



LIFTING

You up



2019-2020
SOCIAL IMPACT AND
FINANCIAL REPORT

Dear Friends and Supporters:

To say 2020 was a challenging year would be an understatement. The year brought with it unique challenges and showed us that our most vulnerable populations are hardest hit when major crises occur.

As Aviva Family and Children's Services navigated uncharted territory, and the devastation of the virus on our Los Angeles communities, we were mindful that our role, our expertise, and our deep and abiding commitment to our mission were more necessary than ever before to the families we serve.

The pandemic affected every part of our community: our families, children, teachers, social workers, care providers and our staff. During the pandemic, we saw increased suffering in our communities, with demand for our services soaring more than 20%.

Yet through the creativity and flexibility of our staff, we met the increased needs. We provided compassionate care and maintained safety and wellness protocols. We helped to guide families and children to brighter futures.

We expanded our telehealth services so families could maintain close contact with our care providers and receive their essential services in a timely fashion. We increased online meetings for our teams to support open communication and connectivity.

This year also brought the opening of Wallis House – our program of Supportive Housing for women and their children. Wallis House provides essential services and a safe and caring home off the streets. This is especially important for our youngest residents – infants, toddlers and small children who can play and develop without constant fear and uncertainty. What began with 15 women and children has steadily expanded. Wallis House is a reminder of the potential of human resilience.

We want to thank our Board of Directors for their leadership during these times, and our volunteers who were creative in finding ways to support the women, children and families that Aviva has the privilege to serve.

And we want to extend our deepest appreciation to you for support during these turbulent times. As we look ahead, we are buoyed by your belief in our mission and your exceptional generosity.

With warmest regards,

Regina Bette
PRESIDENT & CEO

Genevieve Haines
CHAIR, BOARD OF DIRECTORS

Please see page 16 to learn about ways to get involved today!



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THE AVIVA FAMILY AND CHILDREN'S SERVICES

Mission

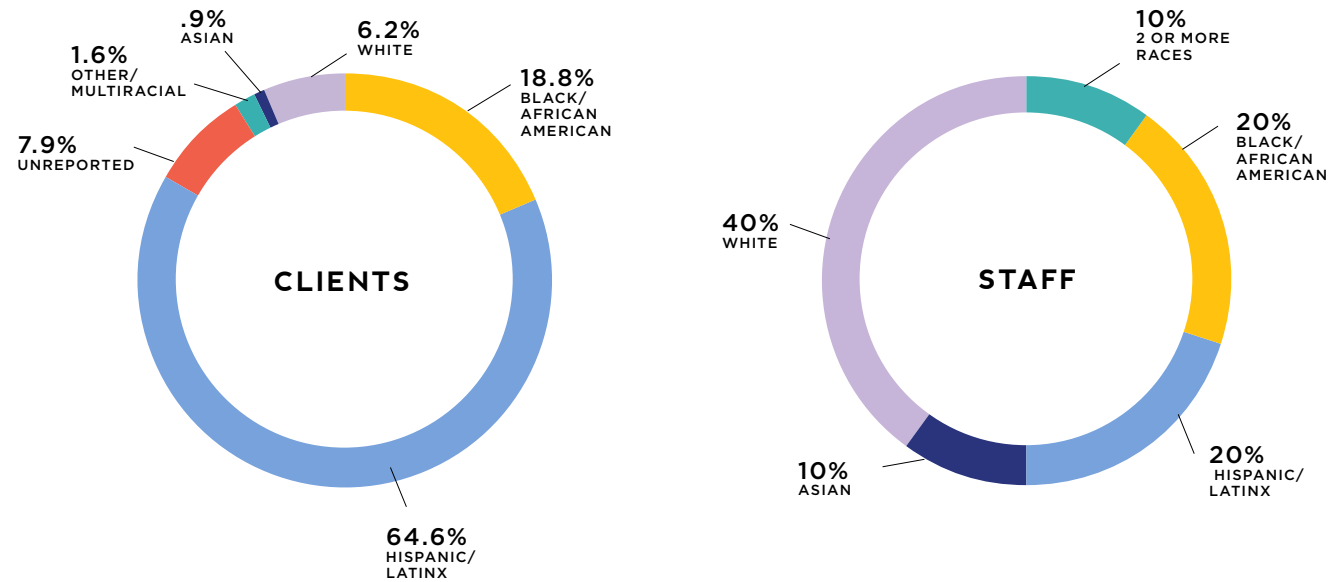
We believe that every child and every family in our Los Angeles community deserves the chance for a brighter future. We provide compassionate support, therapeutic services, and guidance to at-risk children and families.



