



Cultivate the Human Spirit

Our Family Services' 2018 Annual Report

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(July 1, 2017 - June 30, 2018)

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ourfamilyservices

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TOOLS FOR SELF-SUFFICIENCY

When a family is experiencing homelessness, Our Family Services is a point of entry for them to launch their fresh start. We partner with 30 other community programs to get families housed. One of Our Family's strengths is that we don't just get a family housed, we keep them housed. We continue to work with them and make sure they have the tools and opportunities they need to be successful and healthy. This includes intensive case management, work and education assistance, counseling, and life and parenting skills - all designed to prepare our clients for long-term self-sufficiency and ensure they never experience homelessness again.

OUR MISSION

Our Family's mission is to eliminate homelessness and strengthen our community.

OUR VISION

Our community is a better place to live, to grow up, and to grow older.

A MESSAGE FROM OUR CEO



One of the values at Our Family Services is to Cultivate the Human Spirit, valuing the power of individuals to transform their lives. Our role is to empower individuals to shape their own paths. It is the magic that our staff do each and every day.

Creating a list of values* is easy, but living them to the fullest is another thing. While the barriers and challenges of our clients might seem insurmountable to some, our team rolls up their sleeves and goes to work alongside them with a firm belief in their intrinsic power. I see this transformation each month as I sign rent checks – watching our clients' ability to take on a higher percentage of the rent as our contribution decreases.

Our Family is able to do this life changing work due in large part to the support of our community. Whether you are a donor, volunteer, or community partner, you too believe in the Human Spirit. Your joining us in our work tells us that you believe individuals not only can transform their lives but are worthy of such transformation.

On behalf of all of us at Our Family, I thank you for believing in the power of the individual and in the work that we do each and every day to tap into the potential of our fellow neighbors and community members.

A handwritten signature in black ink, appearing to read 'Beth L. Morrison'.

Beth L. Morrison, MS



*See back cover for full list of values.

STRATEGIC PLAN – 2018 UPDATE



Ensure Quality, Evidence-Based Programs

Deep-dive SWOT analysis completed for each program. **Next step:** nationwide benchmarking to fine-tune investment decisions.



Leverage Assets

Paid off mortgages; brought 1/3 of front-line staff up to market pay. **Next Step:** Complete remaining 2/3 of market-based raises, plan for staff consolidation at Alvernon location with campus renovation.



Diversify Revenue

Launched Legacy Giving Program; grew individual donations by 20%. **Next Step:** upgrade technology to bring philanthropy to the next level.



Advocacy

Developed advocacy platform with a focus on affordable childcare and housing access; **Next Step:** launch advocacy engagement plan for constituents and partners.



Build Brand

Completed full rebrand; awarded a \$100,000 media package from Scripps Media to launch the brand. **Next Step:** finalize and launch 3 year marketing & communications plan.



CULTIVATE THE SPIRIT OF YOUTH

When he initially arrived at the Reunion House Shelter, Malone* remembered it as “a place for emergencies, a place for people to be safe.” Having been on his own since the age of 15, Malone has stayed at the Reunion House multiple times.

During his time at the shelter, our youth care workers encouraged him to explore his love of cooking. Before long, his culinary skills earned him the nickname “Spicy Malone.” Now an adult, Malone looks back fondly on the support he received from staff, saying they “helped me share my feelings and keep myself in control.” Malone has his own apartment, car, and bright future in the tech industry.

“What am I gonna do?”

That’s what many young people are worried about when they first come into contact with Our Family Services. Whether someone in our Street Outreach Team encounters them out in the community, or if they receive support through case management, we can help them along their way of finding a safe place to call home. Our programs for homeless youth transition a young person’s survival skills into the building blocks of resiliency.

**Name used with permission.*

STREET OUTREACH

Rain or shine, our Street Outreach Team makes their way into areas where runaway and homeless youth congregate. Prepped with food and water, hygiene kits, and safety supplies, staff literally and figuratively meet youth where they are in their journey. Although youth living on the street are often mistrustful of adults, frequent outreach contacts establish staff as trusted adults whom youth can connect with when they are ready for a fresh start. Karl Blade, a member of the Street Outreach Team for the past 28 years, states “The main goal is to build a relationship. You have to chip away at their barriers. That’s why it helps them to see us on a regular basis and offer them regular support.”

