



PURSUE BOLD **ASPIRATIONS**

2020 ANNUAL REPORT

A MESSAGE FROM OUR CEO



As we worked to identify and define our agency values nearly 4 years ago, one that was clear to us was **PURSUE BOLD ASPIRATIONS**. This value is an ingrained part of our history. Formed over 65 years ago and redefined over 15 years ago through multiple mergers, Our Family has served as a pioneer in considering what it means to be a nonprofit organization.

Our Family defines this value as – 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.

In FY20, we sure did a whole lot of imagining, innovating and creating! As we started our new year in July 2019, we rolled up our sleeves and worked on growing our reach into the community by serving additional youth and families who are experiencing homelessness. Being selected by the Day 1 Families Fund for a \$2.5 million award and then becoming a Youth Homelessness Demonstration Grant awardee of over \$1m propelled us into planning, ramping up, and in the spring of 2020, housing more people than we ever have in our history. Our numbers grew from housing an average of 250 individuals per night to 445 per night!

And then came COVID-19. Without hesitation, the Our Family team demonstrated its ability to be creative and flexible by switching to a mostly work from home model. Our community of supporters also came through for us with donations of necessary cleaning supplies and items to entertain and feed the youth at Reunion House. Although our model of operation is now different, our service to the community remains strong

as we continue to provide intensive case management and housing to those in need.

COVID-19 has laid bare the gaps that leave some in our community vulnerable: poverty, systemic failures, racism, low wages, lack of quality child care and lack of affordable housing. In the months and years to come, as an organization and a community, we will need to continue to be bold and to take the deep dive into creative solutions. We need you, our supporters, to come along with us to do this hard work.