CREATING Brighter Futures



RACIAL BREAKDOWN



AGE BREAKDOWN



1,978

Individual children and families served

7,312

Family members impacted by our services

80%

of Aviva clients have had an adverse childhood experience in their history

OVER 92,509

hours of service provided

GENDER BREAKDOWN

48%

Cisgender Female

<52%

Cisgender Male

<1%

Transgender Male

2020 was a year marked by impressive social impact on the communities we serve. Our families were able to survive and thrive thanks to our commitment to our mission and our key program areas:



MENTAL HEALTH SERVICES

We nurture and support at-risk families and children.

Through compassionate care, we help create resilient children and families. Through schools, youth and family courts, and programs like Women, Infants and Children (WIC), we strengthen families as they transition out of the social welfare system. With culturally sensitive, trauma-informed services, families transform their lives.



CRISIS INTERVENTION

When families and children are in crisis, we encourage and empower them to heal.

Through mental health services and support, together we identify a path to preserve family unity. We provide team-based, multidisciplinary services and individualized family plans that are collaborative, community-based and family-centered.



SUPPORTIVE HOUSING FOR WOMEN AND CHILDREN

We house and heal young women so they can lift themselves out of homelessness.

Wallis House offers shelter, clothing, meals, therapeutic services, job readiness skills and mental health services. It is a place that lifts up young women and their families. With the help of the City and County of Los Angeles, as well as community partners, Wallis House is helping to address the homelessness crisis across the Los Angeles region.



FOSTER AND ADOPTION

We stabilize and protect every child's sense of belonging.

Through our foster and adoption services, we support and create stronger families for LA's most vulnerable children. If you are interested in becoming a foster or adoptive parent: Please call 1.888.Aviva FFA (284.8233) or email our Foster Family and Adoption offices at foster-adoption@aviva.org.

GLOBAL PANDEMIC

Local Response

The pandemic brought so much of our normal lives to a halt, but not the services that Aviva provides to our Los Angeles community. On March 16, 2020, over a week before LA declared their “safer-at-home” orders, Aviva began transitioning our employees to remote work and identifying ways in which we could continue to provide much-needed mental health and supportive services in a way that would keep everyone safe.

Our staff quickly adapted to the virtual environment and developed new and novel ways to engage and maintain contact with our families. During the start of remote work, we saw a 21% increase in clients and a 25% increase in services provided to our children and families. Our Crisis Intervention saw an increase in families experiencing housing issues.

Wallis House offered housing and supportive care to 19 women and 22 children at the start of the safer-at-home order. The women in our house struggled to find employment, since many of the jobs they pursued were in the service industry. In addition, it was challenging for our residents to successfully obtain necessary legal documents to reach their goals due to court closures and other restrictions. Wallis House staff provided care for our residents 24 hours a day while adapting to the new protocols to keep everyone safe.



19|22

Wallis House offered housing and supportive care to 19 women and 22 children



Housing Insecurity

Our Crisis Intervention saw an increase in families experiencing housing issues



21% Increase

21% increase in clients and a 25% increase in the amount of services provided

LOOKING FORWARD

AS WE LOOK AT THE YEAR AHEAD, WE ARE EXCITED BY THE FOLLOWING:

- ✔ Supporting vulnerable children and families as they recover and rebound from the challenges of COVID-19 through our mental health services
- ✔ Helping children find their forever homes and a sense of permanence and belonging with foster and adoption services
- ✔ Helping more women and children find their way to permanent housing through continued expansion of Wallis House bridge housing
- ✔ Make every employee and colleague feel valued and seen through the formalization of our justice, equity, diversity and inclusion (JEDI) efforts included in our 2021-2025 strategic plan
- ✔ Continued partnerships with PATH, Saban Medical Clinic and Kaiser Permanente to provide supportive services to our families

Learning to Cope. Beginning to Thrive.

