



ANNUAL REPORT

2016-2017



A Message from the CEO



Beth Morrison, MS
Chief Executive Officer

Senior Leadership

Joan Hubele, MBA
Chief Financial Officer

Laurie Mazerbo, LCSW
Chief Program Officer

Emily Brott, MBA
Chief Development Officer

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It seems nearly impossible that I have closed out my first full year as CEO of Our Family Services! Time really does fly when you are having fun while at the same time you are learning something new each and every day. And what a year it has been!

During FY17, the Our Family team focused on reviewing our vision, mission, values, and beliefs. We are excited that this work resulted in the creation of a new mission statement, a modified vision statement, and putting our values and beliefs in writing (see *below*). With this foundational work completed, we embarked on the exciting next step of creating our Strategic Plan for FY18 – FY20 (see *page 9*).

With our sleeves rolled up, we are well into the first year of this plan and we are excited to move forward with new initiatives and opportunities. At the time this annual report is going to press, we are in the thick of our program analysis and I continue to be so impressed with the services we offer to the community. Simply put – we are doing great work!

I thank you, our supporters, for your continued belief and trust in our work. Our accomplishments are due to your generosity. You are the backbone that is necessary for us to move forward with our mission and vision, true partners in the work at hand.

Thank you, thank you, thank you!

Beth L. Morrison, MS

Mission: To eliminate homelessness and strengthen our community.

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

We do this by:

- Providing stability in times of crisis
- Linking people to support and resources
- Fostering social connectedness
- Engaging our neighbors to tackle tough community issues

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2017 Spring Luncheon

When Shalyn* was a teenager she became homeless and was preyed upon by a sex trafficker. This abuse lasted for years before she was able to permanently break free. Today, with hard work and support from Our Family Services, her life is changing. At Our Family's 2017 Spring Luncheon, this 20-year-old poet and survivor spoke about her life, bravely sharing her deeply personal story.

Shalyn now has stable housing and is rebuilding her relationships with her two young children. Over the past summer, she earned her GED. Her goal is to become a social worker to help others overcome similar trauma.



Arizona State University's Dr. Dominique Roe-Sepowitz spoke at the luncheon about sexual exploitation of young people in Arizona. Her research¹ shows that homeless youth are more vulnerable to sex trafficking in Tucson than almost anywhere else in the country.

Our Family Services has responded by hiring additional staff to identify victims of sex trafficking and help survivors build new lives. Your donations at the 2017 Spring Luncheon raised more than \$50,000, helping to change hundreds of lives this year. Thank you!

**Name and photo used with permission.*

1 Arizona State University, et al. 2016 Youth Experiences Survey, Exploring the Sex Trafficking Experiences of Homeless Young Adults in Arizona.

Homeless Youth Services

547 Homeless Youth Served

Last year Marie**—homeless and only 17 years old—had been on the run for weeks without her diabetes medication and became extremely sick. After stabilization and discharge from a hospital, and with no family or friends to turn to, she was dropped off at Our Family Services, confused and scared.

Marie is hardly alone. The National Center on Family Homelessness reports that Arizona youth are at higher risk of homelessness than young people in **any other state**. Furthermore, the state Department of Economic Security identifies Pima County as having the highest rate of homelessness per capita in Arizona; the Tucson Police Department estimates that 150 local teens are missing every single night.

As one of the only dedicated homeless youth service providers in Tucson, Our Family Services offers housing and support to many hundreds of homeless youth each year. In fact, the vast majority of Tucson's homeless youth will be helped by Our Family at some point in their lives.

Over the past year, Our Family received three new or expanded contracts, allowing us to serve even more youth. We are now Pima County's Street Outreach "Navigator"—the responsible party for locating homeless youth and connecting them with local agencies. We receive the only federal funding in Tucson to serve young sex trafficking victims, and our extensive expertise has allowed us to develop targeted case management, training, housing, and counseling services to lead the fight against this horrifying crime.

