

*Every family*  
has a story.



 ARIZONA'S  
CHILDREN  
ASSOCIATION

**Community Impact Report**  
Fiscal Year 2019



# Welcome

## to ours.

Dear Friends,

We are happy to present to you the Annual Report for Arizona's Children Association (AzCA). Many of you are aware that 2019 was an exceptionally challenging year for our organization as we experienced the unexpected loss of our former President and CEO, Denise Ensdorff. Through this struggle, we did what we do best – we pulled together to reaffirm our commitment to the mission of our agency: *Protecting Children, Empowering Youth and Strengthening Families.*

On behalf of our Board of Directors, entire staff, and the children and families we serve – **thank you for helping us impact the lives of others.** Your support and encouragement continually inspire our staff in meeting the needs of the more than 40,000 children and families we serve across Arizona.

All the best,



**Jacob Schmitt, MPA**  
President & CEO



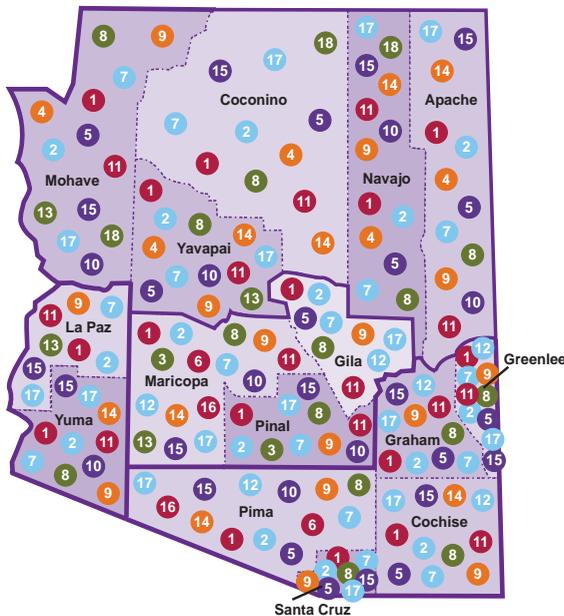
**Anna Osborn**  
Board Chair



*Protecting Children, Empowering Youth, Strengthening Families.*

# Making an

# Impact.



1. Foster Care
2. Adoption
3. Therapeutic Foster Care
4. Interstate Compact for the Placement of Children (ICPC)
5. Home Assessment & Courtesy Supervision (HACS)
6. Kinship Support Services
7. Young Adult Services
8. Mentoring Program
9. Family Preservation
10. Family Reunification
11. Parent Aide
12. Supervised Visitation
13. Parents as Teachers
14. Family Education & Support Services
15. Outpatient Behavioral Health
16. Trauma Specialty Services / Las Familias
17. Neurosequential Model of Therapeutics
18. Skills Training & Respite (STAR) Program



Our prevention-focused, statewide programs target the type of future we all want to see: a future where every child has a safe and loving home and families are supported through difficult and trying circumstances.

We adjust to the needs of the local community; providing non-biased, culturally sensitive care to all children and their families. Our entire AzCA family is part of a team, collectively working together in the best interest of our clients to provide high-quality integrated care.

Across  
Arizona since

1912

# Our family

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in numbers.

STATEWIDE,  
WE SERVED



35,698

*Children  
& Young Adults*

AND



5,326

*Families*

THANKS  
TO



2,292

*Donors*



“

My daughter has already started to show signs of a more positive attitude and outlook. She is still dealing with anxiety and depression, but I know that with this counseling she will continue to improve. For myself, it is awesome knowing that my daughter is getting the help, support, and attention she needs. I am so grateful for these services.

— Parent of Program Participant, Trauma Support Services



1,678

*children*

in Arizona's foster care system were provided loving homes.

338

*adoptions*

1,129

*current and former foster youth*

received support and services to assist with transitioning into adulthood.

20,133

children, youth, adults, and their family members benefited from one or more of our Outpatient Behavioral Health Services or Trauma Support Services.



650

*new kinship caregivers*

caring for 1,041 relative children were provided information, resources, referrals and support.

52

*youth*

"aging out" of foster care were matched with mentors.

357

*families*

received Family Preservation or Family Reunification/ Placement Stabilization Services.

2,658

*parents/ caregivers & children*

were served by our Family Education & Support Services.



