LEAD WITH INTEGRITY
OUR FAMILY SERVICES’ 2019 ANNUAL REPORT
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 comradeship.

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!
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.
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.”

* Name and photo used with permission.
**PEOPLE WE SERVE**

- **6,687** Total Individuals served
- **5,602** Individuals served through Community Services Programs
- **1,025** Individuals served through Housing & Homelessness Programs

**Demographics of Homeless and Housing Programs**

- **Age Groups**
  - 0-5: 18%
  - 6-12: 12%
  - 13-17: 16%
  - 18-24: 36%
  - 25-59: 17%
  - 60+: 1%

- **Gender Identity**
  - Male: 38%
  - Female: 64%
  - Other Identity/Unknown: 18%

- **Race/Ethnicity**
  - Caucasian: 22%
  - Hispanic/Latino: 41%
  - African American: 21%
  - Native American: 9%
  - Asian: 2%
  - Multiracial: 5%

**GOVERNMENT GRANTS & CONTRACTS** 67%

**Income and Revenues**

- 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 Revenue**: $4,741,814

**Expense Percentages**

- Fundraising: 7%
- Management & General: 15%
- Program Income: 4%
- Events & Other Revenue: 2%
- In-Kind Donations: 2%

**Expense Percentages**

- Homeless Youth Services: 38%
- Homeless Family Services: 29%
- Counseling: 9%
- Community Services: 9%
- Management & General: 15%
- Fundraising: 7%

**Support by Sources**

- Financial Statement: July 1, 2017 - June 30, 2018
- Net Assets: $4,434,811

**Net Assets**

- Total: $4,741,814
- Net Assets: $4,434,811
- Net Income: $30,803

**Audited Financials**

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

To each of you, we are grateful for your generosity that 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.

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**Reunion House Solar Campaign Donors**

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

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**Community Partners from July 1, 2018 – June 30, 2019**

Thank you to each of our tremendous community partners with whom we could not accomplish such impressive collective impact.

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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.