WRAPAROUND SUPPORT

When a young person engages with case management staff, they will receive comprehensive services that meet their unique needs. While initially focused on getting them a safe place to call home, case managers also help young people with things like getting needed identification, signing up for insurance, parenting classes, connecting them to substance abuse counseling, coaching them for job interviews, employment assistance, and independent living skills education.

THERAPEUTIC SERVICES

When a family or individual needs help dealing with complex issues, Our Family Services can offer a full menu of counseling support from trauma and substance abuse to family violence. Last year, we delivered almost 1,000 hours of counseling to clients of all ages, from children to families to seniors. In 2018, 79% of our clients achieved one or more of their therapeutic goals.



7,526

Safe Place & Street Outreach contacts made



493

Youth & children
served

329

Youth & children
sheltered

78%

STABLE YOUTH HOUSING EXITS



CULTIVATE THE SPIRIT OF FAMILIES

When Our Family Services' case manager JoAnn Watts talks about the Uribe* family, you can hear the smile enter her voice. "They worked so hard and I was honored to know them." When Anjelica was a couple months into her pregnancy, her company laid her off along with dozens of other employees. At the same time her husband Martin experienced a vast reduction of hours in his construction job. While searching for new jobs, they fell behind on rent and were evicted.

With help from JoAnn and Our Family Services, they were able to move into their own apartment and eventually took over the lease. Both have had successful job searches and are now employed full time. JoAnn says, "All they needed was a little push of help when the road got bumpy. They put in the hard work and they're going to be successful." This awe of their grit and determination is not unique to JoAnn or the Urbes. Says JoAnn, "All of us case managers have a special place for our clients. They're our people and we help make sure they're okay."

**Name and photo changed to protect client confidentiality.*



822

Adults and children housed
for a total of 197 households



55%

Increase in number of people
housed from FY17



87% STABLE FAMILY HOUSING EXITS

CENTER FOR COMMUNITY DIALOGUE & TRAINING

The Center empowers individuals to use their voices while also recognizing the common humanity in each other. Trainings at the Center help community members and professional teams enhance skills in conflict management and resolution, dialogue facilitation, and running effective meetings. Community mediation pairs highly trained and certified volunteer mediators with disputing parties to help them communicate and design their own solutions with respect and safety. Center staff and volunteers also facilitate dialogue processes for large community groups and small topic-centered groups, empowering productive discussions where all voices are heard.

INFORMATION AND REFERRAL

When Arizona families or human services workers need resources, they can call, click, or email Information and Referral services through the 2-1-1 Arizona helpline. In the last fiscal year, Information and Referral had over 96,000 contacts. This provided critical connection for folks in Southern Arizona dealing with issues and needs such as domestic violence, GED preparation, emergency shelter, food boxes, childcare, job training and much more!



Earlier this year Our Family was honored to give thanks and recognition to dozens of community members who have served as Senior Companions. As we sunset the program, we are grateful for the more than 117 years of combined service these volunteers have offered their neighbors, supporting independent living by providing companionship, respite, and socialization.