Selma began treatment with Aviva in May of 2016. She was referred by her school counselor at El Sereno Middle School after being placed on an involuntary hold for suicidal thoughts. With a history of foster care placements and homelessness with her biological family, she presented with depressive symptoms, anxiety, isolation from peers and family, feelings of hopelessness, lack of motivation, and irritable moods. Selma was frequently sad, shut down, had temper tantrums and mood swings, and as a result had poor attendance at school.

With the help of her Aviva team, she was able to develop coping strategies that taught her how to manage her anxiety and how to deal with feeling overwhelmed by daily life challenges. She worked hard to meet her treatment goals including reducing anxiety, creating a support system, participating in social interactions, and verbalizing her feelings. She is currently applying to college so she can achieve her educational goals.

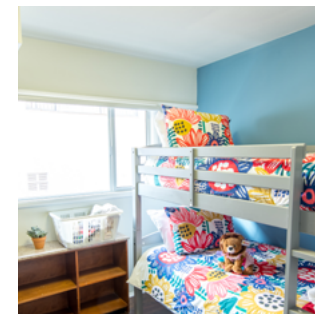
THE JOURNEY HOME... Begins Here

WALLIS HOUSE:

SUPPORTIVE HOUSING FOR WOMEN AND CHILDREN

Opening in October 2019 in the heart of Hollywood, Wallis House is a residence for women and their children experiencing homelessness. Wallis House provides young women and their children a place to call home while giving them skills and support to live an independent future.

The opening dinner for Wallis House was a celebration of community engagement, civic leadership and persistence in meeting the needs for critical bridge housing. The evening event honored Council member Ryu and provided guests with a culinary experience from Chef Neal Fraser of Redbird and Vibiana (both pictured below with Aviva's CEO Regina Bette.) It was an elegant evening full of hope and gratitude.



EVERY STORY IS A STORY OF HOPE

SUPPORTIVE HOUSING FOR WOMEN AND CHILDREN

Resilience, determination, and persistence are strengths we can build upon when we work with women and children at Wallis House. Every success story has a ripple effect from the woman herself to her children to the broader community. It is work characterized by hope.

In the midst of the safer-at-home orders in Los Angeles County, Anna moved into Wallis House. A mother of three children, and pregnant with her fourth, she had been in a relationship with an abusive man.

Anna sought safety and a better life for her children, but she struggled without a support system. While in a shelter, she was diagnosed with anxiety and depression, referred to Los Angeles County Department of Children and Family Services, and her three children were placed in foster care.

As she fought for her children, she moved into Wallis House and began working while staying healthy during her pregnancy. With the support of her care team at Wallis House, she gave birth to a beautiful, healthy baby girl and secured a four-bedroom home in the Antelope Valley. Soon after moving she was reunited with her other three children.

Today Anna takes care of her family, has a job and is in the process of seeking employment with the Los Angeles County Probation Department. She keeps in contact via email with the director of Wallis House, Maricella Echeveri, providing updates on her life, family and progress.

DIVERSITY IS

Our Great Strength

LEADING WITH INTEGRITY, COMPASSION, COLLABORATION, AND TRANSFORMATION

At Aviva Family and Children's Services, a diverse, inclusive, and equitable workplace is one where all employees and volunteers, whatever their gender, race, ethnicity, national origin, age, sexual orientation or identity, education, or disability, feels valued and respected. Aviva is committed to nondiscriminatory practices and providing equal opportunity for employment and advancement throughout our organization.

TO PROVIDE INFORMED, AUTHENTIC LEADERSHIP FOR THE AGENCY AND COMMUNITY, AVIVA STRIVES TO:

- See justice, diversity, inclusion, and equity as connected to our mission and critical to ensuring the well-being of our staff and the clients and communities we serve.
- Acknowledge and dismantle any inequities within our policies, systems, programs, and services, and continually update and report organizational progress.
- Explore potential underlying, unquestioned assumptions that interfere with inclusiveness.
- Advocate for and support broad level thinking about how systemic inequities impact our organization's work, and how best to address issues in a way that is consistent with our mission.
- Help challenge assumptions about what it takes to be a strong leader at our organization, and who is well-positioned to provide leadership.
- Practice and encourage transparent communication in all interactions.
- Committing time and resources to expand a more diverse leadership within our board, staff, committee, and, advisory bodies.
- Lead with integrity, compassion, collaboration, and transformation. We expect all employees to embrace this notion and to express it in workplace interactions and through everyday practices.

