

LEAD WITH INTEGRITY

OUR FAMILY SERVICES' 2019 ANNUAL REPORT

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(July 1, 2018 - June 30, 2019)

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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.

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.

A MESSAGE FROM OUR CEO



LEADING WITH INTEGRITY is one of the values of Our Family Services. To us, we define it as a commitment to earn the community's trust and respect each and every day. We demonstrate this by doing what is right, not what is necessarily easy while we hold each other to the highest level of ethics, standards, and fiscal responsibility.

Within our current strategic plan, we identified a need to complete a national benchmarking study to compare what we're doing with organizations around the country. This study not only would give us information to make decisions on programming, it also would help us look at our integrity – are we leading the way in the work of homelessness, are the standards we use the correct ones, are we on track, are we walking the talk?

We worked on searching for these answers in FY19 with the incredible guidance and support of Dr. Margaret Nelson, ASU President's Professor Emeritus. Here is a snippet of the results (with a focus on Rapid Rehousing) of this study with more to come and while we complete our analysis and dig a little deeper on some items.

OFS has tremendous success supporting families through our Rapid Rehousing program. Three measures indicate our program strength.

- **First, we move families from homeless to housed at a pace on average well below or at the national expectation of 30 days.**
- **Second, we move 90% of families to permanent housing, which is a much higher percentage than the national expectation of 80%.**
- **Third, families in our Rapid Rehousing program return to homelessness less often, for most programs, than the national expectation.**

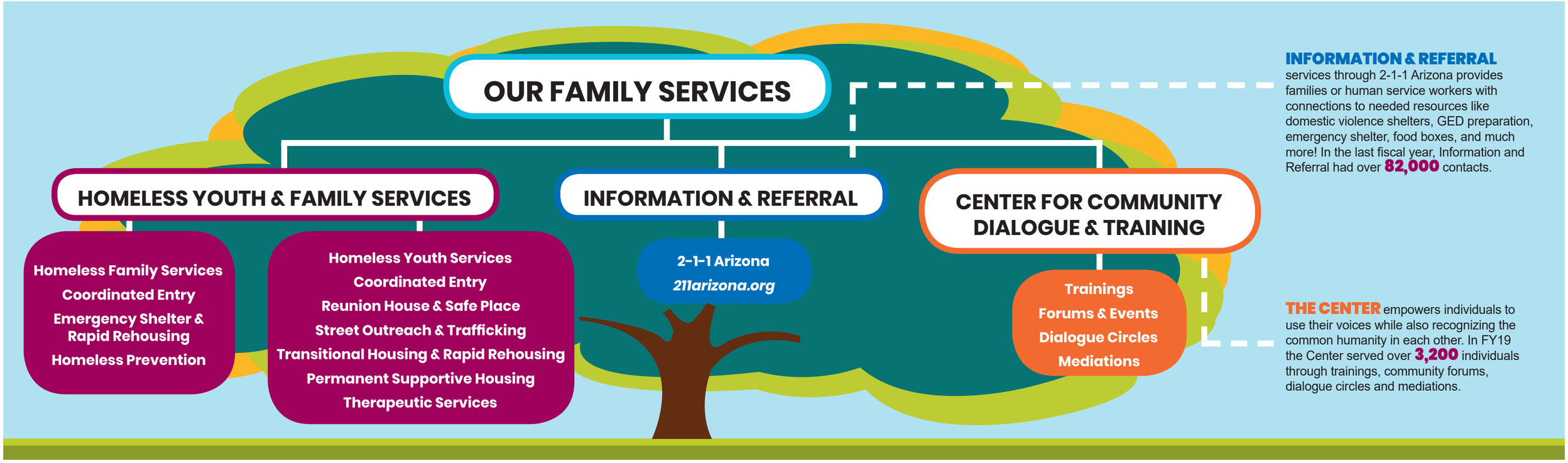
In short, we move families quickly into individual housing and invest our time and resources in ways that lead to higher levels of housing stability, a key to family stability. We know that it costs more and is more destabilizing for families when they have to wait for housing, and it could mean that they return more frequently to homelessness.

In addition to housing families quickly, our successes are achieved through intense focus on family needs over an extended period. We work with families nearly twice as long as the national expectation of 100 days and it pays off.