Beth L. Morrison, MS

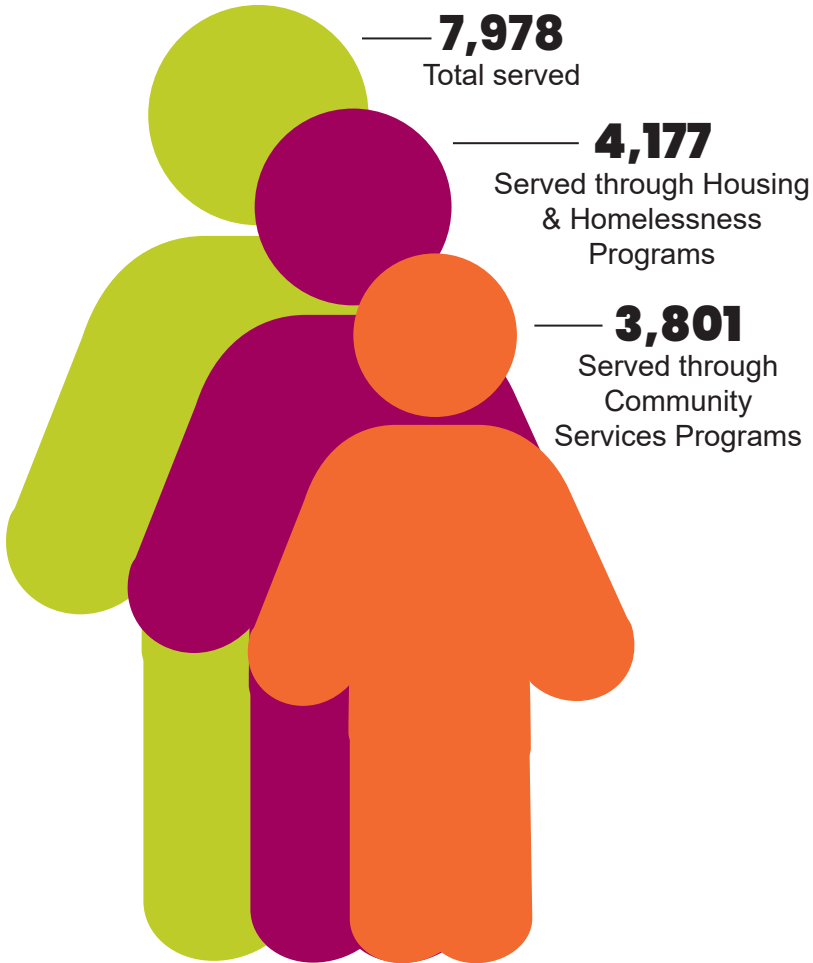


ourfamily**services**

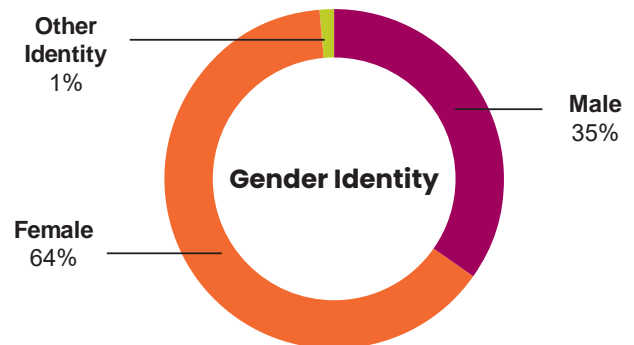
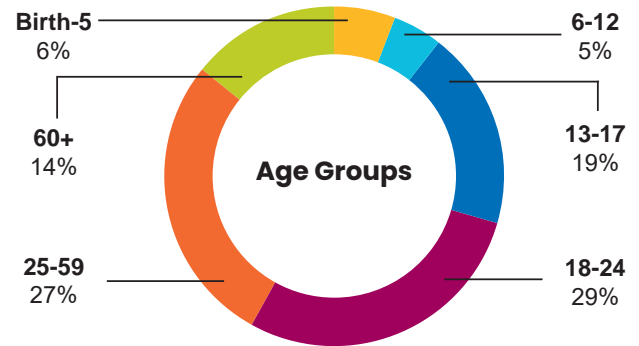
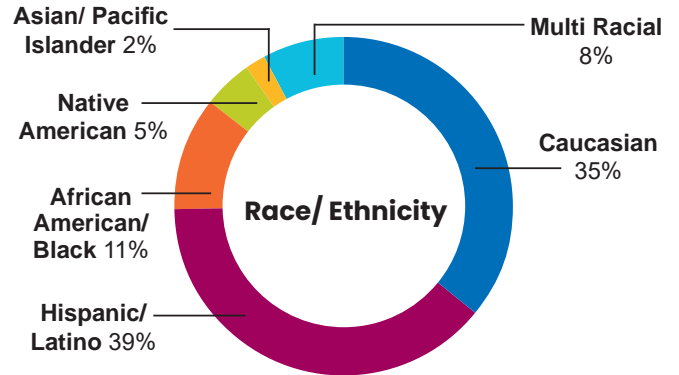
2590 N. Alvernon Way, Tucson, AZ 85712
ourfamilyservices.org | (520) 323-1708



PEOPLE WE SERVE



These numbers do not reflect the **93,358** times people in Southern Arizona accessed community resources through Information and Referral Services, 2-1-1 Arizona and 211arizona.org.



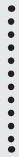
2020 IMPACT

Homeless Youth Services



1,449

Youth & children
sheltered/served



1,846

Street Outreach
contacts made

Homeless Family Services



797

Individuals housed
in **220** households



1,931

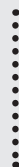
Individuals assessed
for Coordinated Entry

Community Services



1,239

Training attendees



1,418

Forum participants

2020 SUMMARY

Reflections From the Year of COVID-19

As Pima County's leader in serving homeless youth and families, Our Family is an essential service provider during the pandemic. We faced and continue to face an ever-increasing swell of need for homeless services. The shutdown of multiple industries caused a cascade of layoffs and furloughs, the effects of which will continue to reverberate in the months to come. Our staff remained on the front lines out in the community providing street outreach, housing intake, and case management to youth and families who are homeless or on the brink of homelessness.

Our innovative scattered-site model of housing was exceptionally effective for families needing services because of the pandemic-related economic downturn. Instead of requiring families to uproot their lives and relocate to a homeless shelter, they were able to select apartment housing in communities and neighborhoods of their choosing, allowing them to sustain important ties to employment opportunities, childcare, pets, schools, and natural support systems. Over two thirds of clients in our housing programs transitioned to permanent housing and financial stability after exiting our programs- doubling the success rate of a traditional family homeless shelter.

Reunion House Youth Shelter was also deeply affected by COVID-19. Dramatic changes were put in place to meet the increased rigor of properly sanitizing a group living environment during the pandemic. Staff performed high-frequency cleanings of all parts of the house, and a professional crew was brought in to regularly do a deep clean of the entire house. Plexiglass barriers were installed in high activity areas to ensure the health and safety of our teens and staff.

We also had to adapt to meet challenges associated with remote learning. Additional staff were hired to provide the youth with the individualized adult supervision and support needed to be successful in their education. Staff were also challenged with counterbalancing the lack of social engagement and learning opportunities formerly provided at school and community field trips. All of our staff rose to the challenge and came up with creative solutions for providing at-home structured activities to keep youth constructively engaged.

