

# 2014: A Time for Transitions

*After 40 Years of Service to NVFS, President and CEO Mary Agee Ready for More Family Time*

Northern Virginia Family Service celebrated its 90th anniversary in 2014, and for nearly half of those years, Mary Agee has dedicated her career to building strong, healthy families. After leading NVFS since 1988, Mary announced her retirement, effective June 30, 2015. As one of the pillars of our community prepares to step away, we are left with unending gratitude for her advocacy on behalf of local families and dedication to the NVFS mission.

“I feel like the luckiest person, to have found my professional home early in my career with a mission I can give my heart and soul to,” Mary told attendees at the Northern Virginia Leadership Awards, hosted by Leadership Fairfax. She also credited NVFS’ partners – nonprofit, government and business – for working together to help address local needs.

Mary helped guide NVFS through the social changes of the 70s, adapted the agency’s business model by applying for its first federal grant to assist Indo-Chinese families after the Vietnam War, and organized tenants to speak up for their rights during condo conversions in the 80s. Under her leadership, the nonprofit has grown to a full service agency with a staff of 350, a budget of \$30 million and a corps of 4,119 volunteers.

The concept of NVFS’ continuum of care grew from simple roots. In 1924, citizens in

Alexandria noticed that local families were struggling to make it through the winter, so they collected coats and coal for their neighbors. That direct service still exists today, in the form of emergency food, resources for utilities and rent, and the family shelter in Manassas. NVFS was the first organization in Virginia and third in the Continental U.S. to launch the Healthy Families child abuse prevention program. That success in early childhood paved the way to launch Head Start and Early Head Start

programs, which have been recognized within the Commonwealth for their excellence.

And so it goes with all the NVFS programs, with one success leading to the next, all while growing, refining, identifying needs and figuring out how to fill them on behalf of families. The strength of NVFS’ programming is its wraparound services and commitment to long-term case management (see our profile of Frances, page 3). While clients may come to us for assistance with food, NVFS staff help

clients identify threats to their stability such as transportation to their job or dental needs. This holistic approach not only helps solve the immediate crisis, but also can help move clients to self-sufficiency.

“I didn’t have to change jobs to feel challenged and stimulated,” Mary told the

*(con’t page 6)*

**Do not go where the path  
may lead; go instead  
where there is no path  
and leave a trail.**

*- Ralph Waldo Emerson*



Mary and Phil Agee

## Mary Agee & NVFS A Timeline 1972 78 88 01 09 14

Earns BA in social welfare and MSW in psychiatric social work from USC Berkeley

Joins NVFS staff as social worker

Serves as deputy director

Named NVFS Executive Director

NVFS chosen to lead Pentagon Survivors Fund

Washingtonian of the Year: “compassionate powerhouse for Northern Virginia”

Announces retirement, effective June 30, 2015



Northern Virginia Family Service

# 2014 Annual Report

Full report, including NVFS funders, available online at [www.nvfs.org/annualreport](http://www.nvfs.org/annualreport)

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Mary Agee  
Northern Virginia Family Service

# NVFS Locations

## Offices

**1 – Administrative Headquarters**  
10455 White Granite Drive, Suite 100  
Oakton, VA 22124  
571.748.2500

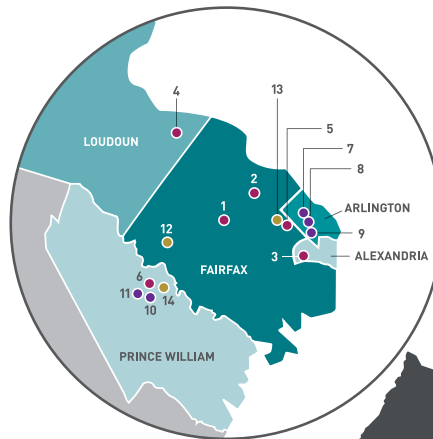
**2 – Training Futures – Tysons**  
8605 Westwood Center Drive, Suite 503  
Vienna, VA 22182  
571.748.2860

