

New Beginnings...Strong Communities



Annual Report 2015

A Message from the CEO...



On behalf of the Our Family Services Board of Directors and all of our staff, thank you for your support and partnership. Together we make a difference!

This annual report is a snapshot of some of the ways your support and contributions impact our neighbors and our community. Our 80 staff and more than 200 volunteers are dedicated to making our community a better place to live, to grow up, and to grow older. Throughout each year, we work to improve our programs and services, to look for emerging and expanding needs, and to develop partnerships with other organizations.

We strive to be an organization that is constantly learning and innovating. We ensure that our staff receive relevant and best practice education and training.

And we invest in capacity building so that we are able to make changes quickly and effectively.

Our Family Services takes pride in providing relevant and quality services and programs, and measuring the outcomes and impact of our work. We know the importance of being financially viable. And we understand the vital part we can play in helping those most vulnerable to be safe, secure and healthy.

We value your input. If you have any questions about our programs or services, please let me know so we can meet and talk.

In service and partnership,

A handwritten signature in black ink that reads "Patti Caldwell".

Patti Caldwell, MSW
Chief Executive Officer



VISION

Making our community a better place to live, to grow up, and to grow older.

MISSION

To support children and youth, to serve families and elders, to strengthen community connections.

Spring Luncheon Honorees

Our Family was thrilled to honor two longtime donors at our Spring Luncheon in April: Diane & Bruce Halle Foundation, Discount Tire Company and Driven to Care Arizona as our Philanthropic Partners of the Year; and AMCF Tucson Big Hearts as our Volunteer Partners of the Year.

Philanthropic Partners of the Year:



The Diane & Bruce Halle Foundation, Discount Tire Company and Driven to Care Arizona have collectively given over \$600,000 to Our Family and its predecessor organizations since 2003. Discount Tire Company founder Bruce Halle and his wife Diane foster philanthropy through these three distinct branches of their organization – their family foundation, the corporate entity, and the Driven to Care program.

Driven to Care Arizona is part of a regional philanthropy program in the 24 Discount Tire regions across the country. With more than 900 stores in 28

states, Discount Tire Company has grown to become the world's largest independent tire retailer. The company was founded in 1960 by Bruce T. Halle.

The Diane and Bruce Halle Foundation, founded in 2002, seeks to extend the sense of caring of the corporation to the larger community. The Halle Family's philanthropic endeavors have supported Our Family in innumerable ways over many years; they've supported organizational development and direct services to help homeless youth and families.

Volunteer Partners of the Year: Big Hearts

Our Family has been enriched over the past decade by the incredible generosity of the Arizona Multihousing Charitable Foundation (AMCF) – Tucson Big Hearts committee. Since 2006 they've given more than \$200,000 in support of Our Family's work to make Tucson a better place to live.

The AMCF-Tucson Big Hearts committee is made up of professional members of the Arizona Multihousing Association, which includes property management companies like HSL Properties, MEB Management, and Nicolosi & Fitch, as well as suppliers and vendors. Committee members work diligently every year during a 10-month fundraising campaign doing car washes, runs, raffles and other activities to raise money in support of eradicating homelessness and helping people in need. All the members are volunteers who take time out of their busy schedules to meet monthly and plan and monitor their fundraising efforts. They are committed Tucsonans who care deeply about their community and are willing to spend countless hours on weekends and evenings, sometimes including their own families in their grass roots efforts to help raise both money and awareness.



Reunion House

242 clients served



Since 1988, Our Family has operated Reunion House a temporary crisis shelter offering safety and stability to homeless and runaway youth, including young people in the care of Department of Child Safety. Reunion House provides homeless youth ages 12 to 17 with safe, supervised emergency shelter while a permanent home is arranged. As Arizona's child welfare system continues to be overwhelmed with record numbers of youth in the state's care (18,000 as of mid-2015, an increase of 70% since 2010) the value of Reunion House to the Tucson community has only grown. Our capacity to keep children with nowhere to go safe and cared for has more than doubled to better meet community need, from 3,285 to 7,800 bed nights each year.