And you, our supporters are the reason we can work with families twice as long as the national expectation. Your support along with our government funding allows us to provide intensive case management and a long period of housing support to families. You have been the solution to this success. Thank you!



Beth L. Morrison, MS



HOMELESS YOUTH & FAMILY SERVICES

When asked to picture a homeless person, what comes to mind? While many may envision a person with a shopping cart or a cardboard sign, homelessness manifests in countless ways. A person's outward appearance often gives no indication they're in the turmoil that accompanies life without a home.

A young child playing in the park may have slept in the backseat of their mom's car the night before because their family had nowhere to go. The teenage cashier at the grocery store may have aged out of the foster care system without a support network or life skills for a successful adulthood. A father and his children might be on the brink of eviction because he had to choose between unexpected medical expenses and rent. Someone getting ready in the locker room at your gym may be there because it's the only place they can shower. A teenager may be pushing a stroller around the mall because she and her baby have nowhere else to go.

Since our earliest incarnation in 1953, Our Family Services has provided so much more than just housing. We offer a full complement of services including intensive case management, therapy for our sheltered youth, and parenting and life skills education. With programs designed to protect youth and families from the myriad of risks and dangers that come along with homelessness, we empower our most vulnerable neighbors to build a pathway to self-sufficiency.

We are proud of our ambitious mission to end homelessness and hope you will continue to join us in strengthening our community.

HOMELESS SERVICES FY19 IMPACT

HOMELESS YOUTH SERVICES

706
Youth & children sheltered/served

1,849
Street Outreach contacts made

HOMELESS FAMILY SERVICES

919
Adults & children housed in **289** households

1,602
Individuals assessed for Coordinated Entry



** Name and photo used with permission.*

MARGARITA'S STORY

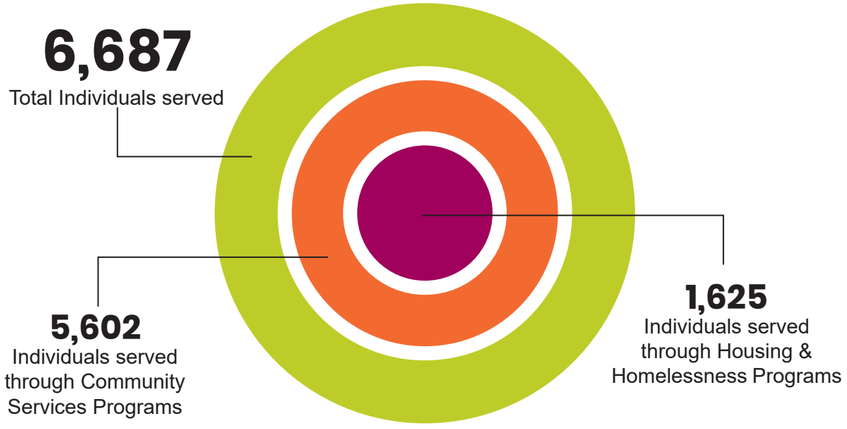
By the time Margarita* was 18 years old, she had lived in over 60 foster and group homes. In recollecting those times, she says "I was a completely different person then. So angry and always in survival mode." When she aged out of the system, Margarita was homeless for several years, facing risks and choices that many of us can't even fathom.

Eventually, Margarita began making contact with the Our Family Services Street Outreach Team. At first, she would go to staff for survival supplies - food packs and personal care items. As time went by, a bridge of trust was built and Margarita began case management and subsequently a housing program.

Working together with her case manager, she made a plan, a timeline, and goals including therapy and life skills. When she and her boyfriend found out they were expecting a daughter, they also enrolled in Our Family's parenting classes and specialized case management for young pregnant and parenting couples. Margarita's eyes fill with tears as she says "Our Family gave me the hope that I could become a mom. They helped me understand babies and their milestones. It was so reassuring."