**3 – Alexandria Office**  
5249 Duke Street, Suite 308  
Alexandria, VA 22304  
571.748.2840

**4 – Loudoun Office**  
14 Pidgeon Hill Drive, Suite 180  
Sterling, VA 20165  
571.748.2790

**5 – Multicultural Center**  
6400 Arlington Boulevard, Suite 110  
Falls Church, VA 22042  
571.748.2800

**6 – Training Futures – Manassas**  
9485 Innovation Drive, Suite 103  
Manassas, VA 20110  
703.530.3041



## Centers

**7 – George Mason Head Start Center**  
1801 N. George Mason Drive  
Arlington, VA 22207  
571.748.2700

**8 – Early Head Start – Vermont Center**  
First Presbyterian Church  
601 N. Vermont Street  
Arlington, VA 22203  
571.748.2760

**9 – Early Head Start – Arlington Mill**  
909 S. Dinwiddie Street  
Arlington, VA 22204  
571.748.2709

**10 – Early Head Start – Georgetown South**  
9444 Taney Road  
Manassas, VA 20110  
571.748.2770

**11 – SERVE (Family Shelter, Early Head Start & Food Distribution Center)**  
10056 Dean Drive  
Manassas, VA 20110  
571.748.2600

## Thrift Shops

**12 – Clock Tower – Centreville**  
6031 Centreville Crest Lane  
Centreville, VA 20121  
703.803.3337

**13 – Clock Tower – Falls Church**  
2860 Annandale Road  
Falls Church, VA 22042  
703.237.1910

**14 – Save ‘N’ Serve – Manassas**  
10360 Portsmouth Road  
Manassas, VA 20109  
703.335.2659



# It Takes a Village – And Perseverance – To Fight Homelessness

**JOB LOSS**

The symptoms were building for the Jiguan family – a stressful home life, then job loss and abandonment by the husband/father, which led to foreclosure on their home – so that Frances and her three children became homeless in the fall of 2012. The family moved from shelter to shelter, forcing the kids to change schools each time, while Frances continued to apply for jobs.

(con't)

Once Frances demonstrated that she could hold a job, SERVE staff started to think creatively about how to transition the Jiguan family out of the shelter to self-sufficient living. Unfortunately, Frances' minimum wage income was not going to be enough to sustain them in Manassas. The staff reached out to a landlord in Winchester, Va., who was willing to work with NVFS and the Jiguan family. NVFS provided rent and utility assistance to help the family get started, and another agency, Calling All Souls, helped provide the essentials for a family getting settled in a new home.

Frances' mom played an important role in the family's journey, as well. She paid \$350 a month to sleep on a relative's couch when her daughter and grandkids were at the SERVE shelter, and often would look after the kids when Frances was either working or job hunting. By reuniting the entire family in Winchester, the family has been able to pool their resources and leave the shelter.

Frances is currently employed by Shenandoah University during the school year. She will apply for unemployment when school is not in session and continue to pursue other opportunities for income. The Jiguans have been in Winchester for more than a year, proving their family can persevere through the harshest of circumstances and events.

“Andy helped me find a place,” says Frances, who speaks with high regard of her case manager, Andrea Sullivan. “She came through for us. She would help me look for apartments and jobs. I went through hell because I didn't have a job. I was all shaken up moving into a shelter. I didn't know if I was going to work or have a place to call home again. But I had a responsibility to my three kids and my mom. The staff at SERVE were friendly to me and my kids. Andy made it possible for my dreams to come true.

**She helped me and I helped myself.”**

(concludes right column)

**FINANCIAL  
HARDSHIP**

**FORECLOSURE**

**MULTIPLE  
SHELTER STAYS**



**CASE  
MANAGEMENT**

**TUTORING**

**EMPLOYMENT**

**DETERMINATION**

**STABILITY**

**HOME**



The Jiguans came to SERVE in May 2013. Frances would walk from the shelter every day to the Manassas Mall, submitting job applications to businesses up and down Sudley Road. When she landed a job as a sign spinner for a restaurant, it was during the sweltering heat of summer.

