



2010 Annual Report

(fiscal year 7/1/2009 – 6/30/2010)

Our Mission: *To provide homeless families and individuals with safe shelter, housing and supportive services to assist them in reaching their greatest potential.*



Where families break the cycle of homelessness

DEAR FRIENDS

A Word from the CEO – Darlene Newsom



“Faith is taking the first step, even when you don’t see the whole staircase.”

Martin Luther King, Jr.

The above quote has been my cornerstone for the year. A year of economic uncertainty and the increasing need for shelter

has required UMOM to challenge its mission and create strategies to build upon its success in serving the most vulnerable of populations. Many of my peers were worried about survival during a time when government, corporate grants, and donations have been cut drastically, but I shared with them that I view these tough times as an opportunity.

This is an opportunity to challenge your organization, to revisit your mission, align your budget to your mission, and set realistic goals and outcomes that are achievable and measurable. Funders, and more importantly individual donors, want to see that the money they invest is doing well, so as an agency we need to measure and articulate our successes. My peers were a little surprised at my enthusiasm but I knew from experience that attitude is invaluable during tough times.

So this past year, one of our steps was revisiting our mission: “To provide homeless and low-income families with food, shelter and tools to build a bridge to self-sufficiency.” We changed it “To provide homeless families and individuals with safe shelter, housing, and supportive services to assist them in reaching their greatest potential.” The change was a result of the addition of the domestic violence shelter and the merger with Helping Hands Housing Services, both of which broaden our mission. In addition, we wanted to emphasize the support services that we provide at the various UMOM sites which are critical to the success of our families. Our vision remains the same; “To be a leader in breaking the cycle of homelessness”.

The next step was to challenge our quarterly outcomes at our Quality Assurance and Board of Directors meetings. One of the key outcomes that we are most proud of is that 92% of our families who participate in the follow-up program remain housed and employed after one year of leaving UMOM. Our goal was 85%, which we exceeded, and shows our programs

are working and meeting our mission. Another worthy achievement is in our domestic violence program, where 90% of the residents who exited did not return to their abuser.

We also completed the merger with Helping Hands Housing Services; it is now the Next Step Housing Program. This giant step was ultimately an easy decision, yet it required a lot of trust and faith from both agencies to make it happen. In tough economic times mergers, collaborations, and partnerships lead to better services for our residents which are both cost effective and efficient. This merger added 150 affordable housing units for our families and individuals, which has changed the face of UMOM, and strengthened our ability to serve the homeless.

Another step and one of the greatest achievements during this past year was the completion of Phase 1 of our Capital Campaign, raising \$18 million dollars and moving 112 families across the street to our new campus during the “Extreme Move Over.” Since the move, our campus now houses 126 families.

The success of Phase 1 also allowed us to start building The Legacy Crossing (TLC) on our old site, which will eventually become 140 units of affordable housing for families. In order to accomplish this, we partnered with NRP, a leading national affordable housing company, to develop, build, and manage the complex, totally changing the face of Van Buren Street.

These steps of faith took us close to the top of the staircase under the leadership of our Co-Chairs: Doug and Gwen Parker and Andy and Lucy McCain and their great committee.

Our last step is Phase 2 of the Capital Campaign, an additional \$5 million, which will allow us to reach our ultimate capacity of serving 156 families and complete all of the needed renovations on our campus. Raising the last bit of a capital campaign is always a challenge; I like to equate it with losing the last ten pounds of my diet! However, I have no doubt that we will achieve UMOM’s goal and dream.

I look forward to the next year and new opportunities to better serve the homeless population. I have the faith that we will reach the top of the staircase, one step at a time.

Fondly,

A handwritten signature in black ink that reads 'Darlene Newsom'.

Darlene Newsom
CEO

P.S. Another great achievement this past year was improving our UMOM website. Please visit us at www.umom.org.

UMOM NEW DAY CENTERS *Overview...*

Founded in 1964, UMOM is the largest shelter for homeless families in Arizona. We keep families together. We prepare families to succeed in permanent housing. Providing permanent housing is our ultimate goal.

Keeping Families Together

The definition of family is very broad. In addition to single moms, we are one of the only shelters that accept single dads, grandparents who are guardians of their grandchildren, as well as two parent families. We take families with teenage boys. We take families when a parent has tested positive for drugs. We believe that everyone deserves a chance to change their life. We believe that the children are the victims of homelessness. We provide food, shelter and services in a safe environment for these families and so much more.