Marie called Our Family Services' Reunion House Teen Shelter home last year. After a history of drug abuse and gang affiliation, she decided that she wanted a new path. By working with Reunion House staff, Marie earned her GED, obtained a full-time job, cut off all ties to her gang, and remains sober. With your help, Our Family Services is able to provide critical support for Marie and hundreds of others like her each year.

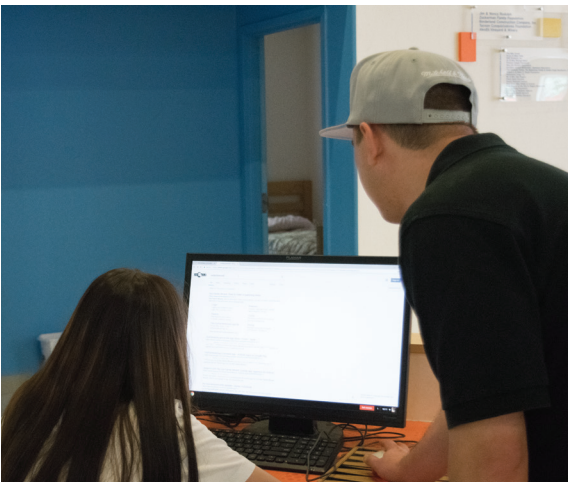


Reunion House has seen a significant number of youth helped through our Safe Place program. Last year over 2,000 youth learned alternatives to running away through Safe Place.



Reunion House

We are proud of our Reunion House shelter—a crisis shelter for abused, homeless, and runaway teens; it's the only shelter of its kind in all of Southern Arizona. Last year, Reunion House offered a safe and supportive home for nearly 250 homeless teens.



*** Names have been changed throughout this report to protect client confidentiality.*



Homeless Family Services

693 Family Members Served

For more than 60 years Our Family has been on the front lines working to solve Tucson's most important social issues. Despite our relatively small size, we continue to serve as the backbone of our community's safety net for homeless youth and families. We offer safe and stable homes for nearly 250 homeless children, youth, and parents each night.

We engage in innovative best practices to achieve this success. In Tucson, Our Family leads the way in embracing evidence-based research and methods while continuing to expand on what is possible. We believe that before families can resolve other challenges, their most urgent need—safe and secure housing—must be met.

We rapidly re-house families in apartments of their choosing and transition them through a progression of shelter, supportive housing, and rental housing without ever requiring them to move.

Additionally, Our Family provides a team of case managers and support staff who offer all the tools and opportunities—such as work and education assistance, counseling, childcare, and life and parenting skills—needed for long-term self-sufficiency, thus helping ensure that families never have to experience homelessness again. Last year, approximately 4 out of every 5 families we served exited our programs to stable housing and improved their overall self-sufficiency. This is well above the national average.

Nicole is just one of the single mothers who escaped homelessness last year with help from Our Family Services. When she came to us, Nicole was homeless and unable to shelter her infant daughter. Soon, Nicole was able to move into a home of her own and was reunited with her baby. Together they thrived and, when she left the program, Nicole was maintaining stable employment and had re-enrolled in school.**



Meet Elizabeth

Last year Elizabeth** came to Tucson to visit her daughter, but became acutely ill and was hospitalized. Once discharged, Elizabeth was unable to return to her out-of-state home or function without in-home services. Unfamiliar with her new neighborhood and dependent on her daughter with disabilities, Elizabeth felt scared and withdrew into isolation. Our Family Services was able to match Elizabeth with a Senior Companion.

With her Senior Companion by her side, Elizabeth is now regaining her confidence and well-being, and is learning how to navigate a new public transportation system. Elizabeth's daughter is relieved that her mother is able to socialize and get to know her new surroundings while Elizabeth has been delighted in having a new "dancing partner" for aging in place in Tucson.

Elder Legacy Services

852 Elders Served

Providing compassionate care and support for elders is integral to Our Family's vision of a stronger community. We are helping to redefine what it means to age with dignity and grace.

