



# COMMUNITY IMPACT

..... A 2021 REPORT

**Langley**

Save, Borrow & Spend Wisely

A man and a woman are shown from the chest up, embracing each other. The man, on the left, has a beard and is smiling broadly, looking towards the woman. The woman, on the right, has curly hair and is also smiling, looking upwards. They are outdoors, with a blurred background of trees and foliage. The entire image has a light blue tint.

OUR GOAL IS TO MAKE A  
**DIFFERENCE**  
IN PEOPLE'S LIVES EVERY DAY.

**Langley**

Save, Borrow & Spend Wisely

A long history of community involvement and charitable giving, dating back to the founding of the credit union in the 1930's.

D O N A T E D

**\$565,000**

**Langley**   
**For Families**

Launched in 2014 to support causes and charities benefiting children and families.

D O N A T E D O V E R

**\$1,000,000**

T H A T ' S A T O T A L O F O V E R

**\$1.5 MILLION**

to 133 Hampton Roads charitable organizations in 2021.





*Langley for Families Foundation allows us to make a difference in the lives of families throughout Hampton Roads by providing basic needs for those most in need, like shelter, food, and education. Meeting the \$1 million milestone is a huge accomplishment for our team and our members."*

**– Tom Ryan, President and CEO of Langley Federal Credit Union  
& Board Member of Langley for Families Foundation**



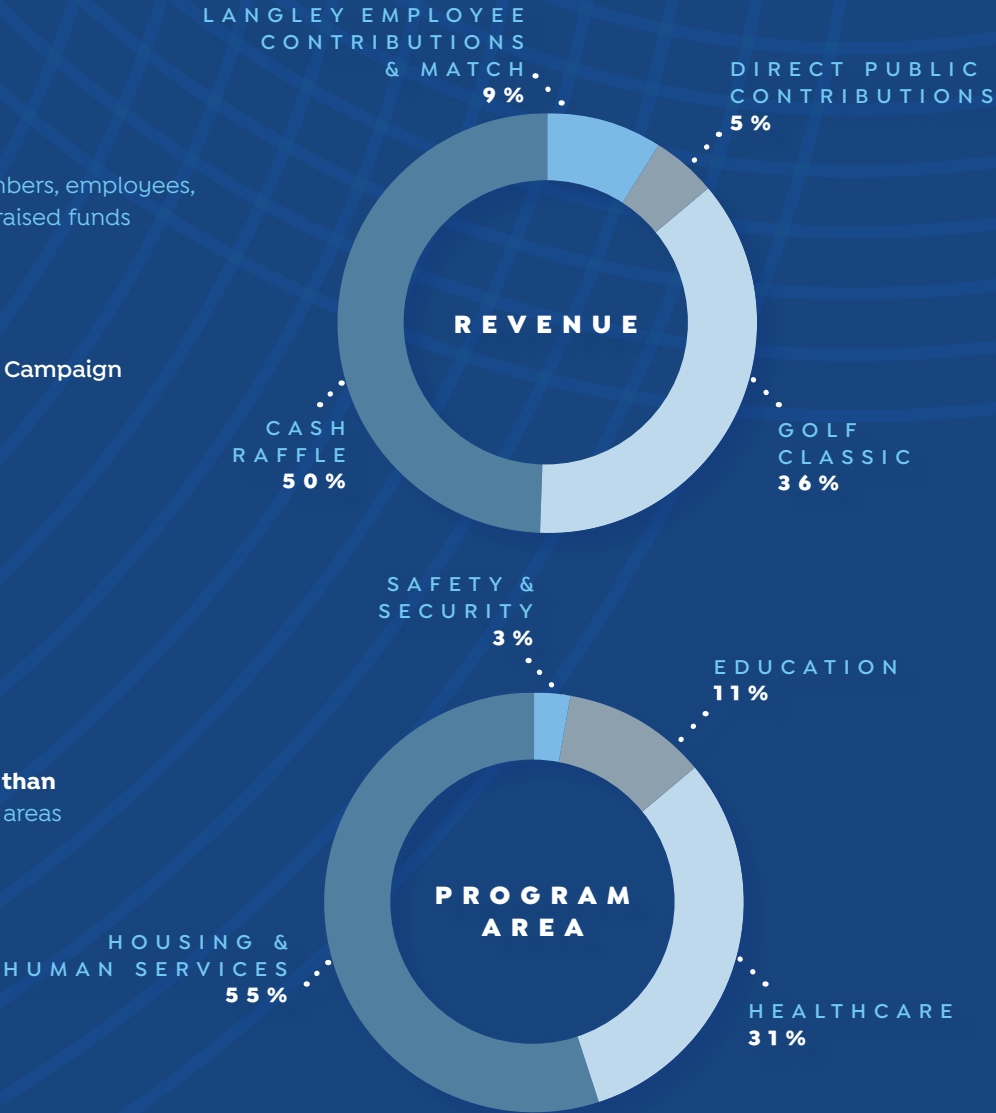
# Making A Difference For Those Who Need Us Most