Preparing Families

We assess the reasons a family is homeless; we call them 'barriers'. We develop an individualized case plan for each family, one that addresses how to remove the barriers. From financial to educational, we offer programs for the parents. We provide a comprehensive child development program for all age groups. We address the health of the family with an on-site Wellness Clinic. We offer emergency

FY09-10
more than
5,000 individuals
were served
in UMOM
programs.

shelter for up to 120 days, and for the families who need longer transitional shelter, for up to two years. We allow the family the time needed to remove the barriers; they will then succeed in permanent housing.

Providing Permanent Housing

We work with the family to resolve their homelessness in the most efficient and effective manner. Our Next Step Housing 'program' completes the continuum of housing options for our families. We provide affordable, permanent housing; Section 8 subsidized housing; permanent supportive housing; and rapid re-housing. Comprehensive support services are provided in our Next Step Housing program for our families.

Our programs work!

UMOM New Day Centers is breaking the cycle of homelessness one family at a time.

"The number of homeless families ... in Maricopa County is on the rise according to the Maricopa Association of Governments, a regional council of governments. A count of homeless people on the streets last January (2010) found the number of homeless families had increased by more than 28% from the year before."

*The Arizona Republic
January 27, 2011*

EMERGENCY HOMELESS SHELTER PROGRAMS

Watkins Emergency Shelter Basic Needs Program

This unique collaborative effort is a result of combining the resources of UMOM (a non-profit entity), the City of Phoenix and the faith-based community. This year-round program is designed specifically to serve up to 120 homeless single women, in addition to serving as an overflow shelter for 20 families every night.

As a result of this basic needs program, we are able to offer the most vulnerable with a safe place to sleep, a healthy meal, personal hygiene items, a place to shower, clothing and medical attention.

UMOM continues to manage and operate this program which receives additional support, both volunteer and financial, from many faith-based and community organizations. The City of Phoenix assists with case management and other supportive services.

During the past 12 months, the Watkins Emergency Shelter:

- Served 958 single women and 1,723 family members
- Provided 60,192 bed nights
- Single women stayed an average of 47 days
- Families stayed approximately 21 days

"I'm just glad we have shelter, I'm blessed."

Van Buren Campus Service Enriched Programs

Each program consists of comprehensive wrap-around services for residents, including:

- Food, shelter, clothing
- Individual case management and crisis counseling
- Child care
- Health and wellness opportunities
- After-school programs for elementary school students and teens
- Education and employment services
- Life-skills classes

The primary reason for homelessness for 1/3 of our residents in the Emergency Shelter Program was job loss.

The Emergency Shelter Program on the Van Buren campus, is available for up to 120 days, usually a time of crisis intervention and stabilization. According to the Self Sufficiency Matrix, 18% of the families who entered the Emergency Shelter were more vulnerable than families entering from other similar programs in the region.

Currently, there are 66 units available in this program.

Emergency Shelter Program Statistics:

- Served 275 families: a total of 1,008 individuals - of these 62% were children aged 0 -15
- Provided a total number of 74,130 bed nights
- Families stayed an average of 95 days
- Sixty one percent (61%) of the clients completed the program and exited to stable housing
- More than 49% of the families involved in the Emergency Shelter Program experienced homelessness for the first time.

“I like the fact that you are motivated to get your life together by having a case plan to follow and a caseworker to help.”

Domestic Violence Shelter

This 56 bed facility is for victims of domestic violence. It operates year round at an undisclosed location for the safety of the shelter residents.

Domestic Violence Program Statistics:

- Served 85 families; a total of 362 individuals; 70% were children
- Provided 18,500 bed nights for individuals fleeing abusive environments
- Families stayed an average of 48 days
- Ninety percent (90%) of residents exiting shelter did not return to their abusers and 33% of these residents had established their own household or entered transitional housing programs apart from their abusers.

Of the individuals served by the Domestic Violence Shelter, 52% of the women served were abused while pregnant and 13% had suffered a miscarriage during a violent relationship.

“I was able to keep my family together; there are not a lot of places that serve boys over the age of 5.”

TRANSITIONAL HOUSING PROGRAMS

Van Buren Campus Service Enriched Programs

Transitional Housing gives families an option to stay at UMOM for up to 24 months. In order to qualify, families must demonstrate that they followed through with the goals they set while in the Emergency Shelter Program. They are also required to maintain at least 30 days of full-time continuous employment, be enrolled in and attend school (or a training program) or participate in a prescribed treatment program.

