speaking before high school business and aviation classes.

Environmental

Recycling

The Westfield's **Recycling** Committee sponsors many recycling projects at NRO. One project, selling of Earth Day T-shirts using the NRO recycling LOGO, allowed proceeds from the sales to be used to purchase T-shirts for the mentally and physically-disabled clients at the Northern Virginia Training Center (NVTC).

The NRO is a major **recycling partner with NVTC**. NRO donates aluminum cans, used batteries, unclassified CDs, tapes, and videos to NVTC for recycling. The money received from the recycling of these products goes to support NVTC's vocational training program.

The Recycling Committee also works with the Northern Virginia **Lion's Club** to collect used eyeglasses and contact lenses. The Lion's Club then refurbishes the glasses and donates them to children in underprivileged areas.

The Embry Rucker Community Shelter in Reston was the recipient of 813 pounds of **toiletries** last year. Toiletries such as shampoo, lotion, soap, and dental products are distributed to men, women, and families who temporarily reside at the 60-bed facility. This program, only in its third year, has grown tremendously due in part to the personal-size toiletries collected, but not used, by NRO personnel while on travel. In an acknowledgement to the NRO, the Embry Rucker Community Shelter stated, "We are fortunate to live in a community that continues to assist us in providing the best possible services to the homeless population in our region."

FOOD

"Hunger Knows No Season"

Several **food collections** were held at the NRO during 2001. In June, 300 pounds of canned and non-perishable food items were collected and donated to Loudoun County's Interfaith Relief in Leesburg, VA.

Personnel attending the annual July All-American Day festivities were asked to donate either **juice or canned fruit**. Over 205 pounds of canned/bottled/boxed juice and fruit were collected and delivered to Interfaith Relief in Loudoun and Clarke Counties.

The **Holiday Food Drive** held in December was another success. Approximately 950 pounds of food were distributed between SERVE and AGAPE House, Manassas; Fauquier County Family Shelter Services, Warrenton; The Embry Rucker Shelter, Reston; Warren County Council on Domestic Violence, Front Royal; and Interfaith Relief, Leesburg. Mary Jo Dick, Food Coordinator at SERVE, wrote: "We appreciate the food drive your group conducted on our behalf. Without the support of groups like yours, we would not have been able to provide 'Christmas Fixings' for 695 families in addition to their regular food packets."

Several NRO volunteers also assisted throughout the year at **S.O.M.E. (So Others Might Eat)**. S.O.M.E. was founded over 30 years ago to help the poor and destitute of Washington, DC, especially those who live in shelters, on the streets, or are elderly. Volunteers from area churches, synagogues, and civic organizations serve over 1,000 meals each day.

Operation Warm Heart and Warm Harvest

Operation Warm Heart is sponsored by the National Capitol Region First Sergeants. Through the efforts of the Combined Federal Campaign and other major sponsors, funds are raised to assist Air Force members. Checks of varying amounts are distributed to members that have been identified by their supervisors as being in need of assistance during the holiday season.

The First Sergeants Council also sponsors **Operation Warm Harvest**. This event normally assists 350 members of the military armed services branches during the Thanksgiving Holiday. Money raised during the year is used to buy SHARE food baskets from a local community food shelter. Volunteers stock and deliver the Thanksgiving baskets.

Housing

Christmas in April

Christmas in April is a non-profit, one-day, nationwide home improvement blitz established in 1973. Volunteers repair homes to help low-income families, particularly the elderly, disabled, and families with children live independently in warmth and safety. Projects include landscaping, painting, light repairs, roofing, and hanging dry wall.

NRO volunteers participated in Christmas in April projects in Alexandria City, Fairfax, and Arlington Counties, and in Falls Church.

Habitat for Humanity

Habitat for Humanity (H4H) International is a non-profit, ecumenical Christian housing ministry. Its mission is to eliminate poverty and homelessness in the world. H4H of Northern Virginia recently celebrated its eleventh year. Unlike Christmas in April, H4H literally builds homes from the ground up over the course of many months. Once a home is completed, a dedication ceremony is held for the new owners and the volunteers who assisted with the building.