In 2021, Langley for Families Foundation met a remarkable milestone – donating \$1,000,000 to the Hampton Roads community! This brings the Foundation’s total impact to \$3.6 million since its founding in 2014.

With help from Langley’s members, employees, and partners, the Foundation raised funds through several initiatives:

- Annual Charity Golf Classic
- Charitable Cash Raffle
- Langley’s Make A Difference Campaign

These funds **supported more than 100 agencies** in four program areas



## Committed to Health and Wellbeing

Langley prioritizes mental health and physical wellbeing for our members and the communities in which they live, work, and play. Through partnerships with non-profit organizations and clinics, Langley supports healthcare as a right for all.

Langley reaffirmed its commitment to mental health in the second year of its five-year

# \$1 MILLION

pledge to Children's Hospital of the King's Daughters' (CHKD) new mental health hospital.



Located in downtown Norfolk, the new mental health hospital will make a significant impact in the community by filling a much-needed gap of services, including 60 inpatient beds, an extensive expansion of outpatient services, and training for mental health professionals.



**Langley**

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*Many children in this area have significant levels of depression and are at risk of dying. With CHKD's mental health initiative, we have the opportunity to provide mental health care to all children – not just those who are in crisis. We can shift the paradigm. And most importantly, we can save lives."*

**– Dr. Carl Petersen, Chief of Mental Health Services at CHKD**



## Supporting Access to Education For Deserving Students & Teachers

Access to education is the foundation of success and financial wellbeing. Langley is dedicated to increasing access to higher education, supporting local students and teachers, and helping bridge the technology gap.

G I F T E D   T O   S T U D E N T S

# \$110,000

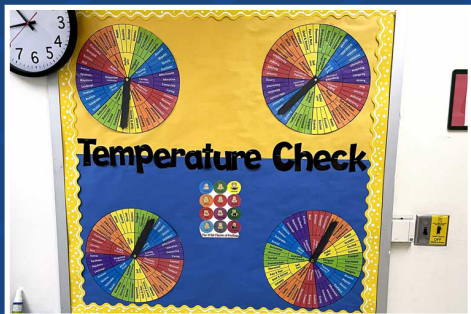
In addition to **30 \$500 mini-grants awarded to teachers** across Hampton Roads, empowering them to create new initiatives or expand current projects in their classrooms.

via scholarships through Langley's Jean M. Yokum Scholarship and partnerships with

**Christopher Newport University**  
**College of William & Mary**  
**Hampton University**  
& **Old Dominion University.**



Andrea Jones, a teacher at Blair Middle School in Norfolk, received a grant to establish a serenity space for students to relax and decompress, regulate their emotions, and aid in healing from trauma – all as an alternative to traditional discipline.



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“

*The innovativeness of the project goes beyond what is normally taught in schools because it seeks to disrupt school policies that can lead to punishment, which impacts the community through the invisible fabric of our connectedness. We believe in building relationships with students and families, and taking a trauma-informed, equity-centered stance to meeting each students' needs.”*

**– Andrea Jones, Teacher at Blair Middle School  
& 2021-2022 Teacher Mini-Grant Recipient**

**Borrow & Spend Wisely**

## Fighting Human Trafficking Through the Annual Impact Cause

In 2021, Langley team members selected the fight against human trafficking as its annual impact cause – a one-year commitment to make a difference in one key area by offering education campaigns, volunteer opportunities, and grants for non-profit agencies.