Frances continued to walk to work, perform her job, and walk back to the shelter after her shift.

The Jiguans' oldest daughter participated in one-on-one tutoring offered by a shelter volunteer.

All the upheaval had resulted in failing grades for the adolescent, who also took on the role of family manager: ensuring that her mom and brothers were abiding by the rules, meeting deadlines and doing whatever it took to help the family.

With tutoring, her grades (and self-esteem) shot up to A's, and she was named to the honor roll.

(con't left column)

Frances and her middle son



The Jiguans' story is not unique: financial hardship, loss of employment, a medical diagnosis, an accident... Any of these situations can set the trap for losing your home. But what made Frances unique was her unyielding determination to make things better for her family despite their circumstances. “The family functions in a very positive way,” says Andrea. “Frances was so honest and unassuming and did everything she could for her kids – and was grateful for everything that was given to them. We knew her dedication to her family was going to help see her through. We're just glad we could provide the time and resources it took for this family to get back on their feet.”

### Who We Are

Northern Virginia Family Service (NVFS) is a private, nonprofit community service organization dedicated to helping individuals and families find new paths to self-reliance and brighter futures. NVFS' array of programs and intensive case management ensure that families receive the help they need for immediate stability and long-term security.

### What We Do

Each year, NVFS helps nearly 34,000 people through our continuum of programs in:

- Anti-Hunger Programs
- Early Childhood Services
- Child Placement Services
- Health & Mental Health Services
- Legal Services
- Housing Services
- Intervention & Prevention Services
- Workforce Development Services

### Our Mission

To empower individuals and families to improve their quality of life, and to promote community cooperation and support in responding to family needs.

### Connect With Us

Website: [www.nvfs.org](http://www.nvfs.org)

Twitter: [@nvfs](https://twitter.com/nvfs)

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Youtube: [/NoVaFamilyService](https://www.youtube.com/NoVaFamilyService)

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### Invest in Families and Strengthen our Community!

- **Donate** gently-used clothing and household items to our thrift shops in Falls Church, Centreville and Manassas – tax receipts available. [www.nvfs.org/thriftshops](http://www.nvfs.org/thriftshops)
- **Coordinate a drive** at your school, office, club or group to help NVFS clients: Back-to-School, holiday toys and gift cards, diapers, canned food and household supplies. *Contact Pam Boyle at [pboyle@nvfs.org](mailto:pboyle@nvfs.org) or 571.748.2537*
- **Attend a special event:** The Road to Independence Gala (May), Empty Bowls (October), CARE Awards (November) and Strikes for SERVE Bowl-a-Thon (March) [www.nvfs.org](http://www.nvfs.org) and click on the drop-down menu of "Events."
- **Volunteer:** Individuals, families, faith-based groups, civic clubs and corporate teams contribute to the NVFS mission through one-time events or recurring opportunities. [www.nvfs.org/volunteernow](http://www.nvfs.org/volunteernow)
- **Skills-based volunteering:** Share your expertise with us! Small groups can lead a staff training, conduct a job training workshop for our clients, teach a personal finance class or conduct or analyze a survey. Individuals can assist with business plans, join a special event or committee, provide professional consulting and more. *Contact Karen Horowitz at [khorowitz@nvfs.org](mailto:khorowitz@nvfs.org) or 571.748.2626*
- **Become a foster parent:** Children in our community are in need of a loving and safe home. NVFS carefully matches each child to a trained foster family to help ensure they can reach their full potential. [www.nvfs.org/fostercare](http://www.nvfs.org/fostercare)
- **Donate now** at <https://give.nvfs.org>

# The Real Impact of Northern Virginia Family Service



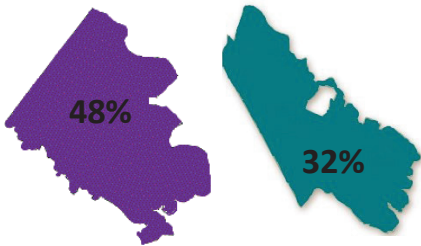
Investing in Families,  
Strengthening Communities

