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This report  
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2800 E. Broadway Blvd.  
Tucson, AZ 85716  
(520) 881-8940

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

**Douglas**  
855 Cochise Ave.  
Douglas, Arizona 85607  
(520) 364-5150

**Nogales**  
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Nogales, Arizona 85621  
(520) 281-9303

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**Child & Family**  
RESOURCES, INC.



# 2004-2005 Annual Report

Issue 35, Winter 2005



Eric Schindler, Ph.D.  
Chief Executive Officer

## Message from the CEO

It has been a year of changes, transitions and growth at Child & Family Resources. In addition to the significant event of saying goodbye to its Founder, Martha Rothman, and hiring a new CEO (yours truly) as well as several other key staff leaders, Child and Family Resources, Inc. served 35,400 children and families with a continually expanding array of over 27 different programs. Thanks to the agency's established and ongoing tradition for delivering quality services and proactively responding to fiscal realities, we were able to accumulate sufficient reserves to allow our Board to retire the mortgage on our main facility in Tucson. Without ongoing mortgage or lease costs, more dollars will be available for client services in future years.

The future looks bright and intriguing. Many of our "family" of friends, donors, supporters and stakeholders are probably unaware of the level of cultural competence among our staff. Approximately 50% of our staff are bilingual, and the organization has a meaningful commitment to ensuring that we remain a diverse, vibrant and culturally competent non-profit

Cover photo: Students collaborate in a team-building exercise at the Youth Empowered for Success 2005 Teen Institute. Photo by Paul Phelps

## Message from the President of the Board

Entering into our fourth decade of service gives me a chance to reflect upon last year. Not only did the agency experience change and renewal but also it confidently met new challenges and opportunities. As the president of the board of directors, our 35th year held so many wonderful experiences, and I could not have asked for a better agency to donate my time, resources and energy.

From my work with the board of directors, the staff and our agency friends, I have gained an insider's view of how Child & Family Resources impacts the Tucson community. Without a doubt, this agency has maintained its ability to strategically align itself as a community leader while effectively partnering with other community and statewide agencies. The benefits of Child & Family Resources were seen in many areas during 2005:

- Volunteer hours exceeded 9500 hours

# Child & Family Resources, Inc.

Issue 35, Winter 2005



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The future looks bright and intriguing. Many of our "family" of friends, donors, supporters and stakeholders are probably unaware of the level of cultural competence among our staff. Approximately 50% of our staff are bilingual, and the organization has a meaningful commitment to ensuring that we remain a diverse, vibrant and culturally competent non-profit agency. This commitment is vital to our success because more than 60% of all clients identified themselves as of Hispanic descent. Improving the lives of our clients is our mission, and as Arizona continues to change and grow, CFR will remain a leader in providing social services to its citizens.

Our task ahead is to provide an ever-increasing array of prevention, early intervention, supportive and treatment services. Integrated care within a seamless "one-stop" shop is the ideal model. This means that a family can secure a variety of services from one organization. Operating as a "one-stop" center would require CFR to secure a wider array of funding sources and enhance the scope of services that we are capable of delivering. However, just providing good service is no longer enough! Funders now demand that agencies demonstrate how the services funded actually are effective, which compels us to better measure our performance.

We will be able to meet the challenges of the future with the strength of our Board of Directors, whose members are very active and supportive of our strategic direction, as well as a strong leadership team and highly dedicated staff who through their work on a daily basis live the mission and vision of the agency.

A handwritten signature in black ink, appearing to read "ESM".

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- Volunteer hours exceeded 9500 hours
- Funds from special events as well as foundation and corporate support reached almost \$300,000
- The agency served more than 35,400 clients throughout Arizona

The foundation for the success of Child & Family Resources was established by its founder and former executive director Martha Rothman who retired in 2005. During this time of transition, the board of directors successfully governed the agency and effectively handled the responsibility of hiring chief executive officer Eric Schindler. Combining his insightful leadership, with Martha's legacy, Eric and his staff are producing results that will propel Child & Family Resources into the 21st century.

As the agency continues to offer programs and services throughout Arizona, the staff and board of directors sincerely hope that you will remain committed to supporting the well-being of Arizona's children and families. We know the reason that Child & Family Resources achieved its goals and fulfilled the mission is because of the generosity from our donors and friends, and for this, we say "thank you."