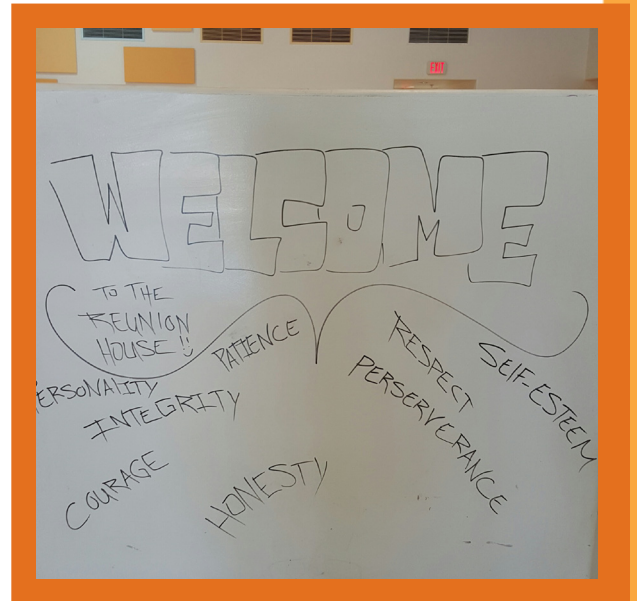
Reunion House has also become a partner in a nutrition program sponsored by the US Department of Agriculture. A full-time cook prepares healthy, low-sugar, low-fat meals for our youth in



accordance with the program's strict guidelines. By participating, Reunion House is reimbursed by the USDA for the majority of the \$37,000 annual food cost.



Last year, Reunion House became the Safe Place coordination site for Pima County. Community partners act as Safe Place locations, display the Safe Place sign, participate in training with Reunion House staff, and commit to contacting Reunion House if a young person comes to them seeking assistance. QuikTrip is the national sponsor and their stores are primary Safe Place partners in Tucson.



IMPACT STAT: Within one week of entering the program, 100% of clients had their basic food, clothing and health care needs met.

SUCCESS STORY: One parent of a youth who stayed at Reunion House said, "If not for Reunion House... I'm not sure where he [my son] would be. He definitely would have been on the streets. I cannot thank you enough, from the bottom of my heart, for all your help."

Homeless Youth Services

1632 clients served

Homeless Youth Services is made up of the Teens in Transition, CommonUnity Program (CUP), and Street Outreach, serving youth throughout Tucson. We provide emergency shelter, housing, and supportive services to homeless youth, ages 13-24, including youth who are pregnant or have children. The goal of the program is to lift youth out of a situation of desperation and despair, and give them the resources, support and guidance they need to care for themselves for the remainder of their lives. This year, we were able to begin providing appropriate housing opportunities for chronically homeless youth and young adults in our new HUD-funded Permanent Supportive Housing Program. Also during the past year, we entered into a partnership with Tumbleweed Center for Youth Development and several other Phoenix-based providers to offer services through a federal Domestic Trafficking grant. This program provides intensive services specifically to youth and young adults who have been victims of sex and/or labor trafficking.



SUCCESS STORY: Anna and Alex were two weeks away from eviction and were accepted into our transitional living program. Within months, Anna graduated with her high school diploma and Alex helped by watching their child. Because of the program, they are saving money and working to support their young family.

SUCCESS STORY: Lauren came to us with a young daughter and nowhere to go. She was accepted into the CUP program, placed in an apartment, got a job and enrolled in college. She is now successfully supporting her daughter and herself in their own apartment.

IMPACT STAT: Three out of four young moms enrolled in an educational program within nine months of working with Our Family. Many are preparing for their GED exam and others are taking college courses.