2020 FINANCIALS

Support by Sources



**Gov. Grants
& Contracts**
46.08%

**Contributions
& Grants**
51.16%

Program Income .77%
In-Kind Donations .62%
Events & Other 1.37%
Totaling 2.77%

Expense Percentages



**Programs &
Services**
75%

Management & General 14%
Real Estate Related Transaction 5%
Totaling 19%

Fundraising
6%

Financial Statement*

FY 2020: July 1, 2019 - June 30, 2020

Revenue

Government Grants & Contracts	\$3,814,852
Contributions & Grants	\$4,235,941
Program Income	\$63,367
In-Kind Donations	\$51,204
Events	\$54,302
Other Revenue	\$59,546

Total **\$8,279,212**

Expenses

Homeless Youth Services	\$2,037,191
Homeless Family Services	\$1,712,709
Counseling	\$84,754
Community Services	\$295,700
Management & General	\$791,722
Real Estate Related Transaction	\$266,836
Fundraising	\$347,359

Total **\$5,536,271**

Net Assets **\$7,181,015**

**This financial statement is pre-audit. For the most accurate statement please visit: ourfamilyservices.org.*

DONORS \$500 + FROM JULY 1, 2019 – JUNE 30, 2020

Thank you to each of our supporters. Your generosity makes our work possible! We would also like to extend our deepest appreciation to the 431 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+

Anonymous
Connie Hillman Family Foundation
Day 1 Families Fund
Ellen Kaye

\$25,000 to \$99,999

Anonymous
Community Foundation for Southern Arizona
Crisis Response Network, Inc.
David C. and Lura M. Lovell Foundation
Eliot Spalding Foundation
Park Place Development
Larry "Buzz" Petersen and Robbie Willingham
United Way of Tucson and Southern Arizona
The Jane Elise Hendricks Charitable Trust
Wells Fargo
Women's Foundation of Southern Arizona

\$10,000 to \$24,999

Anonymous
Arizona Community Foundation
Arizona Together Coronavirus Relief Fund
Arizona COVID-19 Community Response Fund,
a component fund of the Arizona
Community Foundation
Bank of America Charitable Foundation
Caterpillar Foundation
Linda Drake and David Van Wyck
Family Housing Resources
Fred and Christine Armstrong Foundation
Kautz Family Foundation
O'Reilly Family Foundation
QuikTrip Corporation Fund
Phyllis J Rasmussen Rigg*
Stone Canyon Community Foundation
TJX Foundation
Tucson Electric Power Company
Tulsa Community Foundation

\$5,000 to \$9,999

Anonymous (2)
Alliance Bank of Arizona
Arizona Cardinals Charities Fund
Peggy and Steve Goulding
Arizona Complete Health
Paul and Alice Baker
BMO Wealth Management
Peter DeLuca and Tamar Rala Kreiswirth
LGBTQ+ Alliance Fund, a fund of the
Community Foundation for Southern Arizona
Long Realty Cares Foundation
Gypsy and David Lyle
Nordstrom Charitable Giving

St. Mark's United Methodist Church
Tucson Federal Credit Union

\$1,000 to \$4,999

Bonita Allinder
Anonymous (2)
Arizona Community Foundation Kellenberger +
Tollefson Center for LGBTQ Philanthropy
Barker Contracting
Dorian Baroni
Robert and Marilyn Benjamin
Karen and Ted Borek
Henrietta Bourgeois
Brighton Collectibles
Burbank - Talanquer Fund held at the
Community Foundation for Southern Arizona
Joseph and Mayra Chimienti
Larry Cochran
Mauro and Carol Cornejo
Edward Curley
Thien and Timothy Dang
M.J. Demetras and John Umbreit
Amy and Charles Dinklenburg
Bonnie and Jack Donis
Joan and David Donnelly
Duley Bolwar Pederson
Elizabeth Read Taylor Foundation
Finley Distributing Co.
Terry Fortunato
Debby and Pete Francis
Caren and Jay Franz
Julia Graf
Sandy and Gene Gerner
Paige and John Hamner
Jessica Hayes
Hazel and Christoph Heinzer
Joan and Ryan Hubele
IBM Employees and Retirees
Scott Koenig
Margaret and Thomas Kusian
Lawrence Lippert
Joanne Lopez and Raymond Lopez
Lovitt & Touche, Inc.
Aimee Marek
Marshall Foundation
Laurie Mazerbo
Marie and Harry McDermott
Beth Morrison
Teri and Mike Murphy
National Bank of Arizona
Margaret and Ben Nelson
Nextrio
Cynthia Novalis
William L. and Ruth T. Pendleton Memorial Fund