338

*children*

participated in the Neurosequential Model of Therapeutics to identify experiences that may have impacted their developing brains.

2,885

*home visits*

were made through our Parents as Teachers program.



“My Independent Living Services worker really helped me not only work through my problems in an objective way (making sure to get housing, a job, take care of my health, etc.), but also provided me with emotional support and advice when it came to things I didn't know how to deal with as a young adult. I'm forever grateful.

— Program Participant, Young Adult Services



# Together, we bring *hope.*

Although not reflected in the fiscal year 2019 financials, AzCA has been experiencing tremendous support from the community in face of the COVID-19 (Coronavirus) pandemic—**support which should not go unnoticed.**

We serve Arizona's vulnerable children and families, including parents and caregivers of all types—first-time parents, teen parents, foster and adoptive parents, kinship and relative caregivers, at-risk families or those who may have had their children removed, victims of trauma and sexual abuse, as well as young adults who are currently aging out of the foster care system in Arizona.

For many of these youth, we are the only connection they have to housing, food, clothing, physical and behavioral healthcare, and financial support. We continue to provide resources to assist with housing, food, employment, and social supports for this vulnerable population, but our operating budget can only go so far as this global pandemic has forced us to stretch our limited financial resources.

## **AzCA's children and families are particularly hit hard by recent events.**

Most live on fixed incomes; they all work hard to make ends meet and often face limited financial resources. Many businesses shut their doors and cut hours, creating a drop in income. In times of crisis and uncertainty, like COVID-19, one unforeseen incident could have left our families' jobless, facing eviction, without childcare, and even hungry. In these difficult times, our families turned to us for help.

Emergency funding has allowed us to continue to fulfill the increase in requests for aid from our children and families. This includes diapers, baby formula, food, clothing, hygienic supplies, bedding, educational supplies and school materials, as well as help with rent and utility bills. In some instances, communication and technology supports including temporary cell phones, laptops and access to aid with data plans and internet access was necessary.

In light of the seriousness of this pandemic, and with the determination to continue to serve those in need, AzCA has adapted quickly to new ways of serving our community, closely scrutinized agency finances and made changes to lessen the financial impact to our employees, instituted cost controlling measures, and continues to create connections within the community to make up for the loss of revenue and cancelled events.

The impact of our continued services and support has been incredibly positive. **With you, we have been able to make a difference in the lives of our children and families during this public health crisis.**

## #URAZCA



Monetary donations and items of necessity have been greatly appreciated!

We have received many items from our Amazon Wish List, which have been sent directly to our offices for these families.



*students*

from our various programs received laptops so that they could finish out the school year from home.

## \$1,250+

in grocery store gift cards were given to youth and families in need.





Our supporters have made so many amazing things possible, helping AzCA transform the lives of thousands of children, individuals and families in 2019.

**We have more work to do and we need your continued support.** Each infant, child and teenager who comes to AzCA for care has a unique story, and the reality is that for each of these children the circumstances that led them to us are nothing less than traumatic.

Success requires unwavering support from the community. Your generosity ensures that we can continue to provide the necessary support for each individual and family who comes through our doors by helping us offer:

- Safe foster and adoptive homes for kids in need
- Counseling and resources to address trauma and abuse
- Training and tools to promote successful child development
- Support for caregivers raising their relative's children
- Guidance to help at-risk families stay together
- Life skills and mentoring for youth in foster care

*There are so many ways to get involved!*

- **LEARN** about becoming a foster or adoptive parent
- **MENTOR** a youth 'aging out' of foster care
- **VOLUNTEER** at one of our community events
- **ATTEND** a parenting class to learn best steps for your child's successful development
- **SHOP** our Amazon wish lists or provide new and necessary items (baby and other hygiene supplies, safety items, clothing, toys, and much more!)
- **CONNECT** with us on social media
- **DONATE** to support our programs!

*Visit us online to learn more.*



[www.ArizonasChildren.org](http://www.ArizonasChildren.org)

*Thank you for making these stories possible.*

# Our partners

who make it all possible.