According to the Self Sufficiency Matrix, 30% of the families who entered the Transitional Housing Program were more vulnerable than families entering from other similar programs. Consequently, many of these families need this additional time to overcome their personal housing barriers.

“I have some medical issues and the program gives me a chance to regroup and get my affairs in order for me and my baby.”

For more than 35% of the residents in UMOM's Transitional Housing Program, the two primary reasons for homelessness were job loss and domestic violence.

During FY09-10, 92% of the families in the Follow-Up program maintained stable housing.

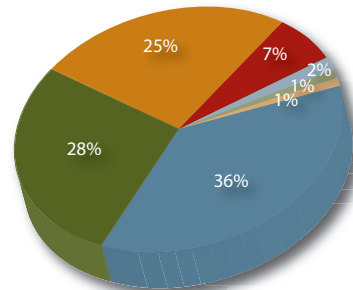
The **“Follow-Up Program,”** offering case management for up to one year after exiting UMOM, is available to clients who have successfully transitioned out of our programs and obtained permanent housing.

There are 46 units available in this program.

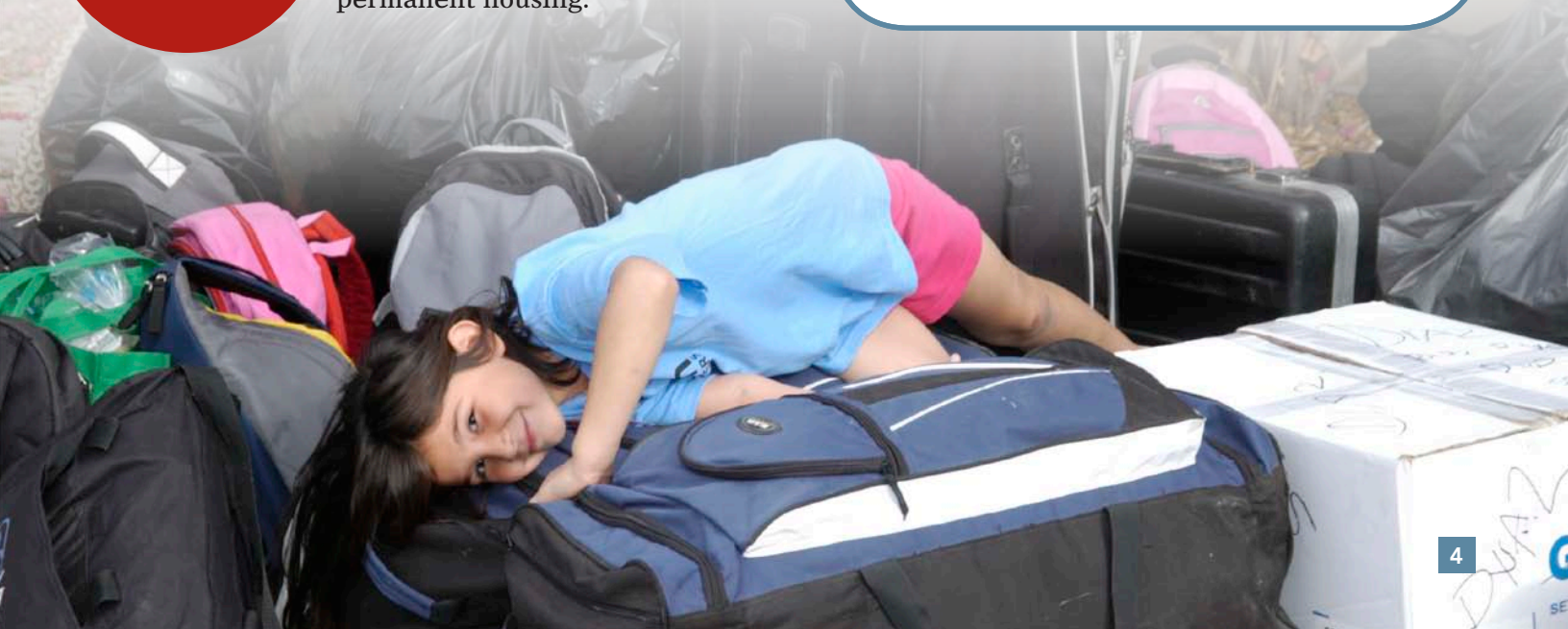
Transitional Housing Program Statistics:

- Served 88 families*; a total of 326 individuals – of these 62% were children
* some of these families overlapped a two year time period and are not necessarily within the specific timeframe of this annual report
- Provided a total number of 56,664 bed nights
- Families stayed an average of 336 days in this program – up from 315 days during the last year
- Ninety two percent (92%) of residents completing the program leave for permanent housing options.