Homeless Family Services

770 clients served



We offer homeless prevention services, emergency shelter, rapid re-housing, transitional housing and affordable housing options to address homelessness in Tucson. The quality and stability of housing is directly linked to health outcomes for people of all ages, educational success for children, and the ability of families to remain intact – yet 1 in every 180 people in Tucson experienced homelessness in 2014 (Annual Report on Homelessness in Arizona) – the highest rate in the state. Our Family provides emergency shelter and brief-assistance housing programs to homeless families with children. We also provide intensive case management and work and education assistance to prepare families to sustain independent living and improve their financial situations in the long-term. We place families in community apartments with the lease in our name, and cover the costs of rent, utilities and necessities. The goal is for families to work toward financial independence and the ability to have financial, emotional and job stability, no longer needing the services and support we provide.



IMPACT STAT:

In spring 2015, Our Family received a \$100,000 grant from the Wells Fargo NeighborhoodLIFTSM program to be used to support homeless prevention, affordable housing and homeless families. Thanks to the Mayor of Tucson and his staff for recommending Our Family as part of this fund that benefited six other nonprofits in our community.

Wells Fargo representatives (from left to right) John Gibson, Pat Nie, and Katie Campana, with Mayor Jonathan Rothschild and Our Family's CEO Patti Caldwell.



The Bhat family receiving the keys to their new home!

SUCCESS STORY: Several years ago Karla entered our affordable housing program, after having successfully completed two years in transitional living. With the help of our staff, she established goals, made a plan and implemented that plan. She participated in a program with Habitat for Humanity and in partnership with her case manager from Our Family, managed to rebuild her credit,

pay back debt and save. The culmination of her hard work was a celebration attended by hundreds of volunteers in May 2015 when she received the keys to her very own home.

IMPACT STAT:

In our emergency shelter program, 78% of all our clients increased their income through employment or mainstream resources.

Center for Community Dialogue

1814 clients served

The Center for Community Dialogue helps Tucsonans talk about challenging issues in a skilled, civil and respectful way. We offer mediation and facilitation services, training in a variety of communication methods, and community events that help build skills and spark constructive dialogue. Elder Circles are discussion groups that meet regularly with a trained volunteer facilitator to discuss important topics and share stories in a safe, respectful atmosphere. Our Elder Circles program facilitated 4-14 groups monthly across Tucson, with the capacity to serve nearly 200 elders annually.



Del Jones with Governor's Award

SUCCESS STORY:

Longtime Center volunteer Del Jones received the Governor's Volunteer Service Award. She received the honor at a special awards ceremony in April, where she was recognized for excellence in her volunteer work developing and supporting the Center's Elder Circles.

SUCCESS STORY:

A young boy with special needs was caught in the middle of an intense disagreement by his two sisters regarding important relational, visitation, financial and logistical issues. With the support of trained mediators from the Center, they came to an agreement and a plan for the benefit of the boy, in addition to a renewed commitment to work together.

IMPACT STAT:

In a survey of Elder Circles participants, 97% reported it helped them make plans around end-of-life topics. One participant said, "Surprisingly, at my age I am still learning! I have gained new insights as I connected with others my age, and discovered I don't have to feel so alone. I feel I am aging gracefully in a healthier way now." Another commented, "I now see the value and respect in talking to my family about end-of-life issues."



Elder Circle facilitators

Counseling

331 clients served



Our Counseling program offers family support, and crisis stabilization to youth, families, seniors and adults with disabilities. We also offer age-appropriate anger management and art groups to at-risk youth. We focus our services on meeting needs that are not always met by other systems – serving those who might otherwise fall through the cracks.

IMPACT STAT: For more than 40 years, Our Family has provided in-home counseling for home-bound elders and adults with disabilities, reaching people who might otherwise not receive this type of service.