## 56%

Job training graduates reported a wage gain of 56% or more



80% of clients come from Fairfax & Prince William



\*Remaining 20% come from the rest of Northern Virginia

## 33,647 people served

62% of our clients live at-or-below the poverty line



For a family of 4,  
that is **\$23,850** a year

SERVE provided nutritious food to nearly **10,000** people to alleviate hunger



**100%** of our at-risk youth did not get involved with gangs

**98%** of Head Start students are ready for Kindergarten



**79%** of children remained in stable foster care placements



**60%** of homeless shelter residents are employed



On average, **50** homeless children depend on SERVE for shelter and meals every day



## 10,000+

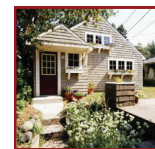
clients received access to health care (physical, dental, & mental)



**67,589**  
volunteer hours  
donated



**4,119**  
volunteers



**97%** of clients who left the SERVE homeless shelter are now in stable, permanent homes

Northern Virginia Family Service has been empowering individuals and families to improve their quality of life for 90 years. It is through our partnership with generous supporters like you that we can continue making *real impact* in our community.

## Mary Agee Retires *(con't from page 1)*

Leadership Fairfax audience. “We worked together at NVFS to create the opportunities and push ourselves on behalf of the community. So every three to four years, I needed to develop a new set of skills in order to be effective in our ‘new’ organization.” Mary cites disaster programs like the 9/11 Survivors Fund and working with Hurricane Katrina evacuees as highlights of how NVFS has led the response to community need, and provided the resilient spirit and leadership when families needed it most.

Mary has dedicated herself this year to expanding the resources of the agency and ensuring that whoever is at the helm this time next year will be well-positioned to leverage the partnerships that have been built across sectors. “I don’t know what the next five or ten years will bring,” she recently told employees, “but NVFS will always be guided in its mission and focus in the areas of greatest need and impact, including early childhood and workforce development. We will continue to reach out to those who are most vulnerable in our community: those who have language barriers and legal issues, who are victims of abuse, and who are at-risk for gang activity.”

At a recent general staff meeting, Mary told NVFS employees: “We have a solid foundation upon which to continue to thrive and to create impact in our community.” It is this stability that led Mary to the decision to step away, knowing that the agency is ready to carry on her vision well after her retirement.

The Agee family recently expanded with the addition of a new grandson, Cadem. Mary’s colleagues and partners have seen her joy in experiencing the world through his eyes. After 40 years of service, this time with family is well earned and deserved. On behalf of the NVFS family, we can only say:

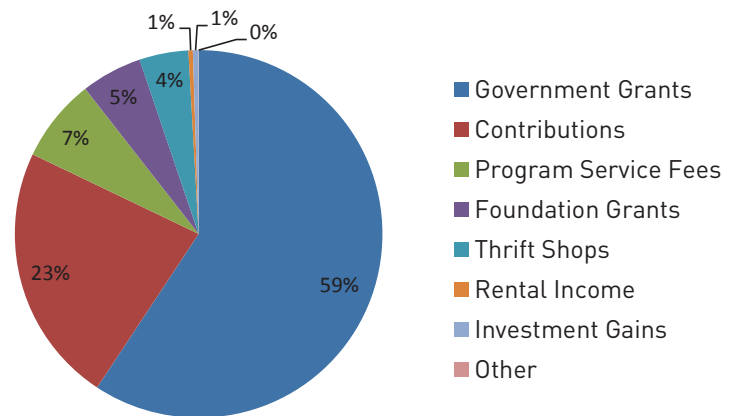
**Thank You.**



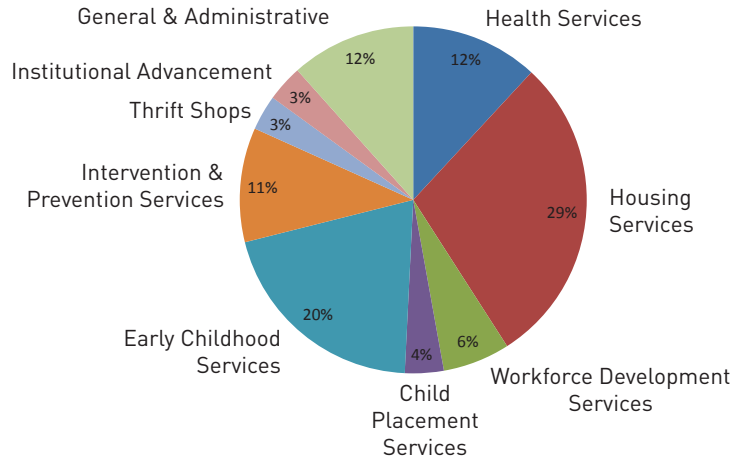
## NVFS FINANCIAL REPORT

**Generous Community Support Makes All Things Possible:** With government and foundation grants, corporate sponsorships and individual donations, NVFS was able to assist nearly 34,000 in Northern Virginia last year.

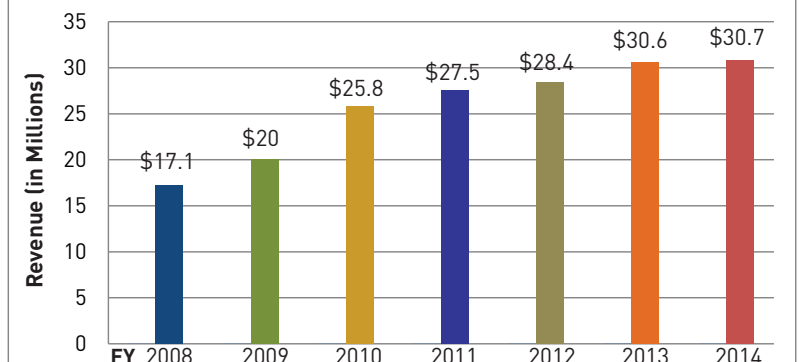
### FY 2014 Operating Revenue and Support