AVIVA HAS COMMITTED TO THE FOLLOWING ACTION STEPS:

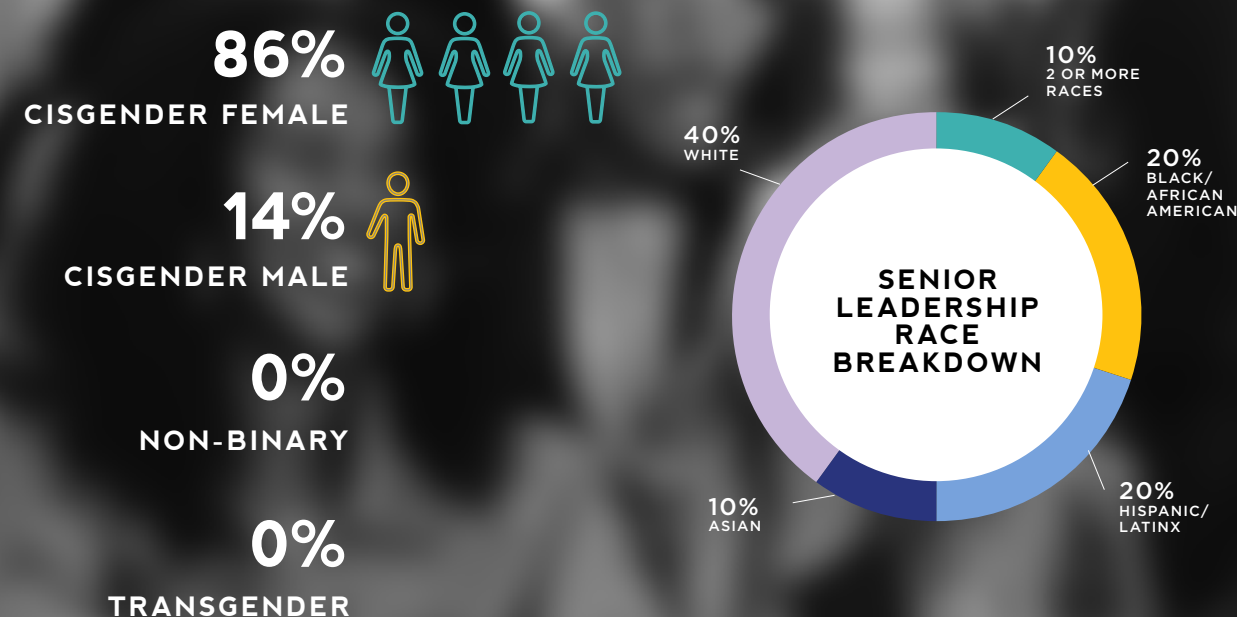
- Pursue cultural competency throughout our organization by creating substantive learning opportunities and formal, transparent policies.
- Generate and aggregate quantitative and qualitative research related to equity to make incremental, measurable progress toward the visibility of our justice, diversity, inclusion, and equity efforts.
- Improve our cultural leadership pipeline by creating and supporting programs and policies that foster leadership that reflects the diversity of the communities we serve.
- Develop a system for being more intentional and conscious of bias during the hiring, promoting, or evaluating process. Provide ongoing training for our hiring team on equitable practices.
- Advocate for public and private-sector policies that promote justice, diversity, inclusion, and equity. And challenge systems and policies that create inequity, oppression, and disparity.
- Solicit the expertise and ideas of Aviva's employees through the creation of our Justice, Equity, Diversity and Inclusion (JEDI) Committee.