Ethnicity of Families in Emergency Shelter and Transitional Housing Programs



Caucasian 36% Hispanic 28%
African American 25% Native American 7%
Other 2% Asian 1% Pacific Islander 1%



NEXT STEP HOUSING

In September of 2009, Helping Hands Housing Services officially merged with UMOM. This merger brought a needed component to the continuum of services that assists low-income or homeless families through the journey from emergency to transitional and ultimately to permanent, affordable housing.

During FY2009-2010, this program included these locations:

- ***The Casa de Paz communities***
four affordable multi-family (apartment) properties totaling 206 apartment units located in north central Phoenix (Casa de Paz Sahuaro), and south and southwest Phoenix (Casa de Roeser, Sunland and Fillmore).
 - Casa de Paz Sunland community is a property for seniors and disabled persons
 - 628 individuals were provided with housing through this program
 - Average length of stay is 2 years and 9 months

- ***Lamplighter Place***
This 15 unit residential facility provides a permanent home for eight seriously mentally ill (SMI) homeless persons and seven non-SMI homeless persons every day.

“They (Lamplighter staff) help structure my life for better living.”

VOLUNTEERS

UMOM’s ongoing work is supported through the efforts of thousands of volunteers. These dedicated people assist with everything from serving meals, to sorting donations, rocking babies, reading to children, creating events for our residents and working to enhance and maintain our campuses.

Some highlights are:

- The number of meals that are served by volunteers.....117,840
- Volunteers who serve at our Watkins Shelter2,510
- Volunteers who participate in our weekly Read-to-Me program.....1,908
- Number of servers in the New Day Campus kitchen1,312
- Number of faith based and community groups 117
- Number of corporate groups.....86

During the past 12 months, Lamplighter Place:

- Served twenty-two individuals
- Provided 4,638 bed nights
- Average length of stay is 2 years and 9 months

- ***The Legacy Crossing***
In an effort to provide more affordable high quality housing for the people we serve, UMOM formed a partnership with the NRP Group LLC to build new permanent affordable housing. Phase One of The Legacy Crossing consists of 80 one, two and three bedroom apartment units, of which 90% are below market rates. The site is the former New Day Centers across the street from the current campus. Groundbreaking took place in January 2010 and as of November 2010, units are being occupied. A second phase is planned, that will provide an additional 60 apartments.

The Next Step Housing Program will offer 301 affordable apartment units including the 'The Legacy Crossing,' UMOM's newest affordable housing complex.

An impressive 32,143 hours involving 8,708 people, were volunteered at UMOM programs. These services are valued at \$320,143

CAPITAL CAMPAIGN UPDATE

During the year we incredulously watched as the expertise of builders and engineers turned the former motels properties into our new campus. As a result of the remarkable generosity of churches, corporations, foundation and government grants and most of all, gifts from individual donors, we reached our Phase I Capital Campaign goal of \$18 million.



Phase I of UMOM's HELP Capital Campaign (Housing, Employment, Learning and Purpose) successfully raised \$18 million of the \$23 million campaign goal. Phase II, the \$5 million campaign, is currently underway

OTHER FY 2009-2010 ACCOMPLISHMENTS

- UMOM was recipient of the 'Homeless Service Provider of the Year' from the City of Phoenix
- Helping Hands merger was completed and became our Next Step Housing Program, providing permanent affordable housing for our community
- In October 2009, the "Extreme Move Over" successfully moved 112 families, with the help of 450 volunteers, from our old facility across the street to our new campus in one day
- In January 2010, ground breaking of The Legacy Crossing took place on the former UMOM site. A partnership between NRP Group LLC and UMOM will provide 80 units of affordable housing
- The 2nd Annual Walk for Homeless Families sponsored by the UMOM Women's Auxiliary, was held at Wesley Bolin Memorial Park and successfully brought together nearly 600 people and raised \$50k
- Conclusion of Phase I of our HELP (Housing, Employment, Learning and Purpose) Capital Campaign successfully raised \$18 million.