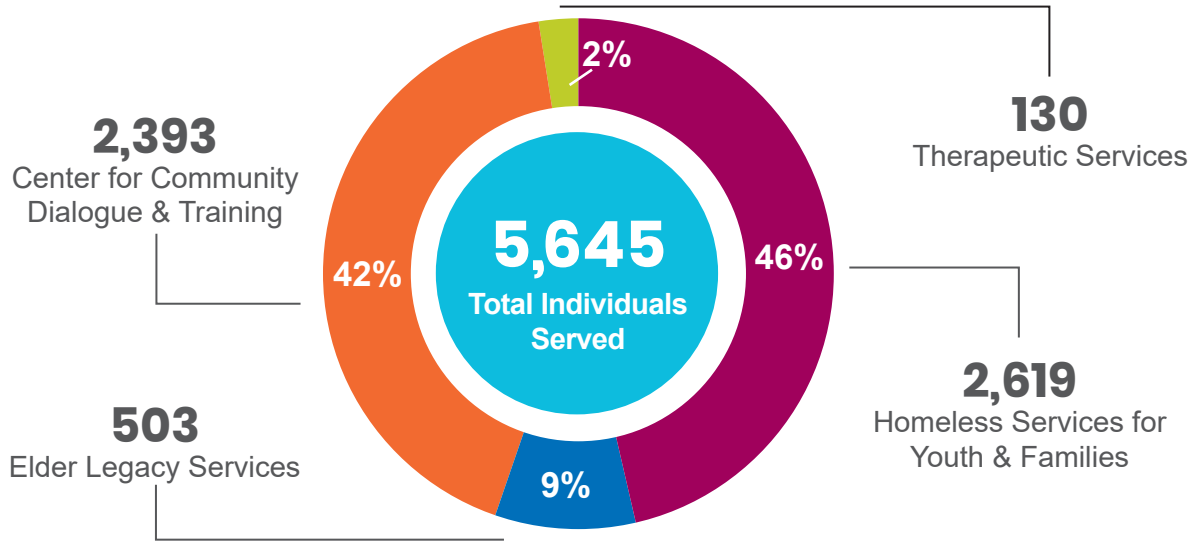
CULTIVATE THE SPIRIT OF DIALOGUE

Earlier this year, Tucson Magnet High School students were deeply affected by the school shooting in Parkland, Florida, and made plans to participate in the national student walk-out in March. School administrators reached out to the Center for Community Dialogue & Training to provide an organized way for students to discuss school shootings after their walk-out.

In an auditorium of some 400 students, the Center provided innovative “rapid response” dialogue circles that empowered each individual to share their thoughts and feelings and to hear from others. Supported by neutral volunteer facilitators trained by the Center, each dialogue circle reached consensus on three possible solutions, and then shared their ideas directly with TUSD School Superintendent Dr. Mario Trujillo. Commented one student of the 2-hour event, “What stands out to me this morning is that we all got our voices heard, and also that the THS and TUSD staff supported us.”

PEOPLE WE SERVE

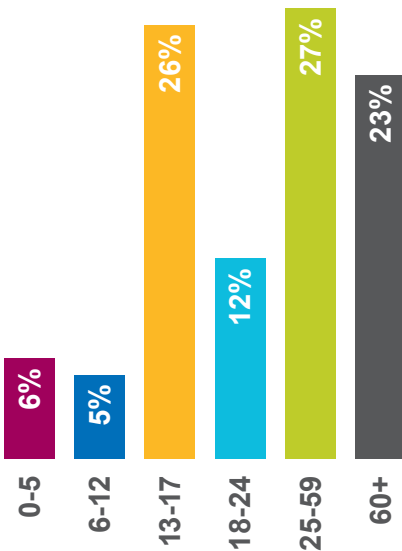
Individuals Served by Program



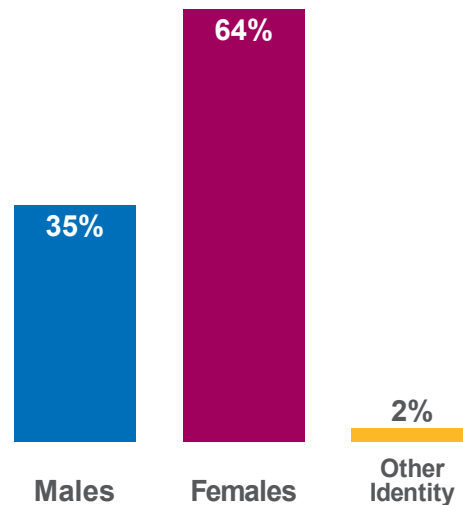
These numbers do not reflect the 104,259 times people in Southern Arizona accessed community resources through Information and Referral Services, 2-1-1 Arizona and 211arizona.org, or the 1,325 Tucsonans assessed for Coordinated Entry.