AVIVA'S JUSTICE, EQUITY, DIVERSITY AND INCLUSION (JEDI) CHARTER

DEVELOPED IN 2020

- ✓ Working to make Aviva a standout agency in inclusion and equity and to create awareness around social justice with employees and the community.
- ✓ Committing to model inclusive behavior to speak up against injustice.
- ✓ Creating a foundation for a brave space for our employees and clients.
- ✓ Continuing to dismantle hierarchical structures with inclusive decision making.
- ✓ Support employees and key stakeholders in having a voice in change and decisions.

JEDI Committee members meet twice a month and are encouraged to bring a colleague to the meetings and to voice their opinions and share their experiences. Readings, webinars and in-person activities are promoted and shared between formal meetings. New friendships have been formed across the agency that would not normally have occurred. Membership on the JEDI Committee is open to all employees.

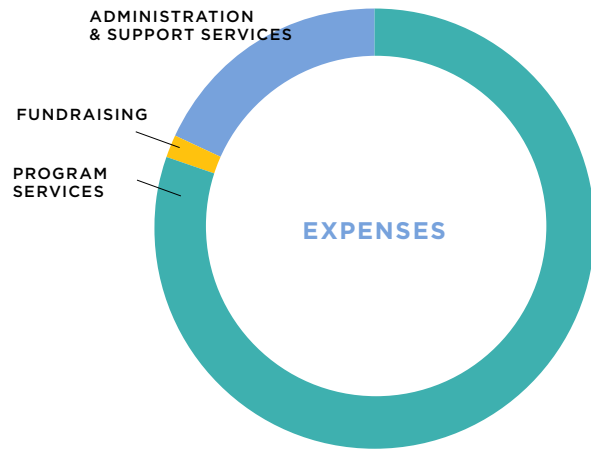
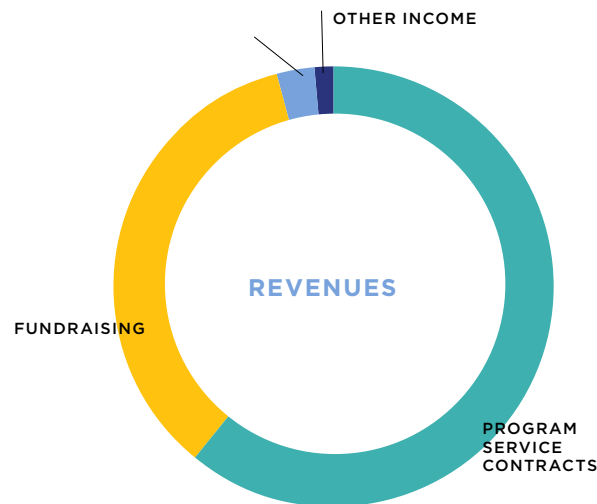


FINANCIAL Update

FISCAL YEAR JULY 2019-JUNE 2020

AVIVA IS PROUD TO REPORT 80% OF FUNDS RAISED

GO DIRECTLY TO OUR PROGRAMS



REVENUES	FY 19-20
Program services contracts	15,623,303
Fundraising*	925,642
Investment returns	71,182
Other income	3,189
Total revenues	\$16,623,316

EXPENSES	FY 19-20
Program services	12,517,589
Fundraising	262,603
Administrative and support services	2,804,536
Total expenses	\$15,584,728

* Contributions, grants, in-kind gifts, PPP grant revenue and special events
 ** excludes depreciation
 Note: For a complete set of audited financial statements, please visit our website at www.aviva.org

REVENUE AND SUPPORT DETAIL

Foster and adoption services	5,112,203
Mental health services	3,909,700
Crisis intervention services	6,304,721
Supportive housing services	296,679
Fundraising-grants and contributions	849,732
Fundraising special events	75,910
Net investment returns	71,182
Other income	3,189
Total revenue and support	\$16,623,316

OPERATING EXPENSES DETAIL

Foster and adoption services	3,748,066
Mental health services	3,709,096
Crisis intervention services	4,431,586
Supportive housing services	628,841
Fundraising	262,603
Administrative and support service	2,804,536
Total revenue and support	\$15,584,728

THANK YOU Donors

LEADER'S CIRCLE \$25K+

Harold Edelstein Foundation
 Jewish Community Foundation
 Skylight Foundation c/o Gary E Milgard Family Foundation
 Susan Rothenberg