The future is promising, and all of us here at Child & Family Resources invite you to join with us as we enter into a new era of service and commitment to children, youth and families.

A handwritten signature in black ink, appearing to read "Cathy G. Davis".

# Program Highlights

Child & Family Resources is a nationally-accredited, community-based, non-profit organization with the mission **to improve the well-being of Arizona's children and families through programs that strengthen child care, youth and families.** Child & Family Resources was founded in 1970 and has continued to meet the needs of children, families, and child-care providers through more than 20 education and support programs in seven Arizona counties: Pima, Maricopa, Yuma, Santa Cruz, Cochise, Graham, and Greenlee.

Photo by Amy Haskell



**Achieving quality child care** by educating parents and child care providers — 16,089 parents and child care providers receive training annually from Child & Family Resources.

Each year, **Child Care Resource & Referral** provides parents with more than 58,266 referrals to child-care centers, preschools and homes. CCR&R also educates parents in the

selection of appropriate child care and provides training to child-care providers. Of the clients responding to the CCR&R

satisfaction survey in fiscal 2005, 96% reported that they would use the service again and 95% rated the service as helpful or very helpful. Here is what parents say:

"I wouldn't know where to even begin my search without them."

"Thank you so very much. I found someone I honestly believe I can trust"

"This is a great tool for the community and I truly appreciate all the info sent to me!"

"Thank you for providing a service that makes a difficult task easier."

"The resource specialist that helped me was very informative, patient, kind and helpful!"

"The customer service representative was very polite and helpful."

**Building resilient, healthy families** through in-home family support. More than 5,500 families are actively involved in Child & Family Resources' family support programs each year.

Larry and Anna\* are the parents of adopted six-year-old twin boys, Tim and Tony\*. It was discovered that the boys had delays and adjustment problems due to the isolation and neglect they had experienced in their early years spent in orphanages. Tim and Tony hit other children, had angry outbursts, and sought constant attention.

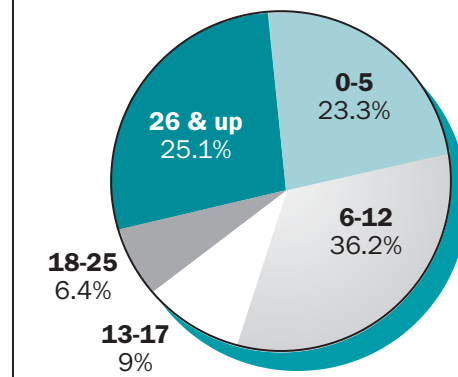
After trying to solve these issues on their own, Larry & Anna sought help from the **Choices for Families Program.** The family support worker and infant mental health therapist discovered that the boys had not learned to bond successfully with their new parents. Larry and Anna began a program of holding, mutual gazing, and therapeutic play to help Tim and Tony connect emotionally.

The boys were taught how to identify different emotions by using facial gestures. The

parents encouraged the boys to express their feelings in words when they are frustrated and applied logical consequences for the boys' undesirable behaviors. The family support worker reinforced these practices and provided other parent education skills.

After a year of hard work by Larry and Anna, the boys have overcome their most extreme behaviors and are bonding with their parents. Larry and Anna have confidence that they can continue on this positive path.

## Ages served agency wide



**Helping at-risk youth** overcome obstacles and

allow the challenges of being a young mother become an obstacle in obtaining her education.

In the six months she was enrolled at MCAP she participated in not only GED classes, but





## Helping at-risk youth

overcome obstacles and reach their full potential. Annually, more than 13,500 young people participate in Child & Family Resources' youth programs.