Demographics of Individuals Served

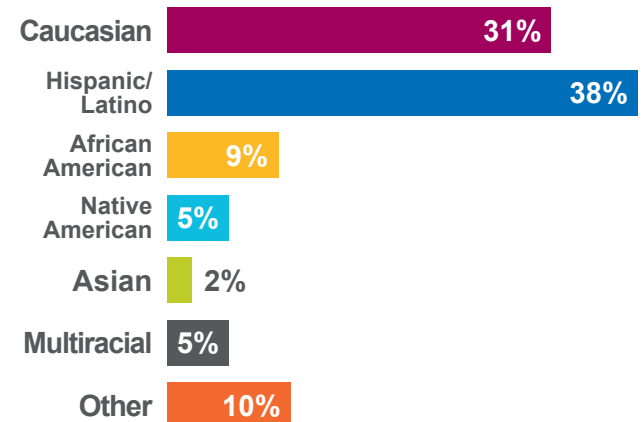
Age Groups



Gender Identity

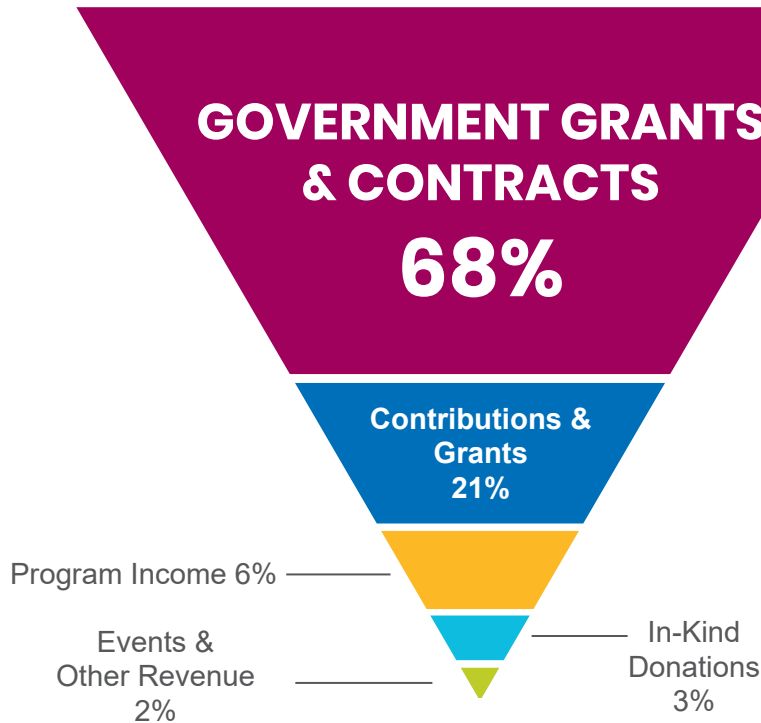


Race/Ethnicity

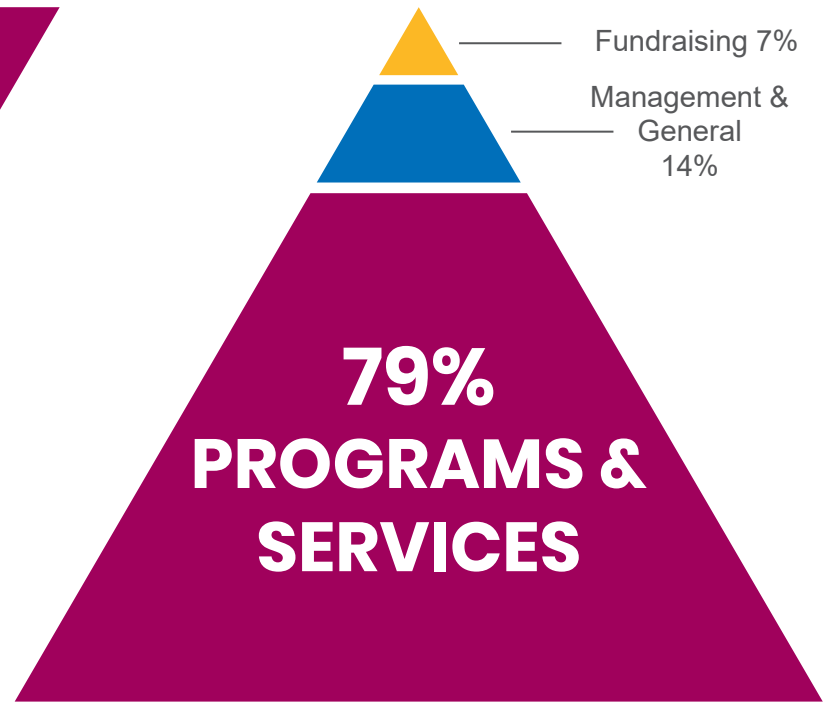


AUDITED FINANCIALS

Support by Sources



Expense Percentages



Financial Statement

FY 2018: July 1, 2017 - June 30, 2018

Revenue

Government Grants & Contracts	\$3,483,297
Contributions & Grants	\$1,082,056
Program Income	\$279,945
In-Kind Donations	\$168,880
Events	\$65,709
Other Revenue	\$23,067
Total	\$5,102,955