### FY 2014 Operating Expenses

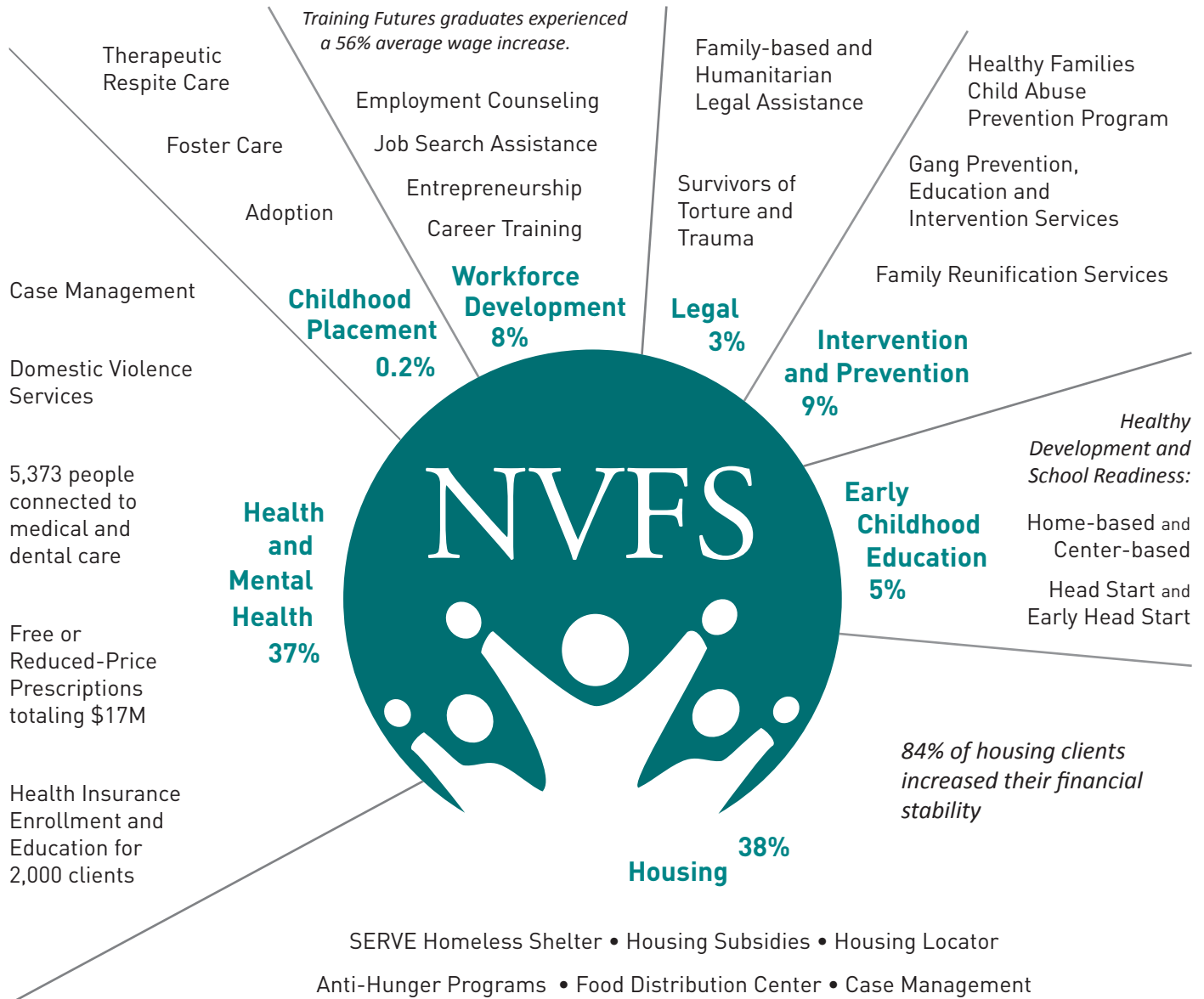


### Recent History of NVFS Growth



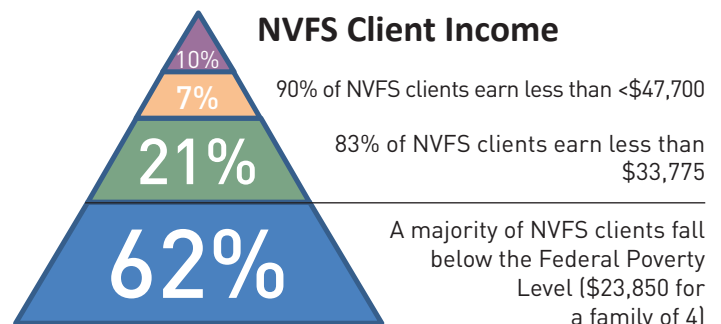
# Northern Virginia Family Service: Why We Are Here

With 19,664 cases and 33,647 people served, NVFS offers stability to our neighbors in need and services and advocacy for those who cannot speak for themselves. Our clients are primarily female (63%), represent the working labor force (68% are between 19 and 65 years old), and like our Northern Virginia region, are racially and ethnically diverse. Percentages below represent the percent of total agency population served; chart is not to scale.