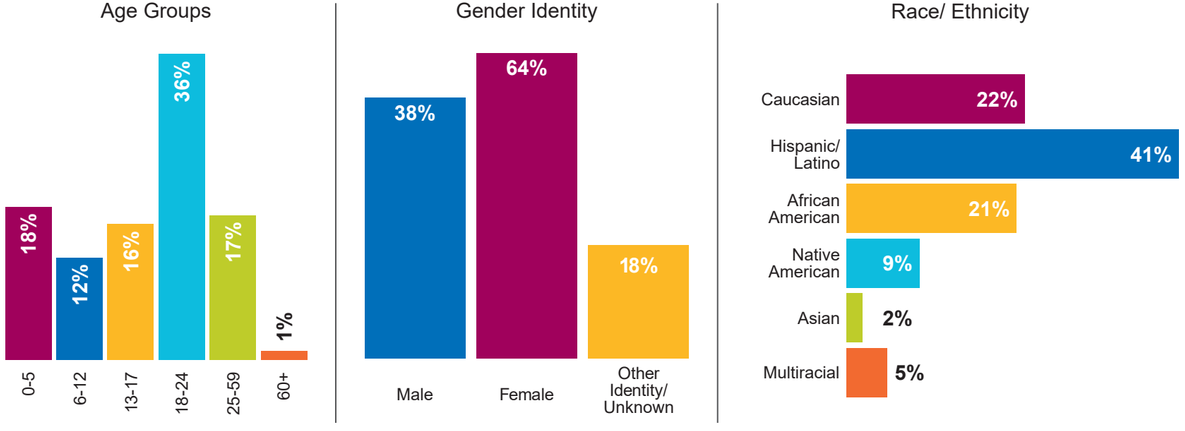
Today, Margarita and her boyfriend have made a life and a home together with their two daughters. When she heard her case manager refer to her as a success story Margarita says "I was so happy to hear those words. I cried when I told my boyfriend that I'm a success story. I never thought I would hear that sentence. It was a really proud moment for me. I got to complete something and do something good. I want all of Our Family Services to know how awesome they are. They are my angels."

PEOPLE WE SERVE



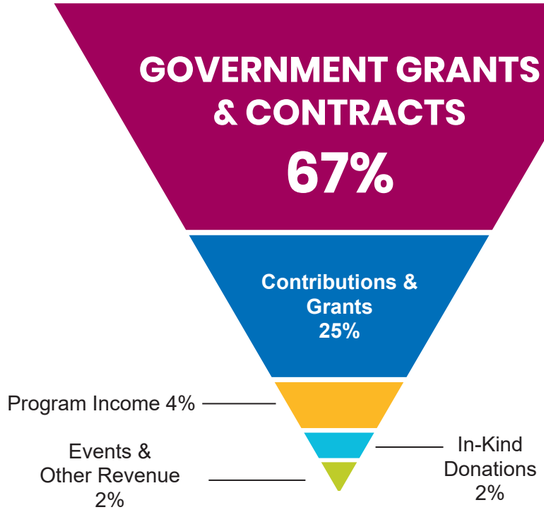
These numbers do not reflect the **87,074** times people in Southern Arizona accessed community resources through Information and Referral Services, 2-1-1 Arizona and *211arizona.org*, or the **1,602** Tucsonans assessed for Coordinated Entry.

Demographics of Homeless and Housing Programs

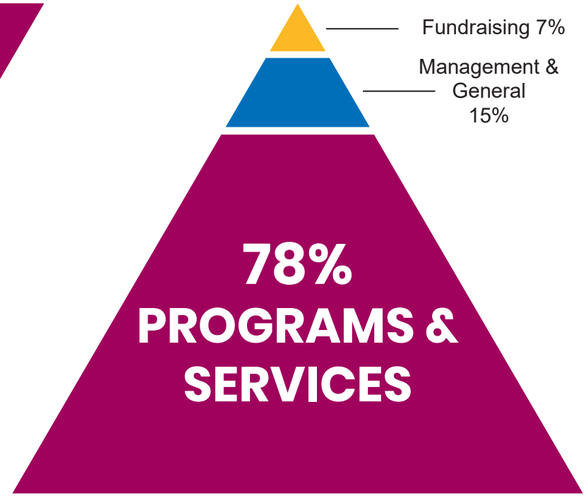


AUDITED FINANCIALS

Support by Sources



Expense Percentages



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

Revenue

Government Grants & Contracts	$3,156,272
Contributions & Grants	$1,193,063
Program Income	$194,696
In-Kind Donations	$73,068
Events	$36,498
Other Revenue	$88,217
Total	**$4,741,814**

Expenses

Homeless Youth Services	$1,823,764
Homeless Family Services	$1,513,772
Counseling	$91,063
Community Services	$231,827
Management & General	$706,908
Fundraising	$328,712
Total	**$4,696,046**

