

A close-up photograph of a family of four—a mother, two children, and a father—all smiling broadly and looking towards the camera. They are outdoors, with a blurred background of trees and foliage. The image is partially obscured by a semi-transparent white banner at the bottom.

# 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.

A handwritten signature in black ink, appearing to read 'Beth L. Morrison'.

Beth L. Morrison, MS



ourfamilyservices

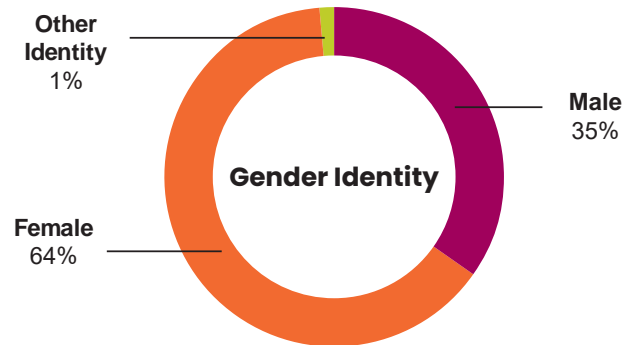
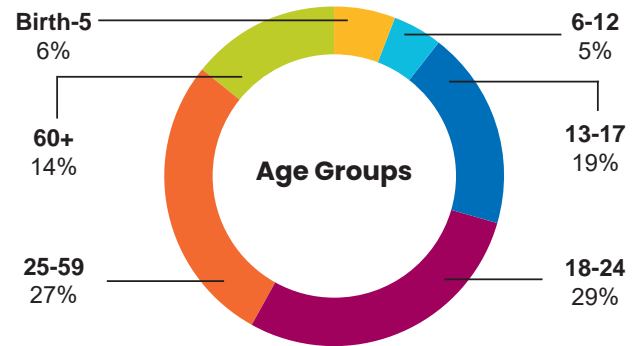
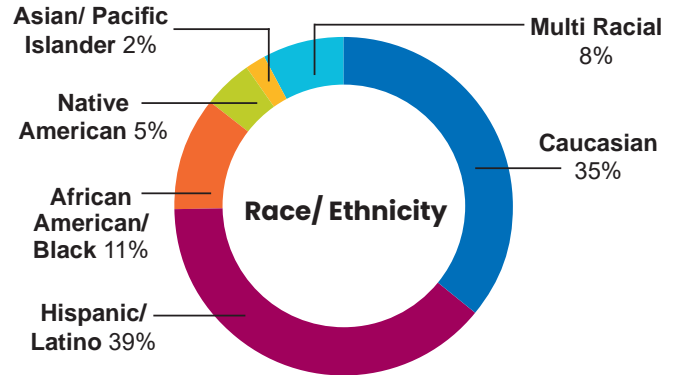
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# PEOPLE WE SERVE



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](http://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](http://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'Rielly 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 Schuler**

*\*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](mailto: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.