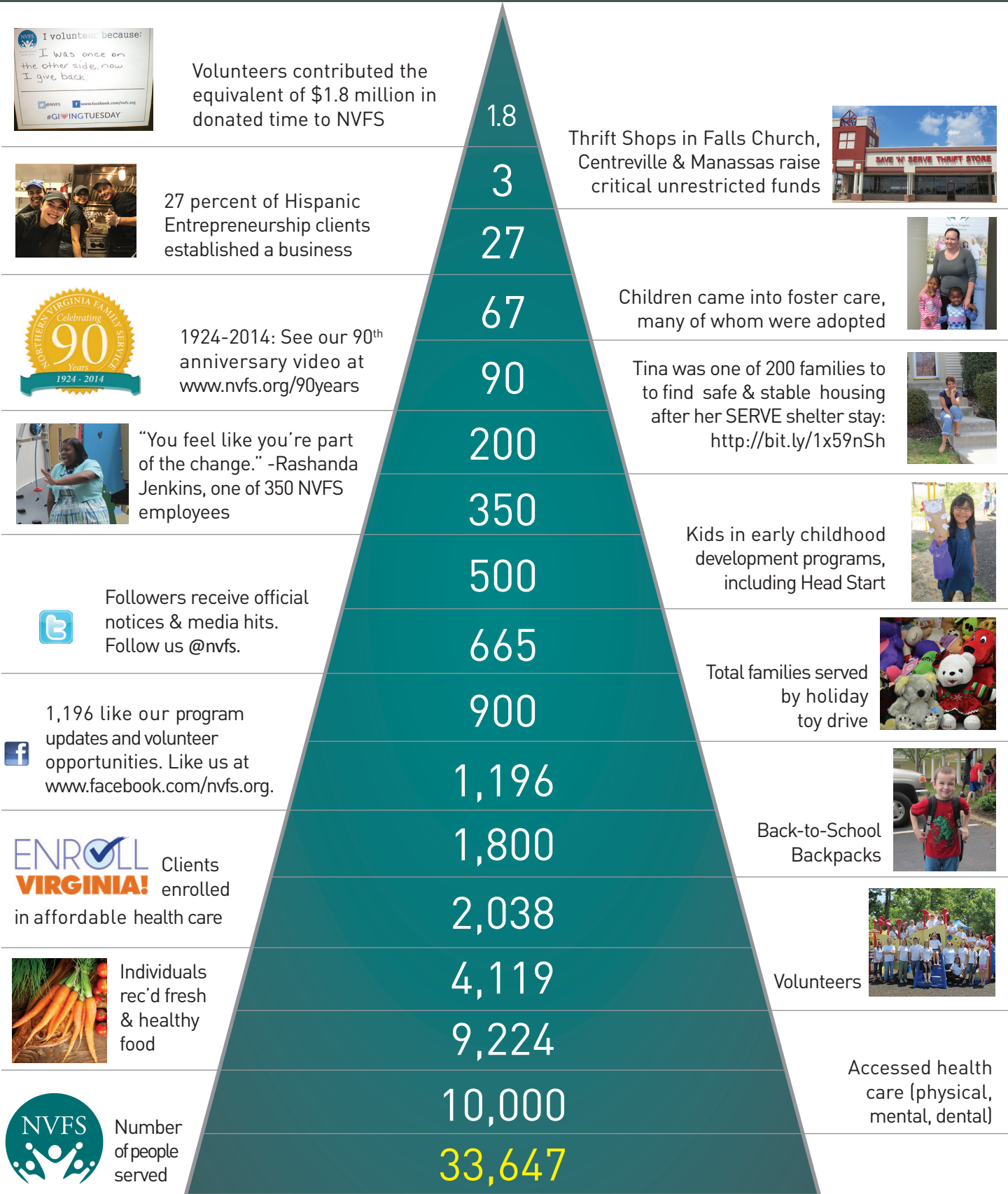
## “A Great Place to Live” Comes At a Price:

- The cost of living in Northern Virginia is 40% higher than the national average
- Average rent for an apartment is \$1,800/month or \$21,600/year
- A family of four living in the Northern Virginia suburbs needs \$88,615 to obtain a secure, modest standard of living (Source: RPI)



# Northern Virginia Family Service By The Numbers

NVFS celebrated many milestones in Fiscal Year 2014, from client successes to volunteer support. To everyone who had a role in making our 90<sup>th</sup> the best year yet, thank you!





# THANK YOU, COMMUNITY SUPPORTERS!

NVFS is grateful to the following individuals, companies and foundations for their support in FY 2014.

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Northern Virginia  
Family Service

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