BENEFACTORS \$10K-\$24,999

Adams-Mastrovich Family Foundation
 Anonymous
 Carolyn and Martin Bloom
 Friars Charitable Foundation
 Gang, Tyre, Ramer and Brown Charity Fund
 Genevieve Haines and Fred Buescher
 Leslie and Jack Kavanaugh
 Lola Levoy
 Sheila Kuehl, Los Angeles County Supervisor, District 3
 Heidi Jo Marke
 Cheryl and David Snow
 United Way's Emergency Food and Shelter Program
 Jonathan M. Werner

PATRONS \$5K-\$9,999

Anonymous
 Bruce Andelson
 Dellene and Michael Arthur
 Mark Caffee
 Amber Cohen
 Disney Employee Matching Gifts
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 Lauren B. Leichtman Arthur E. Levine Family Foundation
 Lon V. Smith Foundation
 Sandra Milken
 Sam Simon Charitable Giving Foundation
 Schorr Admin Trust TA/Closing Distribution to Beneficiary Partial Distribution
 Jackie Applebaum

PARTNERS \$1K-\$4,999

Arka Properties Group, Inc./ Steven Lawrence Kaplan Fdn.

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 Regina Bette
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 Lewis Greenwood Foundation
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 Laurie Strassman
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 Robin Swartz
 Tory Burch LLC
 Linda Tyrer
 Rose Villasenor and Adilia Aguilar

ADVOCATES \$500 - \$999

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 Sonja Carlin
 Rebecca Carter
 Chloe Chais
 Marlies Chalabi
 Siannah Collado Boutte
 Errol Dejager
 Do Good Bus
 Natalie Fernandez
 Howard Feuerstein
 Jasmine Foroutan
 Joseph Franco
 Fiona and Phil Heyes
 Michael Jenkins
 Heather Rust Kavanaugh
 Art Kitajima
 Thomas Kovach
 Landry Design Group, INC.
 Angela Miller
 Nirmala Rams Family Fund
 Florinda Pendley Vasquez
 Misty Pond
 Sharyn Rafieyan
 Randy & Jannell Banchik Charitable Family Fund
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 Matthew Samuels
 Jenny Savitsky
 Lorel Scott
 Annie Seaton
 Jeannine Sefton
 Virginia Sharpe
 Jay Lynn Tankersley
 Wendy Wintrob
 Robyn Young

SUPPORTERS \$100 - \$499

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 Stephanie Ames
 Louise Arklin
 Emily Bellavy
 Craig Bernard
 Toby Bernstein
 Patrick Berry
 Damian Bette
 Marianne Bette
 James Bette

Linda and Joseph Bette
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 David Bohnett Foundation
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 Alfonso Coro
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 Alfonso Coro
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 Darrell Durham
 Donna Econn
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 Nancy Wallan
 Meredith Rudof Weiss
 James Wiatt
 James Williams
 Hud Woodle
 Reiko Yamada
 Soojin Yoon
 Marina Zabavsky
 Swea Zamel

FRIENDS \$99

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 Amazon Smile
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 Andrew Apfelberg
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 Michelle Bakva
 Jairo Barreras
 Frederick Battcher
 David Beckwith
 Harvey Bernard
 Mary Bernard
 CarlD Bernard
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 Jana Bond
 Kelly Brooks
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 Gabriel Herrera
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 Rishie Khangura
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 Aerospace Corporation
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 Esmeralda Amaral
 Jan and Bruce Andelson
 April Lee Aparicio
 Jackie Applebaum
 Evelyn Avila
 Violeta Balbela
 Armen Bandain
 Gina Bartoli
 Debby Berg
 Mark Bernsley
 Regina Bette
 Big Sunday
 Catherine Bladgen
 Bo Balsim Hair Salon
 BOMA
 Ana Borhorguez
 Al Bottolico
 Mr. Chris Brandmaier
 Jana Brennan
 Anne L. Brenner
 Briskin Family
 Michelle Brookman
 Gary Bryant
 Kelli Burrell
 Claudia Bustamante
 Caliber Home Loans
 Johanna Cardenas
 Casting Networks
 Catering by Gath's: Gath's Vending
 Ana Chairez
 Wrenn and Bill Chais
 Marlies Chalabi