Some specific program highlights:

Child Development Center:

- The number of children involved with our Kids Den afterschool program was doubled, bringing the number served to 40 a day
- The Infant Room capacity increased by 33%
- Children who attended the program at least 60 days showed nearly an 80% improvement in their cognitive and social-emotional assessments
- Approximately 200 children a year are enrolled in the Child Development Center programs



Teen Activity Program (TAP):

- More than 50% of the students enrolled in TAP saw improvement in their grades
- Sixty five percent (65%) of students participating in the program had improved school attendance
- Twenty percent (20%) of the students involved with TAP participated in sports or afterschool programs

On Campus Wellness Clinic:

- Conducted health status assessments and developmental screenings for 453 men, women and children. Medical histories were reviewed; vision, hearing, and immunizations screening for children were completed; many developmental screenings for children five years old and younger were conducted
- Continued partnering with the Community Dental Foundation (CDF) provided dental care for adults and children. CDF visits UMOM every two months and during these visits, CDF provided services for 121 children and 15 adults
- Coordinated the Crews'n Healthmobile clinics which held 119 medical clinics, offering a total of 931 medical encounters to benefit the parents and children
- Children received 689 vaccinations at the Wellness Clinic
- Facilitated wellness and disease prevention education through workshops, distribution of educational materials, classes, and promotion of specialized events. UMOM conducted classes and workshops, attended by a total of 912 participants.
- Conducted various nutrition and fitness classes for adults and children that were attended by 436 participants; including Yoga, Zumba, Fitness, Kick boxing and Weight Management classes.

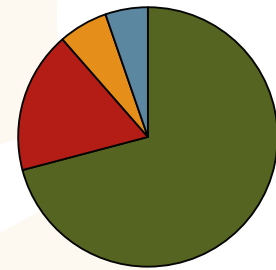


FY 2009-2010 Financial Information

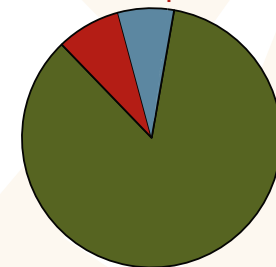
	2009	2010
Total Revenue	\$6,938,635	\$8,578,218*
Gov't & UW Grant	\$4,297,371	\$4,758,375
Donations & Events	\$2,149,007	\$2,722,441
In-Kind Contributions	\$248,312	\$589,169
Program Fees /Other	\$243,945	\$508,233
Total Expenses	\$6,579,501	\$7,779,751
Program Expenses	\$5,478,752	\$6,415,705
Management & General	\$624,437	\$732,982
Development	\$476,312	\$631,064

*Surpluses in operations support the growth of the agency, ensure funding in tough economic times and provide needed resources to fund critical capital improvements.

2010 Revenues



2010 Expenses



2010 REVENUES

- Gov't Grants & U W
- Donations
- In-kind Contributions
- Program Fees & Other

2010 EXPENSES

- Program Expense
- Management & General
- Development

More than 5,000 individuals were served in UMOM programs during this year.

- ✓ Emergency Shelter
 - Served 275 families; a total of 1,008 individuals
 - Sixty one percent (61%) of the clients completing the program exited to stable housing
- ✓ Transitional Housing
 - Served 88 families; a total of 326 individuals
 - Ninety two percent (92%) of clients completing the program leave for permanent housing options
- ✓ Domestic Violence Shelter
 - Served 85 families; a total of 362 individuals; 70% were children
 - Nearly 90% of residents exiting the shelter did not return to their abusers
- ✓ Watkins Emergency Shelter served 958 single women and 1,723 family members
- ✓ The Next Step Housing Program offered 219 affordable apartment units throughout the city
- ✓ Over 8,708 volunteers contributed 32,143 hours to UMOM, valued at \$320,143
- ✓ Phase I of UMOM's HELP Capital Campaign successfully raised \$18 million.

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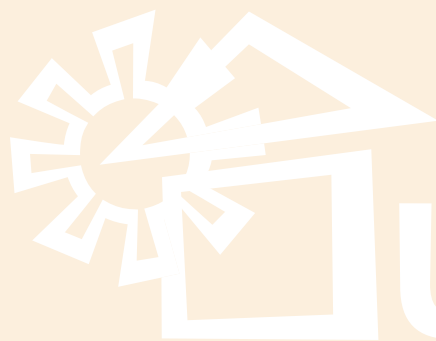
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