Our Family's Elder Legacy Services include the Senior Companion Program, in-home elder counseling, skilled mediation to help elders and their caregivers address end-of-life decisions, and community-based dialogue circles in which elders have a safe space to reflect on their lives and explore end-of-life issues. This complementary menu of services assists elders and their families in approaching end-of-life with peace of mind and the greatest independence possible.

We provided in-home elder counseling for 50 senior clients with a focus on grief and loss, end-of-life-planning, and emotional well-being. Of those, 100% achieved their case plan goals.

Therapeutic Services

444 Individuals Served

Ruben** was homeless and had serious mental health and substance use issues when he began counseling services with Our Family. Through hard work and supportive therapy, Ruben began to make significant improvements and started to gain the skills he needed to make healthier, more constructive choices.

After just a short time, Ruben got completely sober and found a permanent home. He began taking his medication regularly and participating in ongoing therapy. These actions dramatically helped him to manage his mental illness. He is now successful at his job, developing a loving and nurturing romantic relationship, and is even thinking about marriage—something that he didn't consider possible until now. Perhaps most touching, for the first time in his life, Ruben says he is genuinely happy.

Our Family's Therapeutic Services program focuses on serving those whose needs are not met by other systems in our community—those who might otherwise fall through the cracks.

Center for Community Dialogue and Training

983 Center Participants Served

Our Family's Center for Community Dialogue and Training (the Center) helps Tucsonans discuss challenging issues in a skilled, civil, and respectful way through mediation and facilitation, communication trainings, and events that build skills and spread constructive dialogue.

In the aftermath of the 2016 presidential election—when emotions were running white-hot—the Center for Community Dialogue and Training held a Post-Election Community Forum in Tucson. The Forum was attended by nearly two hundred community members, local politicians, and radio personalities from across the political spectrum. Supported by 20 neutral facilitators from the Center, participants worked together to process the impact that the divisive election had on them and how, together, we could work to heal any wounds and move forward as one community.

By empowering individuals to use their voices while also recognizing the common humanity in each other, the Center continues to lead the way toward increased civility and understanding in Southern Arizona.

Information and Referral

105,677 Resource Links Accessed

For more than 50 years, Arizona families and human service workers have relied on Information & Referral Services. Through the I&R directory, 2-1-1 helpline, and online portal, anyone in our community can easily connect with thousands of available resources such as affordable housing, utilities assistance, food boxes, medical care, jobs training, childcare, legal aid, and counseling. This past year, more than one hundred thousand people accessed critical and often desperately needed resources and support through Information & Referral.

***Did you know that 2-1-1 Arizona has a free App?
Download the App today from iTunes or Google Play
from your smart phone or tablet.***



Center for Community Dialogue and Training

The lineage of the Center includes the grassroots group Tucsonans for Civility, organized in the aftermath of the January 8, 2011 shooting which killed six people and injured 13 others, including Arizona Congresswoman Gabrielle Giffords. A commitment to civility and civil discourse arose from this tragedy and is a foundational pillar of the Center.