Children's Action Network
 Curtis Chubbuck
 Norris Clark
 Al Clark
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 Danny Cusumano
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 Erika De Santiago
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 Lillian Dominguez
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 Angela Galleta
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 Gaspar Insurance Services
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 Bootsy Holler
 Linda and John Honaker
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 Hulu
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 Jeffrey Jamerson
 Cristina Jaquez
 Dr. Carl Jones
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 Richard Kaplan
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 Karen Kane Inc.
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 NGA Hancock Park
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Shelter Partnership
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 Vanessa Shokrian
 Allison Shurter
 Matt Simmons
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 Tamara Smith
 Socius Insurance Services
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 Brandy and Adam Starks
 Joanne Stenson
 Felicia Stevens
 Suja
 Jamie Stone
 Laurie Strassman
 Ash Strong
 Stuntmen's Association of Motion Pictures
 Madeline and Tommy Taylor
 Olga and Edward Telis
 The Heart of Cabi Foundation
 This Is Us Production Team
 Myra Thompson
 Monica Toney
 Bree Turner
 Robert Tutile
 Linda Tyrer
 Umberto
 Veronica Valera
 Tamara Vasquez
 Yael Vengroff
 Vons Store #2066
 Mary Watson
 Susan Welde
 Jonathan M. Werner
 Western Bagel
 Siri and Pace Wilder
 WildFlora
 Ava Williams
 Jessica Williamson
 Mara and Ross Winokur
 Douglas Wolf
 Samantha and Ben Zelevansks
 Nicole Zien

WHO WE ARE

Aviva welcomed two new *Board Members*, Mark Caffee and Yvette Verastegui, in April 2020.

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Arthur Levine

Linda May

Hon. Mitch O'Farrell

Richard Sherman

Sharon Stone

Carolyn Strauss

Hon. Steve Westly

Hon. Zev Yaroslavsky

*In loving memory

HOW TO Get Involved

JOIN PLATINUM ASSOCIATES

Aviva's Platinum Associates is a dynamic group of people who are dedicated to making a difference in the lives of at-risk youth. Since its inception in 2001, the Platinum Associates have raised more than \$1 million in support of Aviva's work.

Membership in the Platinum Associates is \$1,000 annually. With your commitment to Aviva's Platinum Associates, members receive meaningful benefits including networking opportunities, exclusive luncheons, lectures, and social events as well as unique volunteer opportunities with Aviva clients. More at www.aviva.org/platinum

HOW TO GET INVOLVED



ASSOCIATE BOARD OF PROFESSIONALS

Our newly formed Associate Board of Professionals (ABPs) is a committee of professionals and business leaders dedicated to expanding Aviva's reach in the community through innovative and effective fundraising, marketing and volunteerism. ABPs work to increase community awareness and support for Aviva's mission through recruiting strategic, mission-driven members and championing campaigns to raise funds and build awareness for the organization.

If you are a mission-driven, philanthropic professional who wants to advance Aviva in the community, please visit www.aviva.org/abp



COMMUNITY SUPPORT

Special thanks to our most generous and loyal supporters for their cash gifts, gifts in-kind and their time. To learn more about our needs and how you can make a difference at Aviva, please contact our Development Department at development@aviva.org, visit www.aviva.org/donate or at 323-876-0550.



VOLUNTEERING

Aviva offers a variety of volunteer opportunities on both a short-term and long-term basis. Every volunteer brings a unique set of skills and experiences that can make a positive and lasting impact on our clients. Specific volunteer programs include:

- Annual Holiday Drive to help families provide their children daily necessities such as food and clothing, as well as holiday gifts.
- End-of-Summer Giveaway to donate school supplies and other much-needed items before the school year begins.
- Ongoing support programs. For more information, please visit www.aviva.org/volunteer.
- To learn more about volunteer opportunities, please visit volunteer@aviva.org or contact Azucena Navarrete at 323.876.0550 ext. 1122.



AVIVA.ORG

**FOUNDED 1915 AS HAMBURGER HOME, INC.
AVIVA FAMILY AND CHILDREN'S SERVICES**

**7120 FRANKLIN AVENUE, LOS ANGELES CA 90046
323.876.0550**



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