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

Laurance Regis
Chair, Board of Directors

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.
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.
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.

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.
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.

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.
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.

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.

DIVERSITY IS
Our Great Strength
LEADING WITH INTEGRITY, COMPASSION, COLLABORATION, AND TRANSFORMATION

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, committees, 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.

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FINANCIAL Update

FISCAL YEAR JULY 2019-JUNE 2020

AVIVA IS PROUD TO REPORT 80% OF FUNDS RAISED

GO DIRECTLY TO OUR PROGRAMS

LEADER’S CIRCLE $25K+
Harold Edelman Foundation
Jeffrey S. Birnbaum Foundation
Curtis G. Sheehan Foundation
Susan Sciuto

BENEFACITORS $10K-$24,999
Adams-Matsumoto Family Foundation
Anonymous
Carole and Robert Simon Foundation

PATRONS $1K-$4,999
Bruce Anderson
Debora and Michael Arthur
Disney Employee Matching Gifts
Harry and Winifred Lyons Foundation
Laurel B. Leichtman
Arthur E. Levine Family Foundation
Len O’Smith Foundation
San Diego Family Foundation

PARTNERS $1K-$4,999
Bob Amsel
Ann & Harry Borun Foundation
Anonymous
Jane Anich

ADVOCATES $500 - $999
Tammy Blyer
Sonja Carlin
Rebecca Carter
Chris Chien
Markes Coiabi
Sangam Coiabi
Clay Dejaeger
Do Good Bus
Natalie Fernandez
Howard Feuerman
Jarmie Fidler
Joseph Franco
Fiona and Phil Hayes
Michael Jenkins
Heather Kupfer
Art Kajima
Thomas Kovacic
Landy Design Group, INC.
Angela Miller
Nirmala Rams Family Fund
Florida Penderly Vasquez
Marty Rosol
Sharon Rutten
Randy & Janelle Bantick Charitable Family Fund
Desiree Samuels

SUPPORTORS $100 - $499
Anonymous
Kara Almanson
Stéphanie Almeida
Louise Akin
Emily Balaker
Craig Bernard
Toby Berns
Patrick Berry
Damiar Bette
Gitanje Billings
Jean Gary

THANK YOU
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.

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.

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

OFFICERS
Board Chair
Genevieve Haines
President and CEO
Regina Bette, LMFT
Vice Chairs
Jonathan M. Weiner and Danette Meyers
Treasurer
Bruce Anderson
Secretary
Candace Fay Smith

BOARD OF DIRECTORS
Laura Albert
DeLeene Arthur
Mark Caffee
Verni Davis
Leila Kavanagh
Lois Levoy
Heidi Jo Markel
Susan Rotherberg
Cheryl M. Snow
Nicole Sloan
Yvette Verastegui

COUNCIL OF GUARDIANS
Susan Casden
Hon. Gray Davis
Hon. Miike Feuer
Hon. Wendy Greuel
Nancy Josephson
Hon. Paul Koretz
Hon. Tom LaBonge*
Barbara Lazaroff
Lauren Lassiter
Artur Levin
Linda May
Hon. Mitch O’Farrell
Richard Sherman
Sharon Stone
Carolyn Strauss
Hon. Steve Westly
Hon. Zev Yaroslavsky

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

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.

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

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• 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.

HOW TO GET INVOLVED

"In loving memory"
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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FEDERAL TAX ID # 95-1693616