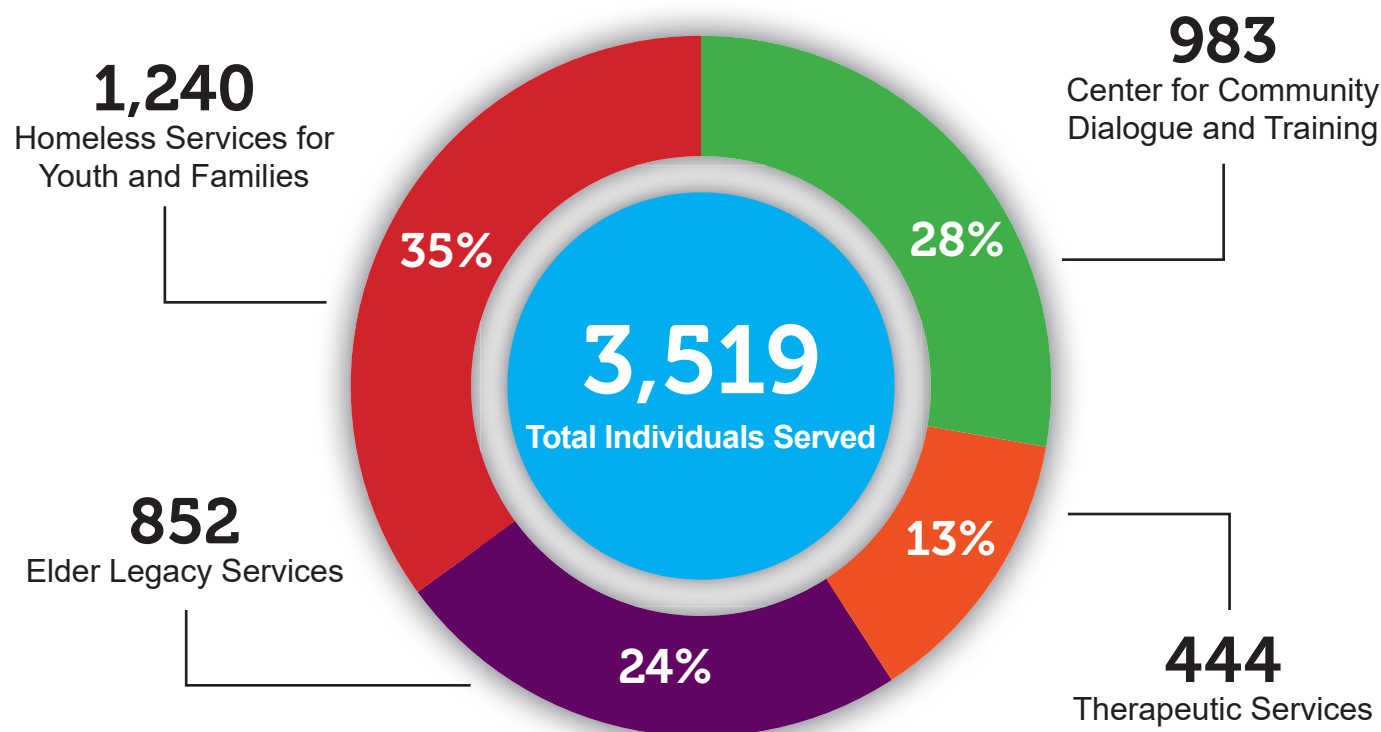


2017 Directory of
2018 COMMUNITY
RESOURCES
for Pima County

Published by Information & Referral, a program of Our Family Services, Inc.