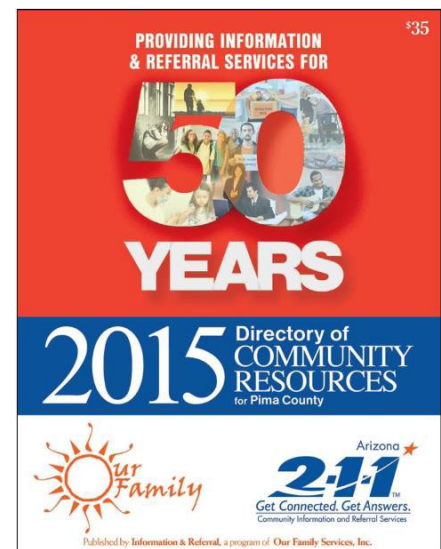
SUCCESS STORY: A 27-year-old mother of two was helped by one of Our Family's therapists to deal with her children's father who was involved in illegal activities. She has been able to divorce her husband for safety, get sole custody of her children and become more mature and emotionally stable as she looks toward a bright future.

Information & Referral Services

71,612 clients served

Our Family's Information and Referral Resources (I&R) program is responsible for six of Arizona's 15 counties, plus out-of-state resources for clients and social service professionals looking for help and information. I&R works in partnership with Community Information and Referral Services 211 Arizona, which collects information for the rest of the state and operates the 2-1-1 helpline answering calls from all of Arizona. Together, the two agencies maintain a free, searchable online database of thousands of health and human service providers across Arizona. Our Family collects and updates information on community services in Cochise, Graham, Greenlee, Pima, Santa Cruz, and Yuma counties in Southern Arizona.

IMPACT STAT: Nearly 300 Directory of Community Resources books were distributed to social service agencies, school districts and behavioral health professionals last year.



Celebrating 50 years of service!

Prevention

647 clients served



Our Family's Prevention Services for at-risk youth include two programs: La Escuelita out-of-school literacy program for youth in grades K-5 in South Tucson, with peer mentoring opportunities for middle and high-school youth; and the Drug Free Communities program working in the 29th Street corridor of Tucson. It also includes the Las Comadritas program for seniors in South Tucson at the House of Neighborly Services. The goal is to reduce isolation and improve nutrition and overall well-being among South Tucson's low-income seniors.

IMPACT STAT: At Las Comadritas, 36 seniors received more than 3,400 healthy meals in the past fiscal year and 81% of the participants indicated that our program was their primary opportunity to socialize.

IMPACT STAT: Last year, La Escuelita completed 7,172 hours of tutoring and academic development, 11,918 hours of training and skill development, and 11,918 hours of pro-social activities.

SUCCESS STORY: While growing up, Grace was a member of the ACTION film program at the Drug Free Communities and now is an active member in the theater program at her high school and a paid youth facilitator with Tucson Parks and Recreation.

Senior Companions

343 clients served

Our Senior Companion Program provides respite care, companionship, transportation and support to isolated, homebound elders and their families. The goals of the program are to keep elders out of institutionalized care for as long as possible, and to promote quality of life during elder years. Our Family works with many local organizations including community senior centers, hospitals, and local Tribes that act as partner sites to serve elders in need of support to age in place.

IMPACT STAT: 42 Senior Companions provided a total of 46,762 hours of companionship to 343 clients.