Net Assests	**$4,434,811**

Donors $500 and greater from July 1, 2018 - June 30, 2019

Thank you to each of our supporters. Your generosity makes our work possible! We would also like to extend our deepest appreciation to the 475 donors who gave $499 and less. Due to space limitations, we are unfortunately unable to list all names. Sustaining supporters are marked in **bold.**

$100.000+
Ellen Kaye

$25,000 to $99,999
AMCF Big Hearts Tucson
The Love and Light Fund held at the Community Foundation for Southern Arizona
Community Foundation for Southern Arizona
Connie Hillman Family Foundation
David C. and Lura M. Lovell Foundation
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Larry Buzz Petersen and Robbie Willingham
Shaaron Kent Endowment Fund held at the Community Foundation
The George Mason Green & Lois C Green Foundation
Tucson Electric Power Company
Women's Foundation of Southern Arizona

$10,000 to $24,999
Anonymous (2)
Bank of America Charitable Foundation
Caterpillar Foundation
Linda Drake and David Van Wyck
Eliot T. Spalding Foundation
Fred and Christine Armstrong Foundation
Knisely Family Foundation
O'Rielly Family Foundation
Stone Canyon Community Foundation Fund
TJX Foundation

$5,000 to $9,999
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Arizona Diamondbacks Foundation
Alice and Paul Baker
Karen and Tom Brott
Peter DeLuca and Tamar Rala Kreiswirth
Peggy and Steve Goulding
In-N-Out Burger Foundation
JAMS Foundation
Jewish Community Foundation of Southern Arizona
Long Realty Cares Foundation
Margaret Morton
QuikTrip Corporation
Tucson Association of Realtors Charitable Foundation
Tucson Federal Credit Union
Western Alliance Bank

$2,500 to $4,999
Marilyn and Robert Benjamin
National Bank of Arizona
United Way of Tucson and Southern Arizona
Rita Bourgeois
Paul Conway
Amy and Charles Dinklenburg
Sandy and Gene Gerner
Hazel and Christoph Heinzer
Joan and Ryan Hubele
IBM Employees and Retirees
Scott Koenig
LGBTQ+ Alliance Fund
Lawrence Lippert
Aimee Marek
Beth Morrison
PICOR Charitable Foundation
Sarah M. Simpson
St. Mark's United Methodist Church
Technicians for Sustainability
United Way of Graham & Greenlee Counties
Walmart Foundation
William L and Ruth T Pendleton Memorial Fund

$1,000 to $2,499
Anonymous
Sherrill and Lynn Adams
Arts Foundation for Tucson and So. AZ
Michael Beals
BMO Wealth Management
Karen and Ted Borek
Em Martin Brott and Chris Martin
Casa de la Luz Hospice
Carolyn and David Cluff
The Conway Bennett Fund held at Community Foundation Boulder County
Corey Cravens
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Desert Diamond Casinos & Entertainment
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Joan and David Donnelly
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Plumb Plumbing
Raytheon Employee Giving
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St. Francis in the Valley Episcopal Church
St. John on the Desert Presbyterian Church
The Carl and Mabel E. Shurtz Foundation
United Healthcare
Elizabeth Zukoski

$500 to $999
Anonymous (2)
Margi and James Alkire
Anne Maley Consulting
Truist Employee Giving
Ashley and Ryan Fitzharris
Stella and Norberto Rivera Varela
Atlantis Realty
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Keith Burn and Luan Wagner
Leon Byrd
Drew Campbell
Deanna Candek
Howard Canfield
Beth Carey
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Casas Adobes Congregational Church
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Karen Largent and Craig Russell
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Mister Car Wash
Daniel Morrison
Kay Nelson
Margaret and Ben Nelson
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Sondra Prather
Sharon and John Ragsdale
Sarah Rosalik
Eila and George Sallaberry
Andrea and Jay Sanes
Jeannine Souter
Southern Arizona Land Trust, Inc.
Ann Ventola
Gary Wainscott
Walmart Store #1291
Walmart Store #3142
Walmart Store #4603
Walmart Store #5031
Alyce Walther
Gail Warner
Watermark Retirement Communities