## Corporate Partners

### \$10,000 +

Cummings Plumbing Heating and Cooling  
Gowan Milling

### \$5,000 +

American Furniture Warehouse  
Chretin's Family LLC  
Country Fair White Elephant  
Desert Diamond Casino  
Pacific Office Automation, Inc.  
Spinato's Pizzeria  
The Arizona Republic  
Window World of Phoenix  
Yuma Investment Group Wealth Management

## Foundation Partners

### \$20,000 +

Arconic Foundation  
Armstrong McDonald Foundation  
Community Foundation for Southern Arizona  
Dave Thomas Foundation for Adoption  
Mission Management & Trust Co.  
Nina Mason Pulliam Charitable Trust  
Troller Foundation

### \$10,000 +

Arizona Community Foundation  
In-N-Out Burger Foundation  
JCPenny Communities Foundation  
Kenneth A. Spinato Foundation, Inc.  
Steven C. Leuthold Family Foundation  
The Brookdale Foundation  
The US Charitable Gift Trust  
Ticket to Dream Foundation

### \$5,000 +

Arizona Community Foundation of Yuma  
Roediger Revocable Trust  
The Benevity Community Impact Fund  
The Jennings Strouss Foundation  
Weese Foundation



We value our collaborations with other organizations around the state, partnering with those who can help meet the needs of our families by leveraging program expenses.

For a full list of our partners, visit us online at [www.ArizonasChildren.org](http://www.ArizonasChildren.org).



The mentor program has assisted me in finding a lifelong friend, therapist and role model. I have gained new perspectives, knowledge in a variety of topics, and better friendships and relationships in general.

— Program Participant,  
Mentoring



# Our financial overview.

## REVENUE & SUPPORT

Government Awards & Contracts	\$46,997,452
Private Donors, Foundation & Other Grants	\$ 981,192
Program Service Fees	\$ 393,536
Donated Goods & Services	\$ 303,785
Special Events & Fundraisers	\$ 303,655
Other Revenue	\$ 39,597
Net Investment Income (loss)	\$ (14,339)

TOTAL -  
\$49,004,878



## OPERATING EXPENSES

Program Services	\$45,743,952
Supporting Services	\$ 5,941,706
Direct Special Event Costs	\$ 102,991

TOTAL -  
\$51,788,649



## NET ASSETS

Net Assets w/o Donor Restrictions	\$ 8,320,064
Net Assets w/ Donor Restrictions	\$ 2,139,744
<b>TOTAL (beginning): \$10,459,808</b>   <b>TOTAL (ending): \$7,676,037</b>	

## EXPENSES BY PROGRAM AREA

Behavioral Health	\$29,114,995
Child Welfare	\$13,297,687
Prevention	\$ 2,519,843
Specialty Services	\$ 811,427

TOTAL -  
\$45,743,952



Arizona's Children Association and Arizona's Children Foundation Consolidated Statement of Activities — Year ended September 30, 2019

“ My parent educator has helped me understand where my daughter is at developmentally and has allowed me to be more patient and connect with her when she's upset. The program provides great opportunities for kids to learn through play, interaction, and is a great way to 'practice' better parenting skills.

— Program Participant, Family Education & Support Services



# AzCA family

## spotlight.



*Hi, my name is Anna Osborn. I have been on the Board of Directors of Arizona's Children Association for six years and have served as the Board Chair since 2018.*

### **What is your favorite thing about your career?**

My career has been focused on the customers I serve. I'm passionate about their success, growth and place in their community. I thoroughly enjoy being a champion for my customers. I cherish the relationships I've developed with each and every one of them.

### **What is your proudest accomplishment?**

Professionally, it's earning my MBA. I was the first in my family to earn a bachelor's degree. Earning an MBA was something I wanted to do for me and eventually to support my family. It was hard and humbling work. Personally, it's hiking out of the Grand Canyon. It took me hours to hike up and out of the canyon but I did it! It took an incredible amount of endurance and mental toughness. Once was enough but it's still one of my favorite places to visit.

### **Why did you join the AzCA Board?**

Arizona's Children Association was described to me as a hidden gem in Arizona. I learned about their programs, the successful outcomes they've had and how much work still needed to be done. I was fortunate to not have to worry about my family, housing, clothing or food. There were, and are, too many children in Arizona who don't. I wanted to contribute to the agency's mission and help kids feel safe and free from worry.

### **What lesson have you learned from working with our agency or in relation to our mission?**

Families depend on the services Arizona's Children Association provides. Children are safe, families are reunited and youth have tools they need to help succeed as adults. I've met families who have had positive experiences or were reunited as a result of the work the agency does. I've met kids who have found homes filled with love and caring. I've also met young adults who, for the first time, feel like someone cares about them and wants them to feel supported and successful. The work we do is beneficial and has to continue. Our children and families need us.