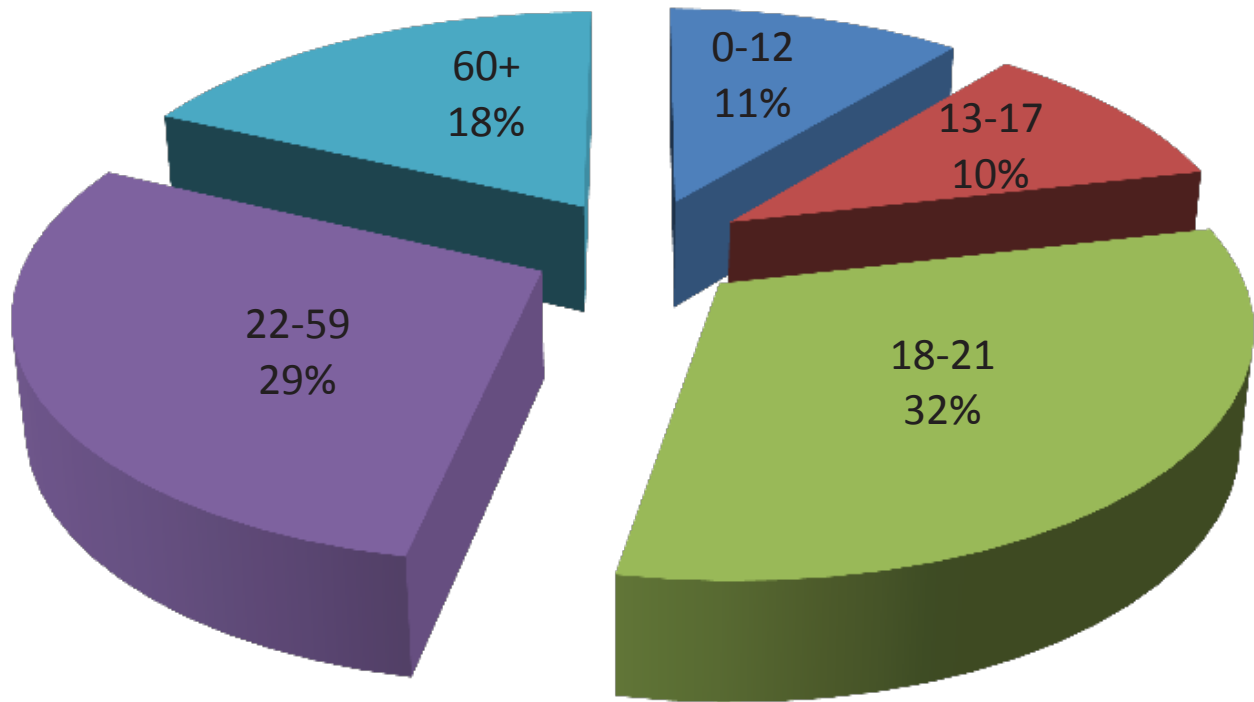


Senior Companion Ramona speaking at annual Spring Luncheon

SUCCESS STORY: Ramona, one of our Senior Companions, sums up her experience like this: "Being a Senior Companion means a lot to me. I feel that I've helped others as much as I could in my life. I can do things that people can't do for themselves anymore, and they are very grateful. They say thank you. I feel that I have made a difference in their lives. When I am older, I would like someone to take care of me that way, to be a companion to me and care for me when I'm sick. I hope one day to be treated with the same respect and dignity I believe we all deserve."