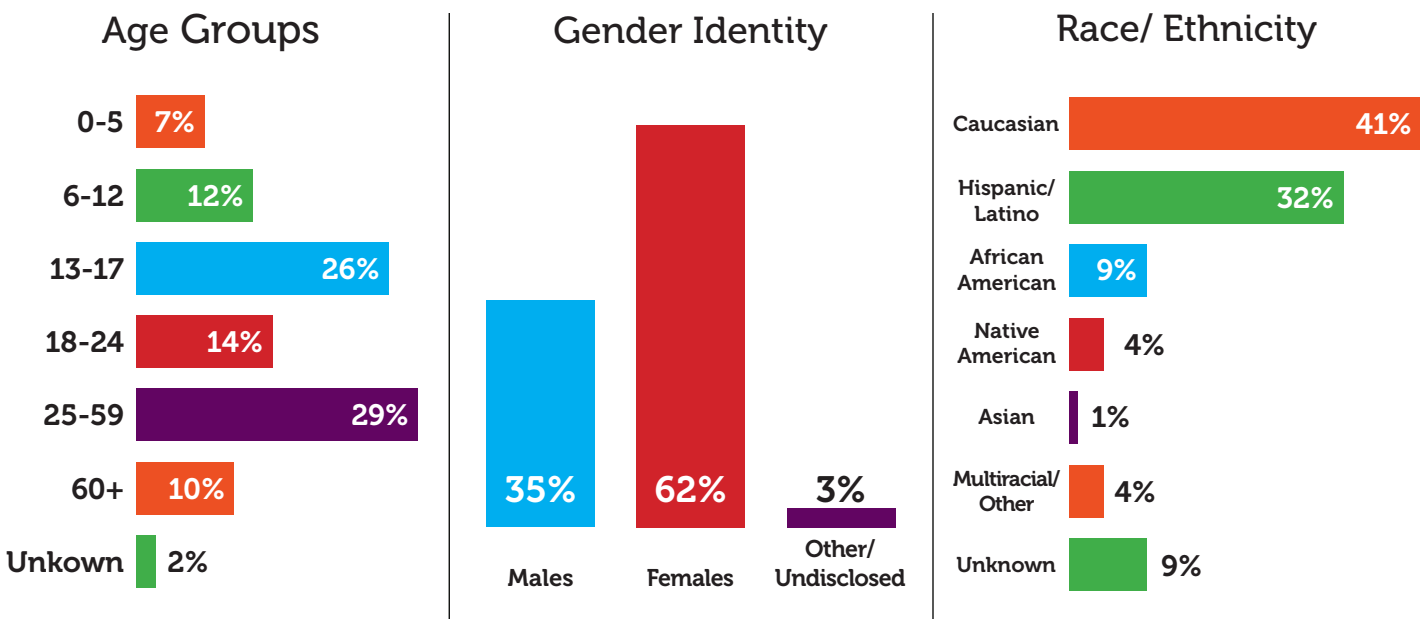
People We Serve

Individuals Served by Program



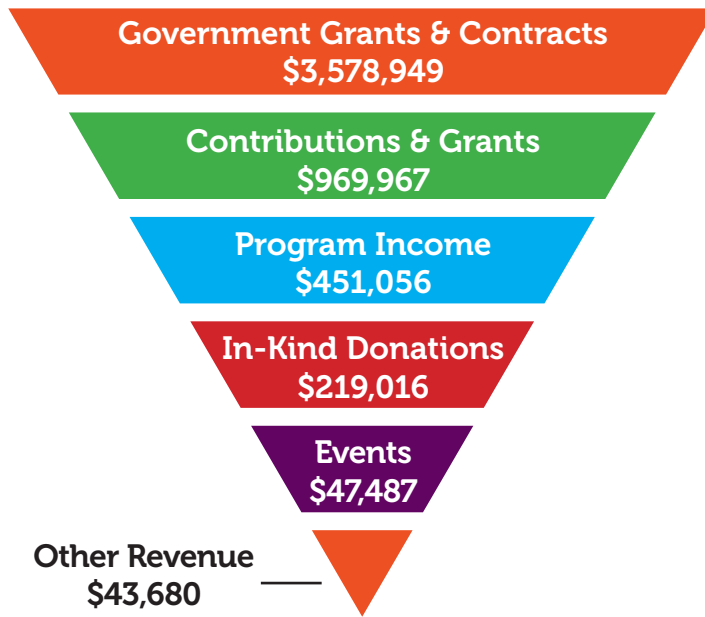
**These numbers do not reflect the 105,677 times people in Southern Arizona accessed community resources through Information and Referral Services, Arizona 2-1-1 and 211arizona.org, or the 1,008 Tucsonans who were reached through community forums and other events.*