Expenses

Homeless Youth Services	\$1,781,222
Homeless Family Services	\$1,697,388
Counseling	\$111,010
Elder Legacy Services	\$305,908
Community Services	\$187,412
Management & General	\$741,427
Fundraising	\$353,051
Total	\$5,177,417*

Net Assests

\$4,389,043

**This statement reflects a deficit of \$74,462 and is due to the change in the AZ Dept. of Child Safety policy regarding referrals to our Reunion House shelter.*

CULTIVATE THE SPIRIT OF GIVING

Donors \$250 and greater from July 1, 2017 - June 30, 2018

Thank you to each of our supporters. Your generosity makes our work possible! We would also like to extend our deepest appreciation to the 215 donors who gave \$5 - \$99. Due to space limitations, we are unfortunately unable to list all names.

\$100,000+:
Ellen Kaye

\$25,000 - \$99,999:
Larry Buzz Petersen and Robbie Willingham
Community Foundation for Southern Arizona
Family Housing Resources
JAMS Foundation
Kautz Family Foundation
Connie Hillman Family Foundation
David C. and Lura M. Lovell Foundation
Tucson Electric Power
Wells Fargo Bank
Women's Foundation of Southern Arizona

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Tulsa Community Foundation
Linda Drake and David Van Wyck
Knisely Family Foundation
AMCF Big Hearts Tucson
Bank of America Charitable Foundation
O'Reilly Family Foundation
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PICOR Charitable Foundation

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St. Mark's United Methodist Church

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Kittle Design and Construction
Margaret and Tom V Kusian
Steve and Brenda Landau
MEB Management Services
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St. Francis in the Valley Episcopal Church
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\$500 - \$999:
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St. Frances Cabrini Parish
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Rachel Chânes and Yvette Jackson
Catherine Tornbom
Southern Arizona Land Trust, Inc.
Ion Vintilescu
Elyssa Naval
Marsha and Jeff Arest
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Karen and Dawson Peck
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Julia Graf
Kay Nelson
Susan Nuhn
Leslie Perls
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Karen and Tom Brott

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George and Eila Sallaberry
Jay and Andrea Sanes
Sunbelt Medical Management, LLC
Gay and Paul Tosch
Heather and Jon Volpe
Walmart Foundation
Walmart Store #3143
Elizabeth J Zukoski

\$250 - \$499:
Lisa Lebsock
Socorro and Frank Garcia
Peggy Hutchison
Alma Zuniga
Mary Ann and Darryl Dobras
Jesus Diaz
Christopher Baldyga
Linda Barter
Erika and Bernd Brand
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Terry Fortunato
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William and Lori Notbohm
Theresa Paszkiewicz
Vithalbhai Patel
Merle Struber
Shannon Trionfo

*We love our sustaining supporters! Monthly and quarterly donors are marked in **bold**. Please help us acknowledge you! In the event that we made an error or missed your name, please accept our apologies and let us know: (520) 323-1708 x 425 or ebrott@ourfamilyservices.org.*

Beth and David Wardrop
 Marilyn and Peter Woods
 Francisco and Rocio Zamora-Arroyo
Andrea Carmichael
JC and Mel Rivers
Kent Burbank and Vicente Talanquer
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 Stocker Foundation
 Sunlife
 Carolyn and Steven Van Nort
 Chris Vemich
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Sali Katz
Deborah and Richard Koivisto
Kirsten Larsen
Eric Schindler
Louis Schulder
Georgia Schwartz
Miriam Stern

LEGACY GIVING

Thank you to the following individuals who have made or pledged a legacy gift.*

Anonymous (3)	Paul Conway
Beth Morrison and	Dickinson Estate
Charles Gutierrez	Kathleen Zavatsky
Lacy Endowment	Memorial
George Mason	Endowment
Green and Lois C	James Garcia
Green Foundation	



“Our Family Services is in my will because I saw firsthand all of the good that the organization does for the people in Southern Arizona . . . I lost a brother many years ago, and I believe that he might not have disappeared had he found an organization like Our Family.”