### With support from partners, Langley

- Hosted an employee food drive challenge that **raised 8,358 items to benefit Samaritan House and the Virginia Peninsula Foodbank.**
- Coordinated online training called **OnWatch** to employees, the first survivor-written training that helps people understand the variety of ways trafficking is impacting our community and how to spot, report, and prevent trafficking.
- Provided **monthly webinars and myth-buster information sessions** for employees throughout the year.
- Honored as the Presenting Sponsor for Freekind's Celebrate Justice gala, which **raised more than \$115,000 for survivors.**
- **Granted \$95,000** in Annual Impact Cause Grants to five organizations: **Freekind, Safe House Project, Samaritan House, Survivor Ventures, and Transitions.**





Langley   
For Families

\$25,000



*Freekind was humbled to learn that Langley employees selected human trafficking as the annual impact cause, giving us the opportunity to partner and educate their team on the issue of human trafficking. Langley has been a true partner in the fight against human trafficking, and their generosity made it possible for us to serve more than 150 survivors and reach our 19th state with our Prevention Project curriculum.”*

**– Lisa Kersey, Executive Director of Freekind**

IMPACT WITH EMPLOYEES: .....

## Living the Langley Experience By Serving With Pride

The Langley team is committed to making a difference by showing up for the community. Employees volunteer individually, as well as in organized group activities. In 2021, the 2nd Annual Day of Service helped two non-profits, despite scaling back in light of COVID-19 risks.

HOURS VOLUNTEERED  
BY LANGLEY EMPLOYEES

# 2,500

a total value of \$71,350 provided to agencies, according to the national value<sup>[1]</sup>.



*I was truly grateful for the opportunity to lead a service project with STOP Inc for the 2021 Day of Service. I come from a proud military family, so being able to help Veterans gave me a deeper appreciation for helping those who deserve it most."*

**– Laura Winn, Assistant Branch Manager at Hilltop  
& Team Lead for 2021 Day of Service**

[1] Independent Sector calculates the national value of one volunteer hour at \$28.54 as of April 2021, [independentsector.org](https://independentsector.org)



*Thanks to generous businesses and partners like Langley, we re-opened Club doors for thousands of kids in Hampton Roads with new protocols to ensure the safety of our Club members and staff. We're grateful for their Day of Service project to replace the flooring and create a better environment for our kids as they continue to learn and grow in our Clubs."*

***– Hal Smith, President & CEO of Boys & Girls Clubs of the Virginia Peninsula***



IMPACT WITH EMPLOYEES: .....

## Creating an Environment of Respect, Trust, and Expectation

With over 650 local employees, Langley is committed to helping them achieve their career and life goals. 2021 was notable for the following milestones:

- We promoted **over 120** employees
- Our starting wage **increased to \$15 per hour**
- Employees **earned an 8% bonus payout** (more than 4 weeks of additional pay)
- Throughout the pandemic we **supported employees** in a variety of ways, including our pandemic expense assistance, our front-line employee appreciation bonus program, and by empowering back-office employees to work remotely.
- We began implementing our **Diversity, Equity, Inclusion and Belonging (DEIB) program** with our Langley Listens interviews



## Helping People Save, Borrow, and Spend Wisely

Langley's \$4.3 billion balance sheet is a reflection of the difference we're making in our members' lives and serving the people in our community. Langley provides products and services that help our members purchase cars, buy homes, finance their kids' education, save for their dreams, and plan for retirement, in addition to helping them manage their everyday finances.

We continuously look for ways to improve the value of membership: **reducing fees, developing rewards and offering rebates**. These efforts, combined with our broad product offerings, resulted in the following outcomes in 2021:

- Courtesy Pay and NSF fee reductions **exceeded \$4.5 million**
- Credit card rewards **totaled \$1.3 million** and debit card rewards **passed \$780 thousand**
- Rebates on loan payments since 2019 **reached \$3 million**
- Mortgage refinancing rebates saved members **over \$1.4 million** in closing costs
- **1,300** new mortgage loans **totaling \$340 million** were funded
- **Over 3,000** home equity lines of credit **totaling \$144 million** were approved
- Members spent **over \$2 billion** on their Langley debit and credit cards





To see more of Langley Federal Credit Union's impact in the community, please visit:

**[LangleyFCU.org/community/outreach](https://LangleyFCU.org/community/outreach)**

To make a donation or to apply for a grant, please visit:

**[LangleyForFamilies.org](https://LangleyForFamilies.org)**

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