PICOR Charitable Foundation
Pima Council on Aging
Ray Pisciotta
Lynn Ratener
Raytheon Employee Giving
Sarah Rosalik
Russo, Russo and Slania PC
Seaver Franks Architects, Inc.
Sarah M. Simpson
Social Venture Partners
Southwest Gas Corporation
St. John on the Desert Presbyterian Church
Sundt Foundation
Texas Instruments Foundation
The Carl and Mabel E. Shurtz Foundation
The Foothills Club of Tucson
The Nederlander Organization
Luan Wagner and Keith Burn
Angela Weir
Kathy and Daniel Westerborg
Kimberly Yost Moyer
Michael Zavatsky
Peggy and Patrick Zumbusch

\$500 to \$999

AARP Arizona
Sherrill and Lynn Adams
Anonymous (4)
Mike Bankemper
Michael Beals
Kathleen and John Bean
Isela and Luis Benitez
Amy Blake
Anne Maley Consulting
Em Martin Brott and Chris Martin
Leon Byrd
Deanna Candek
Howard Evan Canfield
Casas Adobes Congregational Church
Gina Catalano
Penny and Clifton Crutchfield
DeConcini McDonald Yetwin & Lacy
Terry and Margaret DeWald
Kathleen Dostalik
Kenneth Egita
Geneva Escobedo
Frontstream Employee Giving
Frank and Socorro Garcia
Suzanne "Zippy" Gross
Kelly Hamilton
Barrie and Janie Herr
Susan Hetherington
Lora and Mike King
Ksenia and Michael Klugkist

Jill and Thomas Knox
Terry and John Lacy
Stanley Lehman
Spencer McCleave
Dennis McMacken
Sara McNamara
Barbara Miller
Mister Car Wash
Daniel Morrison
Cheryl Novalis-Marine
Barbara Oppenheimer
Jason Ott
Kai Pan and Jeffrey Neubauer
Tara and Thomas Parascandola
Pima Dermatology
Rita Pollak and Sanford Seltzer
Sondra Prather
Sharon and John Ragsdale
Maritza Reyes-Dicenso
Michael and Venisha Rosenthal
Andrea and Jay Sanes
Elise Souter
Ann Ventola
Gary Wainscott
Alyce Walther
Gail Warner
Martha and David Wright
Elizabeth Zukoski

FY20 Sustaining Donors \$499 and under:

Beth Carey
Whitney Clark
Mary DeLuca
Dorothy S. Sturz
Anthony Astrouski
Kirsten Larsen
Morgan and Ryan Matchett
Pilar Martinez
Richard Koivisto
Andrea Carmichael
Jerelyn B. Schultz
Paula Fuchs
Joyce K. Hume
Lucy Patterson
Ruth Canamar
Eric Schindler
Erica Castillo
Georgia Schwartz
Betsy Bolding
Sali B. Katz
Louis Schuder

*Indicates deceased

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.

STRATEGIC PLAN 2021 – 2022



Lead

Be the leader in the community wide effort to end youth homelessness.



Build Brand

Build brand recognition and awareness about Our Family Services.



Serve

Serve and stabilize an increased number of highly vulnerable, marginalized homeless families.



Diversify Revenue

Diversify revenue sources to build organizational independence and strength.



Advocate

Advocate and build awareness about homelessness and the root causes of poverty in our community.



Fortify

Fortify organizational infrastructure.

COMMUNITY PARTNERS FROM JULY 1, 2019 – JUNE 30, 2020

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 Community Foundation (CV-19)
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 Office of the Attorney General
Arizona Serve
Arizona State University Sex Trafficking
Intervention Research
Arizona Together (CV-19)
Armory Park Senior Center
Bank of America
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 Foundation of Southern Arizona
Community Food Bank of Southern Arizona
Crisis Response Network
Covenant House
Culture of Peace Alliance
Day 1 Families Fund
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
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 Department of Health and Human Services
US Department of Housing and
Urban Development
Youth on Their Own
YWCA of Southern Arizona

BOARD OF DIRECTORS

(July 1, 2019 - June 30, 2020)

Hazel Heinzer
Board Chair

Geneva Escobedo
Vice Chair / Governance Chair

Julian Easter
Secretary/Treasurer

Michael Beals

Andrea Carmichael

Joseph Chimienti

Whitney Clark

Larry Cochran

Peter DeLuca

Kathleen Dostalick

Jessica Hayes

Ann Ventola

Jason Zeider

SENIOR LEADERSHIP

Beth Morrison, MS
Chief Executive Officer

Joan Hubele, MBA
Chief Financial Officer

Laurie Mazerbo, LCSW
Chief Program Officer

Kimberly Yost Moyer
Chief Development Officer

OUR MISSION

Our Family's mission is to eliminate homelessness and strengthen our community.

OUR VISION

We envision a socially and economically just community where everyone has a safe, affordable and stable home.

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.