***If you have arranged for a legacy gift to Our Family please let us know!**
Contact: Em Martin Brott (520) 323-1708 x 425 or ebrott@ourfamilyservices.org

CULTIVATE THE SPIRIT OF PARTNERSHIP

Thank you to each of our tremendous community partners without whom we could not accomplish such impressive collective impact.

Arizona Coalition to End Homelessness
 Arizona Department of Child Safety
 Arizona Department of Economic Security
 Arizona Department of Education (USDA Food Program)
 Arizona Department of Health Services
 Arizona Department of Housing
 Arizona Human Services Council
 Arizona Legal Women and Youth Services
 Arizona Serve
 Arizona State University Sex Trafficking Intervention Research
 Armory Park Senior Center
 Blanche Johnson Courtyards
 Casa de Los Niños
 Catholic Social Services
 Changemaker High School
 Child & Family Resources
 Children's Advocacy Center
 City of Tucson - City Manager's Office

City of Tucson - Housing & Community Development
 City of Tucson - Transportation Department
 City of Tucson - Tucson Police Department
 CODAC Health, Recovery, and Wellness
 Community Food Bank of Southern Arizona
 Crisis Response Network
 Covenant House
 Culture of Peace Alliance
 DeConcini McDonald Yetwin & Lacy, PC
 Easter Seals Blake Foundation
 El Rio Neighborhood Center
 ELDER Alliance
 Emerge! Center Against Domestic Abuse
 End of Life Care Partnership
 Family Conciliation Court in Pima County
 Freedom Park Center
 Gabriel's Angels
 Green Valley Council
 Holman Frazier

Interfaith Community Services
 Intermountain Centers for Human Development
 Jewish Family and Children's Services
 LGBTQ Behavioral Health Coalition
 LeCroy & Milligan Associates
 Mercy Care
 Nonprofit Executives Together
 Park Avenue Health Care
 Pascua Yaqui Tribe
 Pima Community College
 Pima Council on Aging
 Pima County Attorney's Office
 Pima County Community Development & Neighborhood Conservation
 Pima County Juvenile Court
 Pima County Public Libraries
 Primavera Foundation
 QuikTrip
 Southern Arizona AIDS Foundation

Southern Arizona Veteran's Caregiver Respite Program
 St. Luke's Home
 Strauss Manor
 Sullivan Jackson Employment Center
 Tohono O'odham Nation
 Town of Marana
 Town of Oro Valley
 Tucson Pima Collaboration to End Homelessness
 Tucson Urban League
 UMOM New Day Centers
 UnitedHealthcare (Optum)
 United Way of Tucson and Southern Arizona
 US Corporation for National and Community Service
 US Department of Health and Human Services
 US Department of Housing and Urban Development
 Youth on Their Own
 YWCA of Southern Arizona

OUR VALUES

Cultivate the Human Spirit

We value the power of individuals to transform their lives. We create multiple avenues through which individuals can shape their own paths.

Honor Our Differences

We listen to and celebrate the points of view that different cultures and histories bring to our work. We commit to making our space inclusive. We work to advance equality and challenge bias in the community.

Pursue Bold Aspirations

We boldly imagine, innovate and create solutions to community challenges. We relentlessly push boundaries, engage community partners, and lead through advocacy to create a safe and successful environment for all.

Lead with Integrity

We commit to earning the community's trust and respect each day. We do what is right, not what is easy. We hold each other to the highest level of ethics, standards and fiscal responsibility.

Foster a Culture of Care

We bring our full selves to our work and perform our duties with passion and compassion. We embrace a culture that encourages self-care, humor, and comradery.

Samantha Cravens ALWAYS IN OUR HEARTS

We at Our Family were blessed to have known and loved Samantha during her five years here. She had just secured her dream job at Boys & Girls Clubs of Tucson weeks before she was tragically killed by a red-light runner on April 26. She had just turned 29. We are better people for having known her, and we are crushed at her loss and her family's loss. We will never forget Samantha Jo Cravens and the impact she made on our community.



You're invited! Voices of Home Luncheon

March 14, 2019
11:00 a.m. to 1:00 p.m.
Tucson Convention Center

Don't miss this unique opportunity to engage with our mission and help your neighbors in the Tucson community!

Visit: ourfamilyservices.org
for tickets and sponsorship opportunities.