Demographics of Individuals Served



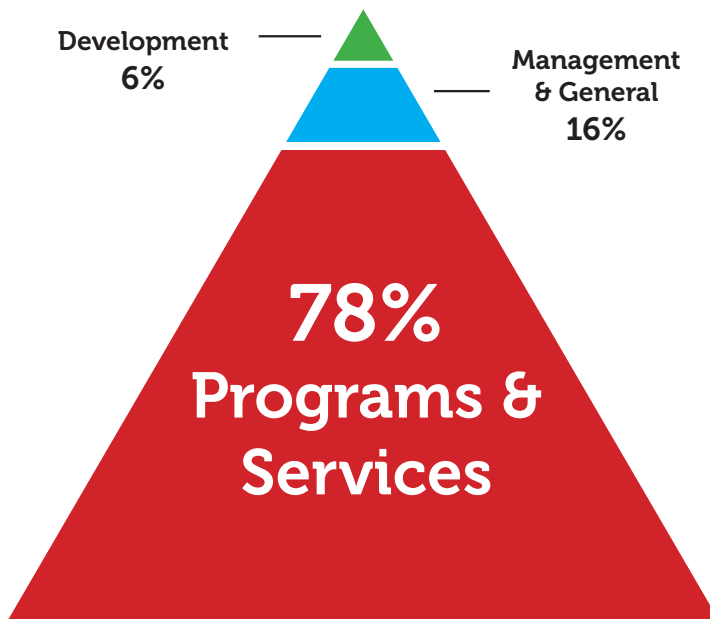
Audited Financials

Support by Sources



Total Revenue = \$5,310,155

Expense Percentages



Total Expenses = \$5,296,161

Net Assets = \$4,936,105

2018-2020 Strategic Plan



Ensure Quality, Evidence-Based Programs

Benchmark our programs to identify and meet the highest possible standards.



Leverage Assets

Consolidate property to increase efficiency and invest in the development of our employees.



Diversify Revenue

Broaden our base of support in the community.



Advocacy

Examine root causes for issues we care about and lend our voice and advocacy to bring about change.



Build Brand

Build a household name.

Friends of the Family

July 1, 2016 – June 30, 2017

Thank you to each of our supporters. Your generosity makes our work possible!

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Ellen Kaye

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Eegee's	Rachel Gelbin	
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And thank you to our tremendous community partners without whom we could not accomplish such impressive collective impact.

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Arizona Department of Child Safety	ELDER Alliance	QuikTrip
Arizona Department of Economic Security	Emerge! Center Against Domestic Abuse	Southern Arizona AIDS Foundation
Arizona Department of Education (USDA Food Program)	End of Life Care Partnership	Southern Arizona Veteran's Caregiver Respite Program
Arizona Department of Health Services	Family Conciliation Court in Pima County	St. Luke's Home
Arizona Department of Housing	Foster Grandparents Program sponsored by Northern Arizona University	Strauss Manor
Arizona Human Services Council	Freedom Park Center	Sullivan Jackson Employment Center
Arizona Legal Women and Youth Services	Gabriel's Angels	Tohono O'odham Nation
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City of Tucson	Mercy Care	US Department of Health and Human Services
CODAC Health, Recovery, and Wellness	Nonprofit Executives Together	US Department of Housing and Urban Development
Community Food Bank of Southern Arizona	Park Avenue Health Care	US Substance Abuse and Mental Health Services Administration
Community Information & Referral Services	Pascua Yaqui Tribe	Youth on Their Own
Community Partners Inc.	Pima Community College	YWCA of Southern Arizona
Covenant House	Pima Council on Aging	
Culture of Peace Alliance	Pima County Attorney's Office	
	Pima County Community Development and Neighborhood Conservation	

THANK YOU!

Thank you to all of our amazing volunteers for making this work possible.



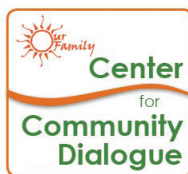
Administrative Office

2590 N. Alvernon Way
Tucson, Arizona 85712

Client Services Office

3830 E. Bellevue Street
Tucson, Arizona 85716

ourfamilyservices.org



SAVE THE DATE!

Annual Spring Luncheon

April 11, 2018 | Tucson Convention Center



For more information visit:
ourfamilyservices.org

SAVE THE DATE!



SPEAKERS:
Pamela Hale
Deborah Knox
Sharon Kha
Vera Lander

8th Annual
**GATHER
THE
ELDERS**

January 26, 2018
8:30a.m.–12:30p.m.

*'Living with
Change'*

"Living with Change" celebrates stories of change related to aging, and offers a loving tribute to Elder Circle founder Del Jones

FOR MORE INFORMATION PLEASE VISIT:
ourfamilyservices.org/programs/center/gathertheelders.html
or contact Christina Medvescek, (520) 323-1708 ext. 122
cmedvescek@ourfamilyservices.org