FY19 Sustaining Donors $499 and under:
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Betsy Bolding
Shirley Brantley
Patti Caldwell
Ruth Canamar
Andrea Carmichael
Erica Castillo
Mary DeLuca
M.J. Demetras and John Umbreit
Paula Fuchs and Dawn Kucerak
Frank and Socorro Garcia
Richard and Marcia Grau
Kelly Hamilton
Nicola Hartmann
Liane Hernandez
Sali B. Katz
Richard and Deborah Koivisto
Kirsten Larsen
Pilar Martinez
Morgan and Ryan Matchett
Sara McNamara
Marilyn McNamara
Lucy Patterson
Dan and Elsa Reyes
Michael Rosenthal
Eric Schindler
Louis Schulder
Jerelyn B. Schultz
Georgia Schwartz
Jeannine E. Souter
Miriam Stern
Dorothy S. Sturz

In the event that we made an error or missed your name, please accept our apologies and let us know: (520) 323-1708 x 105 or jsamarripas@ourfamilyservices.org.



Reunion House Solar Campaign Donors

Thank you to the individuals and organizations whose generosity as contributors to the Reunion House Solar Campaign demonstrates a spirit of giving which has sustained and improved life for homeless teens at the shelter.

Aimee and Stephen Doctoroff
Ann Lancero
Anonymous (2)
Beth Morrison
Betty G. Feinberg
Bonnie and Jack Donis
Catherine Wolfson
Christiane Pretzinger
Claire Jean Prager
Daniel Persky
David Brott
Deborah Evenchik
Detlev and Julie Pansch
Diane Rensvold
Em Martin Brott
Erica Castillo
The George Mason Green & Lois C Green Foundation
Glen and Carol Nelson
Gypsy and David Lyle
Hani Babiker
Hazel and Christoph Heinzer
Hester Fassel
Jacqueline Curtis
James and Shannon Strong
Janet and Victor Daub
Jill and Tom Knox
Jo Ann Greene
Joan Caruso
Jordan Munic
Karen and Tom Brott
Kelly Myrdal
Kristian Larson
Larry Buzz Petersen and Robbie Willingham
Linda Drake and David Van Wyck
Lisa Davis
Lisa Roberts
Lora Macias
Lynn Ratener
Margaret and Tom Kusian
Marie and Harry McDermott
Mary and Ron Weinstein
Melanie Morrison
Michael Zavatsky
Naz Ghotbi
NewSun Energy
Pam Andriole
Patricia D. Treeful
Patti Caldwell
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Rita Bourgeois
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Robert and Marilyn Benjamin
Robert Clements
Robin Starr
Ruth Canamar
Setsuko Chambers
Shiraz Ali Peera
Shirley Schiever
St. Mark's United Methodist Church
Stephanie Gallo
Stuart Conway
Sue K. Archibald
Suzanne and Jerry Bouwens
Technicians for Sustainability
Tom Williams
United Healthcare

Community Partners from July 1, 2018 - June 30, 2019

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

Arizona Housing Coalition
Arizona Department of Child Safety
Arizona Department of Economic Security
Arizona Department of Education (USDA Food Program)
Arizona Department of Housing
Arizona Human Services Council
Arizona Legal Women and Youth Services
Arizona Serve
Arizona State University Sex Trafficking Intervention Research
Casa de Los Niños
Catholic Social Services
Changemaker High School
Child & Family Resources
Children's Advocacy Center
City of Tucson - Housing & Community Development
City of Tucson - Transportation Department
CODAC Health, Recovery, and Wellness
Community Food Bank of Southern Arizona
Community Foundation for Southern Arizona
Crisis Response Network
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
Gabriel's Angels
Holman Frazier
Interfaith Community Services
Intermountain Centers for Human Development
Jesuit Volunteer Corp
Jewish Family and Children's Services
LGBTQ Behavioral Health Coalition
LeCroy & Milligan Associates
Mercy Care
National Safe Place
Nonprofit Executives Together
Park Avenue Health Care
Pascua Yaqui Tribe
Pima Community College
Pima Council on Aging
Pima County Community Development & Neighborhood Conservation
Pima County Public Libraries
Primavera Foundation
QuikTrip
Southern Arizona AIDS Foundation
Southern Arizona Prosperity Alliance
Strauss Manor
Sullivan Jackson Employment Center
The Preschool Promise
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 Department of Health and Human Services
US Department of Housing and Urban Development
Women's Foundation of Southern Arizona
Youth on Their Own
YWCA of Southern Arizona

ourfamilyservices

Offering a new beginning for homeless families and youth

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