People We Serve

Who we served by age group

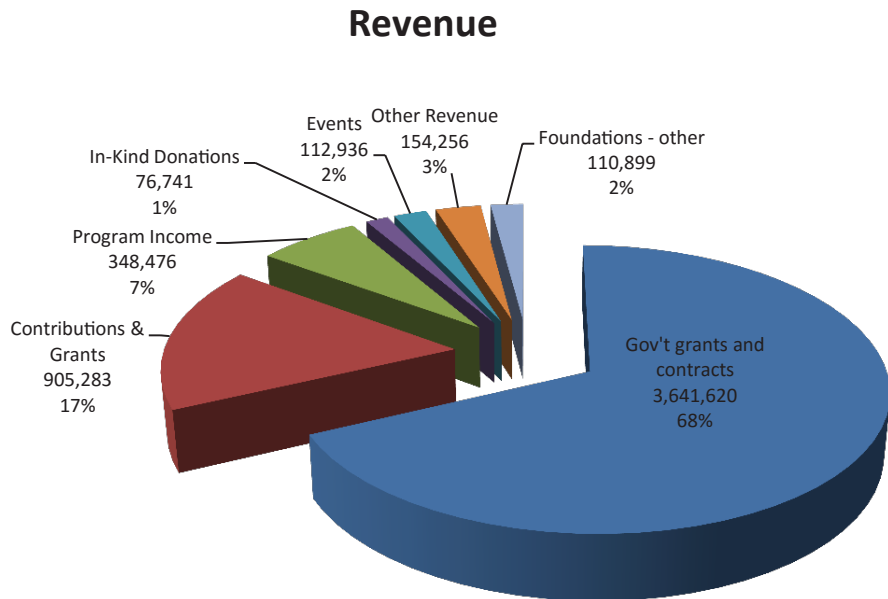


Financials

Financial Statement:

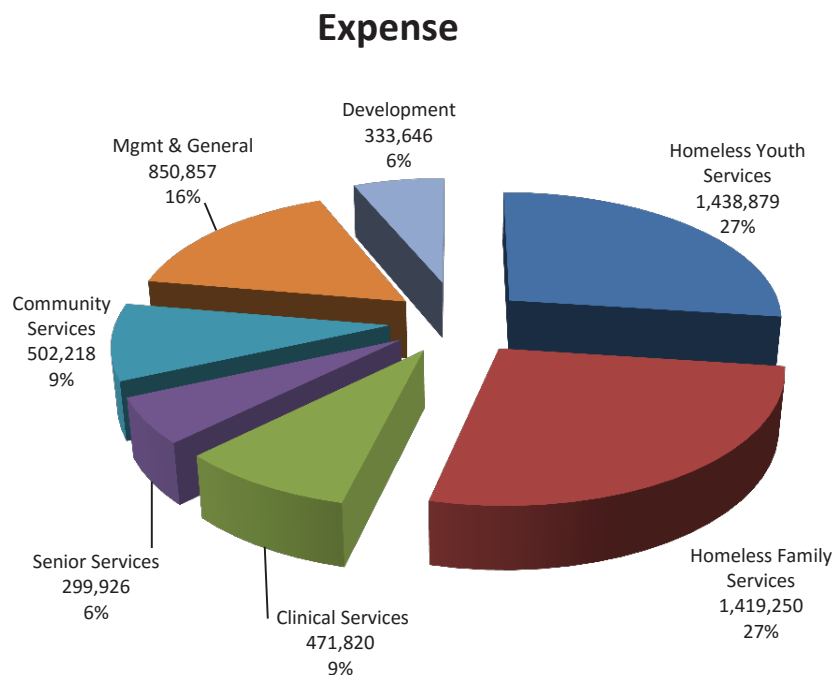
Revenue

Government Grants & Contracts	\$3,641,620
Contributions & Grants	\$ 905,283
Program Income	\$ 348,476
In-Kind Donations	\$ 76,741
Events	\$ 112,936
Other Revenue	\$ 154,256
United Way & CPSA	\$ 110,889
TOTAL	\$5,350,212



Expense

Homeless Youth Services	\$1,438,879
Homeless Family Services	\$1,419,250
Clinical Services	\$ 471,820
Management & General	\$ 850,857
Community Services	\$ 502,218
Development	\$ 333,646
Senior Services	\$ 299,926
TOTAL	\$5,316,596



Net Assets \$6,106,604

Financial information listed above is pre-audit. Our complete financial statements will be available in January 2016, on the Annual Reports & Financials page of our website at www.ourfamilyservices.org

Friends of the Family:

\$100,000 and up:

Ellen Kaye
Wells Fargo Community Development

\$25,000-\$99,999:

Anonymous
Community Foundation for Southern Arizona
Community Partnership of Southern Arizona
Driven To Care Arizona
Larry 'Buzz' Petersen and Robbie Willingham
QuikTrip fund held at Tulsa Community Foundation

\$10,000-\$24,999:

Arizona Multihousing Association
Connie Hillman Family Foundation
Diamond Family
Linda Drake and David Van Wyck
Kautz Family Foundation
O'Rielly Family Foundation
Eliot T. Spalding Foundation
Tucson Electric Power Company
Women's Foundation of Southern Arizona

\$5,000-\$9,999:

Bank of America Charitable Foundation
The CarMax Foundation
Cenpatico
Dorothy Harmsen & Bill Harmsen Charitable Foundation
Elizabeth Read Taylor Foundation
Fred and Christine Armstrong Foundation
In-N-Out Burger Foundation
MEB Management Services
Pima County Attorney
Sarah M. Simpson

\$2,500-\$4,999:

Anonymous
Desert Diamond Casinos & Entertainment
Hester Fassel
Nikki and Bruce Halle
JW Marriott Starr Pass
McCortney Foundation
McCulloh McTavish Foundation
O'Rielly Chevrolet
Paul Baker
PICOR Charitable Foundation
Southern Arizona Foundation, Inc.
St. Mark's United Methodist Church
Tucson Federal Credit Union
William L and Ruth T Pendleton Memorial Fund

\$1,000-\$2,499:

Anonymous
Bank of the West
Rita Bourgeois
Kent Burbank and Vicente Talanquer
Patti Caldwell and Bob Gary
The Apple Apartments
Edward Curley
DeConcini McDonald Yetwin & Lacy
Amy Dinklenburg
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Duley Bolwar Pederson
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Wines for Humanity
Elizabeth J Zukoski

\$500-\$999:

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William H Broadbent
Sandal and Julien Caillet

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Evan Mendelson
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 Southwest Women's Charitable Club
 Marcia and Ronald Spark
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 St. John on the Desert
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 Stifel Nicolaus & Co, Inc.
 Stocker Foundation
 Streams in the Desert Lutheran Church
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 Kristi L Tedesco
 The Bagnall Co.
 The Temp Connection
 Thompson Accounting Company PLLC
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Allison Titcomb
 Title Security
 Title Security Agency of Arizona
 Stephen and Leona Torkelsen
 Catherine Tornbom
 Glenn Toyoshima
 Matthew and Janet Trausch
 Patricia D Treeful
 Tucson Airport Authority
 Tucson Republican Women
 JoAnn Turnbull
 United Way of Tucson & Southern Arizona
 Carolyn and Steven Van Nort
 Ernest Vasquez
 Melinda Vasquez
 Chris Vemich
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 Jason Zeider

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cdegraff@ourfamilyservices.org



Whole Foods and staff with donation check

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Alice and Hugh Adamson
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Amanda and Patrick Long
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Ana Martinez
Angel Heart Pajama Project
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Arizona Restaurant Supply
Arizona Sonora Desert Museum
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Diane Haeger
Dining for Women
Edward Bell
Eileen Levin
Elise Souter

Emma Finkelstein
Eric King
Erin Reynolds
Eugene Bartels
Francine Wylder
Gadabout SalonSpas
Georgia and Gary Best
Girl Scout Troop #133
Girl Scout Troop #36
Golden Corral
Green Fields Country Day School
Gypsy and David Lyle
Harvesters Group
Hazel and Christoph Heinzer
HSL Asset Management LLC
Humane Society of Southern Arizona
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Isela Benitez
Janis Bentley
Jannie Cox
JC Dillard
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Jeanne and Dr. Sierka
Jennifer Balla
Jill Driscoll
Jim and Michelle Howell
Jo Ella McCall
Johnson Primary School
Jolin Pulliam Sasse
Joshua Espinosa
Joy Maury
Joyce Pisciotta
Judy and Brian Rose
Kaleigh Ortero
Karen Coyne
Katherine Paschall
Kathie McClellan
Kay Lowe
Kayla Miller
Kellie Turcat
Kristi Black
KXCI 91.3
La Cholla Charmers
Laura Kravec
Leah Noreng
Libraries, Ltd.
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Lourena Arone