*Roxanne\* became involved with Child & Family Resources' Maricopa Center for Adolescent Parents (MCAP) in January of 2005. She was 19 years old and the mother of two children ages 2 and 4. She did not*

*allow the challenges of being a young mother become an obstacle in obtaining her education.*

*In the six months she was enrolled at MCAP she participated in not only GED classes, but also parenting and life skills classes. Each month she set and attained goals in all areas of the program.*

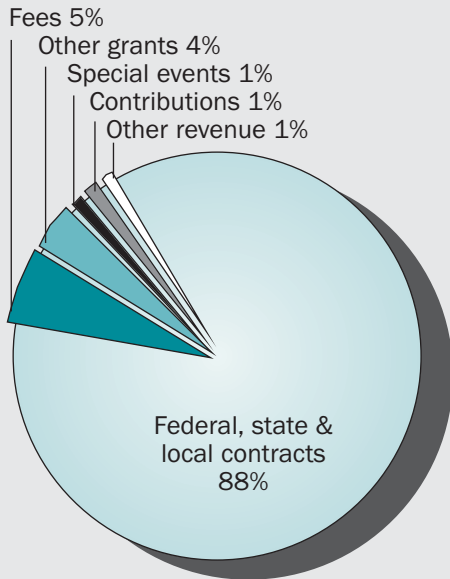
*Roxanne was ready to take her GED exam in July. While waiting for her test results, she began the enrollment process at South Mountain Community College, applying for grants and financial aid. In August, she earned her GED and just one week later began a full course load at South Mountain. She is interested in the field of Criminal Law and would like to be a criminal investigator or a probation officer.*

*\*Names have been changed to protect client confidentiality.*

## Financial information for fiscal year 2004-2005

Year ending June 30, 2005

### Sources of Revenue



### Statement of Financial Position

Total assets	<b><u>\$5,504,477</u></b>
Total liabilities	1,405,284
Total net assets	4,099,193
Total liabilities and net assets	<b><u>\$5,504,477</u></b>

### Statement of Activities

Total revenues and other support	<b><u>\$13,195,549</u></b>
Total expenses	13,030,437
Revenues <u>over</u> (under) expenses	<b><u>\$165,112</u></b>

(Compiled from 2005 Audited Report)

**90% of all funds goes directly to programs and services that benefit children and families**

### Fiscal Year 2004-2005 Funding Sources

#### Grants

The Joseph & Mary Cacioppo Foundation  
 Charles & Gertrude Gordon Foundation  
 Community Foundation for Southern Arizona - Charter Funding Community Fund  
 Country Fair White Elephant  
 Generations United  
 Qwest Foundation  
 Nina Mason Pulliam Charitable Trust  
 SEAGO  
 Sundt Foundation  
 Stocker Foundation  
 Tucson Electric Power Co.

-Administration for Children, Youth, and Families  
 -Arizona Early Intervention Program  
 -Child Support Enforcement  
 -Dept. of Developmental Disabilities  
 -Employment and Rehabilitation  
 -JOBS  
 Arizona Dept. of Education  
 Arizona Dept. of Health & Human Services  
 Arizona Supreme Court  
 City of Phoenix  
 City of Tucson  
 Cochise Community

#### Major Event Sponsors

America West Airlines  
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 Community Partnership of Southern Arizona  
 Diamond Foundation  
 The Cristiani Foundation  
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 Janet Markel & Barry Lhormer  
 Meritage Homes  
 Merrill Lynch  
 Judy & Rick Myers  
 Precision Toyota of Tucson  
 Precision Toyota of Health

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SEAGO  
Sundt Foundation  
Stocker Foundation  
Tucson Electric Power Co.  
United Way of Tucson and Southern Arizona  
Women's Foundation of Southern Arizona

### Public Funds

Arizona Department of Economic Security:  
-Child Care Administration

-Administration for Children, Youth, and Families  
-Arizona Early Intervention Program  
-Child Support Enforcement  
-Dept. of Developmental Disabilities  
-Employment and Rehabilitation  
-JOBS  
Arizona Dept. of Education  
Arizona Dept. of Health & Human Services  
Arizona Supreme Court  
City of Phoenix  
City of Tucson  
Cochise Community Foundation  
Community Partnership of Southern Arizona  
Governor's Office for Children, Youth & Families  
Pima County Health Dept.  
Pima County Outside Agency  
Pima County Workforce Investment

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Meritage Homes  
Merrill Lynch  
Judy & Rick Myers  
Precision Toyota of Tucson  
Sierra Vista Regional Health Center  
TMC HealthCare  
Tucson's Newspapers, Inc.

**Note: Left space in case there are others.**