### **If you could be anyone else for a day, who would you choose?**

I'd step in to my niece's shoes. She's just four years old. I'd love to see the world through her smiling eyes with my adult mind. It would be unbelievable to feel the pure joy she displays every time I see her.

*Our vision is that every Arizona family has the resources and support needed to be safe, strong and resilient.*

# Our board of directors.

## 2018-2019 OFFICERS

### Board Chairperson

Anna Osborn

### Chair-Elect

Patricia Krueger

### Secretary

Cindy Bozik

### Treasurer

Ellen Howlett

## 2019-2020 MEMBERS

William Addison, Jr.  
Mabel Crescioni-Benitez, Ph.D.  
Renee Dinwiddie  
Dolores Durán-Cerda, Ph.D.  
Timothy Ellsworth Bowers  
Kortney Greene  
Elizabeth Howell  
Ellen Howlett  
Deborah Kramer  
Cynthia R. Landin  
Harold Magalnick, MD  
Juan "Gabriel" Martinez, D.O.  
Kathleen McLaughlin  
Ingrid Novodvorsky, Ph.D.  
Annisia Reed  
Ramon Vasquez  
Thomas J. Wisz

## EMERITUS MEMBERS

Betsy Apking  
Edward Bessey  
Wesley Colvin  
Diane Costantino  
Carrie Hall  
Mary Lou Hapner  
Jess Lorona  
Tom McKenna  
Barbara Nelson  
Troy Richards  
Robert Shaff  
Joan Shapiro, M.D., Ph.D.  
Nancy Stanley  
William Weese, M.D.  
Linda Yocum  
Paul Zucarelli

## 2019-2020 OFFICERS

### Board Chairperson

Anna Osborn

### Chair-Elect

Patricia Krueger

### Secretary

Gerald Smith, Sr., Ed.D.

### Treasurer

Holley Stacy

# IN LOVING MEMORY



**Denise Ensdorff**  
President & CEO  
2007-2019

Denise Ensdorff was the matriarch of our agency. She touched the lives of so many and was truly committed to our mission and values. Denise left an incredible impact on our agency and dedicated her career to integrated care and improving the quality of services for Arizona's children and families. She is missed by so many.



## Our Statewide Offices

### Central Arizona

3636 N. Central Avenue  
Suites 200 & 300  
Phoenix, AZ 85012  
(602) 253-1620

7910 W. Thomas Road  
Suites 103 & 112  
Phoenix, AZ 85033  
(623) 414-4325

375 E. Elliot, Suites 11-14  
Chandler, AZ 85225  
(480) 814-7789

Pendleton Pediatrics  
1445 W. Chandler Blvd.  
Building B-10, Suite A  
Chandler, AZ 85225  
(480) 814-7789

111 E. Monroe Avenue, Suite 102  
Buckeye, AZ 85326  
(623) 889-0091

1420 N. Greenfield, Suite 100  
Gilbert, AZ 85234  
(480) 474-2263

2066 W. Apache Trail Road, Suite 101  
Apache Junction, AZ 85120  
(480) 503-8530

11321 W. Bell Road, Suite 401  
Surprise, AZ 85378  
(623) 583-2523

225 S. Orlando Street  
Florence, AZ 85132  
(520) 723-6893

2028 N. Trekeil Road, Suite 102  
Casa Grande, AZ 85122  
(480) 503-8530

### Southern Arizona

3716 E. Columbia Street  
Tucson, AZ 85714  
(520) 622-7611

203 W. 5<sup>th</sup> Street  
Safford, AZ 85546  
(928) 428-0711

942 E. Fry Blvd.  
Sierra Vista, AZ 85635  
(520) 224-9100

1860 N. State Drive, Suite 6  
Nogales, AZ 85621  
(520) 377-0843

### Northern Arizona

1055 Ruth Street, Suite 3  
Prescott, AZ 86301  
(928) 443-1991

906 W. University Avenue  
Suites 140 & 150  
Flagstaff, AZ 86001  
(928) 527-1000

1979 McCulloch Blvd. N.  
Lake Havasu City, AZ 86403  
(928) 680-4458

### Western Arizona

275 W. 17<sup>th</sup> Place  
Yuma, AZ 85364  
(928) 344-8800