Mae Hughes
 Marcia Young
 Marcy Santellanes
 Margaret Wallace
 Marilyn Boughton
 Mark Nickerson
 Marsha Lopez
 Mary Cracker
 Mary Nebel
 Mary Sanchez
 Mary White
 Michael Williams
 Nancy and Charles Samuelson
 Nancy Gates
 National Society of Collegiate Scholars
 Nimble Fingers, Voyager RV Resort
 Office of the Attorney General
 Pantano Behavioral Health Services
 Pat Jones
 Patricia Steineman
 Patty McCallister
 Paul and Dorothy Mullen
 Paula and Dale Keyes
 Pauline and Robert Kaplan
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 Phyllis and John Eichenberger
 PICOR Charitable Foundation
 Pima Dermatology
 Preceptor Alpha Epsilon
 Rita Pollak
 Ruth Bartlett
 Sabino Smiles
 Sandra Edgar
 Sandra Kramer
 Sarah Simpson
 Sharon McDonough-Means

Sheila Wilensky
 Soapbox Soaps
 Southern Arizona Veterans Health Care System
 St. John On the Desert
 Stephanie Williamson
 Steve Epstein
 Streams in the Desert Lutheran Church
 Sunflower Quilters
 Suzanne and Gerald Bouwens
 Tania Malven
 Teresa Gunderson
 Teresa Trowers
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 Theresa Paszkiewicz
 Tim Davis
 Tortolita Presbyterian Church
 Tracy Holt
 Tucson Electric Power Company
 Tucson Jewish Community Center
 Tucson Medical Center, Senior Services
 Tucson Republican Women
 Tucson Unified School District
 Two Men & A Truck
 Valerisa Joe
 Venisha Rosenthal
 Venus Alarcon
 Veronica Blasek
 Victoria Shaw
 Virginia Yrun
 Voyager RV Park Busy Hands
 Watson Chevrolet
 Whole Foods Market
 Yolanda Gorman



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Community Partners:

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4R Communities Alliance
Arizona Department of Economic Security
Arizona Department of Health Services
Armory Park Senior Center
Blanche Johnson Courtyards
Casa de Los Ninos
Catholic Social Services
Child & Family Resources
Children's Advocacy Center
City of Tucson Housing and Community Development
City of Tucson Mayor's Office
CODAC Health, Recovery, and Wellness
Community Food Bank of Southern Arizona
Community Information & Referral Services
Community Partnership of Southern Arizona
Corporation for National and Community Service
DeConcini McDonald Yetwin & Lacy, PC
Easter Seals Blake Foundation
El Rio Neighborhood Center
Emerge!
Family Conciliation Court in Pima County
Gabriel's Angels
Hearth Foundation
Holman Frazier
House of Neighborly Service

Jewish Family and Children's Services
LGBTQ Behavioral Health Coalition
LeCroy & Milligan
Mercy Care
Park Avenue Health Care
Pascua Yaqui Tribe
Pima Animal Care Center
Pima Community College
Pima Council on Aging
Pima County Attorney's Office
Pima County Community Development and Neighborhood Conservation
Pima County Juvenile Court
Primavera Foundation
Southern Arizona AIDS Foundation
Southern Arizona Veteran's Caregiver Respite Program
St. Luke's Home
Strauss Manor
Sullivan Jackson Employment Center
The Fund for Civility, Respect and Understanding
Tohono O'odham Tribe
Tucson Pima Collaboration to End Homelessness
Tucson Urban League
UA Southwest Institute for Research on Women
United Way of Tucson and Southern Arizona
US Department of Health and Human Services
US Department of Housing and Urban Development
YWCA Southern Arizona

Senior Leadership Team

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Lisa Reams, Senior Director
Kim Egita, Finance & Assets Director
Laurie Mazerbo, Director of Homeless and Housing Services
Chris DeGraff, Development Director





Our Family

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