NRO volunteers helped complete several housing projects in Fairfax and Prince William Counties.

Medical

Red Cross Blood Collection

One of the NRO's more popular community events is the **Red Cross Blood Collection**. A Blood Collection is held quarterly and the number of units collected always exceeded the goal. A total of 727 units of blood were collected in 2001. The collection of blood is extremely important, especially after the tragic events of 11 September. Every 17 seconds, someone in our region receives a blood transfusion. The quarterly NRO Blood Drives help the Red Cross meet its many demands.

Children's Hospital Visit and Miracle Network Telethon

Several military members visited the **National Children's Medical Center (NCMC)** in Washington, DC to visit with the children. The members handed out stickers, bookmarks, and a variety of small toys to children who were excited to meet members of the military in person. One of members noted, "It is amazing what an hour or two out of your day can do for someone else who is sick or bedridden."

In addition, other military members participated in the annual **NCMC fund raising telethon** held each year in the studios of WUSA-CH 9. Volunteers answer phones, serve as guest escorts, and work in the Hospitality Room. This year's local telethon raised in excess of \$8.5M, which will stay in the metropolitan community to support Children's Hospital.

VA Hospital Visits

"A volunteer is a person who believes that people can make a difference - and is willing to prove it." -- Anonymous

Volunteers from one NRO facility visited veterans at a local **VA Hospital**. The volunteers roam the hallways and day rooms engaging the residents in conversation to keep up the spirits of the veterans.

Race/Walks for Cure

The **Avon Breast Cancer 3-Day Walk** took place in May 2001. A number of NRO personnel participated in the three-day, 60-mile walk that began in Frederick, MD, and ended at the Washington Monument. Each walker raised \$1,900 for breast cancer research, educating women on breast cancer, mammogram checkups for women who cannot afford treatment, and childcare for women receiving chemotherapy or radiation treatments.

Nancy Brinker founded the **Susan G. Komen 5K Race for the Cure** in 1982, in memory of her sister, who died of breast cancer at age 36. The proceeds fund local education, screening and treatment programs, and research in the metropolitan area.

NRO volunteers participated in the race around the scenic Washington Mall, as well as assisted at the registration sites, helped hand out water, provided office support, and folded T-shirts.

Special Olympics

"Let me win, but if I cannot win, let me be brave in the attempt"

Oath of the Special Olympics

The Prince William County planning committee sponsored a **Special Olympics** Unified Softball Tournament. The tournament hosted 21 teams--approximately 300 members--from all over the East Coast. Participants in the Softball Tournament are individuals with mental retardation (athletes) and those without mental retardation (partners) on the same team for training and competition. NRO volunteers assisted by handing out water and keeping score. The Planning Committee was appreciative and impressed with the number of volunteers who came out to help at the tournament.

Toys

Deb's Little Darlings Holiday Stockings

Deb's Little Darlin's stocking program began in 1996 to ensure that no child wakes up on Christmas morning without a filled Christmas stocking. Stockings are distributed to shelters in Virginia and Maryland. The stockings are stuffed with toys, books, and clothing items. For the past six years, Deb's Little Darlin's has been an NRO tradition. In 2001, NRO volunteers helped distribute, collect, sort, and deliver 650 stockings.

Toys for Tots

The U.S. Marine Corps **Toys for Tots** campaign is one of the nation's flagship holiday charitable events. The holiday season just isn't complete for many until they place a new, unwrapped toy in the Toys for Tots collection box. This year, NRO employees donated 1,200 toys to the campaign – double the number of toys collected in 2000.

New Activities

A new activity planned for 2002 is a **collection of small house wares**; i.e., toasters, cooking utensils, towels, mixers, and blenders that will be donated to the Woodrow Wilson Rehabilitation Center (WWRC) in Fishersville, VA. The items will be distributed to the clients to assist them as they transition into their own apartments. The WWRC was also the recipient of items collected in the 2001 "Suited for Success" campaign.

Collage of pictures or posters

“I shall pass through this world but once. Any good therefore that I can do or any kindness that I can show to any human being, let me do it now. Let me not defer or neglect it, for I shall not pass this way again.”

-- mahatma gandhi