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.

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.
“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.
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 Uribes. 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.
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.”

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.

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.

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.”
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.
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 Assets $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

$10,000 - $24,999:
- Anonymous
- 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
- Eliot T. Spalding Foundation
- Fred and Christine Armstrong Foundation

$5,000 - $9,999:
- Hooliein McMillion Family Foundation
- Peter DeLuca and Tamar Rala Kreiswirth
- Arizona Cardinals Charities Fund
- Paul and Alice Baker
- BMO Wealth Management
- Desert Diamond Casinos & Entertainment
- In-N-Out Burger Foundation
- Long Realty Cares Foundation
- Nordstrom Charitable Giving
- Steve and Peggy Goulding
- Phoenix Suns Charities
- Pima County Attorney’s Office
- Big Lots Foundation
- Alliance Bank of Arizona

$2,500 - $4,999:
- William L and Ruth T Pendleton Memorial Fund
- Mercy Care Plan
- Bonita Allinder
- Hazel and Christoph Heinzer
- Beth Morrison
- Joan and Ryan Hubele
- Amy and Charles Dinklenburg
- Foothills Service Club
- Lawrence J Lippert
- PICOR Charitable Foundation
- Tucson Federal Credit Union
- St. Mark’s United Methodist Church

$1,000 - $2,499:
- NexTrio LLC
- Green Things
- Glenn and Tamara Marks
- Anne Maley Consulting
- Elizabeth Read Taylor Foundation
- Caren and Jay Franz
- The Carl and Mabel E. Shultz Foundation
- Jessica Hayes
- Robert and Marilyn Benjamin
- Edward Francis Curley
- Patrick and Loraine Martin
- Watermark Retirement Communities
- Angela D Weir
- Em Martin Brett and Christopher Martin
- Bonnie and Jack Donis
- DeConcini McDonald Yetwin & Lacy
- Duley Bolwar Pederson
- HSL Asset Management LLC
- Lovitt & Touche, Inc.
- Pima Dermatology
- QuikTrip Corporation
- Russo, Russo and Slania PC
- Tucson Appliance Company, L.L.C.

$500 - $999:
- Gypsy and David Lyle
- St. Frances Cabrini Parish
- Kathleen and Harold Snyder
- Rachel Chânes and Yvette Jackson
- Catherine Tornbom
- Southern Arizona Land Trust, Inc.
- Ion Vintilescu
- Elyssa Naval
- Marsha and Jeff Arest
- Cesar Berdeja
- Marian Brennan
- Keith Burn and Luan Wagner
- Leon Byrd
- Drew Campbell
- Howard Canfield
- Joseph and Mayra Chimienti
- Ksenia and Martin Klugkist
- Karen Largent and Craig Russell
- Legendary Automobile
- Jill and Kevin Madden
- Mister Car Wash
- National Bank of Arizona
- Kai Pan and Jeffrey Neubauer
- Tara and Thomas Parascandola
- Karen and Dawson Peck
- Southwest Catholic Health Network

Shamein Averett
- Rick Cato
- Alison and Samuel Daubert
- Susan Petrus
- Marlies and Howard Terpning

Jeannine Elise Souter
- Gary Wainscott
- Big Heart Coffee

Shirley Brantley
- Beth Carey
- Geneva Escobedo
- Marcia and Richard Grau
- Julia Graf
- Kay Nelson
- Susan Nuhn
- Leslie Perls

The Lake Investment Group, LLC
- Wines For Humanity
- St. John on the Desert Presbyterian Church
- Laurie Mazerbo
- Adobe Dentistry
- Atlantis Realty
- Pat and Jan Broom
- Karen and Tom Brott

Patrick Burke
- Penny and Clifton Crutchfield

MJ Demetras and John Umbreit
- Executive Council Charities
- Susan Hetherington
- Lora and Mike King
- Ellen Kirtin
- Stanley Lehman
- Daniel Morrison
- Teri and Mike Murphy
- Nancy and James Frank O’Brien
- William and Patricia Peissig
- Sondra Johnson Prather
- Sharon and John Ragsdale
- Diane Rensvold
- 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 Lebsco
- SoCorro and Frank Garcia
- Peggy Hutchison
- Alma Zuniga
- Mary Ann and Darryl Dobras
- Jesus Diaz
- Christopher Baldyga
- Linda Barter
- Erika and Bernd Brand
- Tom Carr
- Kimberly Dangremond
- Kimberly Dannettel
- Margaret and Terry DeWald
- Susan Dick
- Monica Durand
- Paul Fini
- Terry Fortunato
- Peter Giannini
- Karen and Roger Hobbie
- Maria King
- Mary Kozlov
- Joan and William Marum
- William and Lori Notbohm
- Theresa Paszkwicz
- 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.
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 ebrrott@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
Emerg! 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.