



2022 Gratitude Report



Celebrating Your Strong Support for Families

Thanks to you, FSL actively improves the quality of life for vulnerable Arizonans and their caregivers. Over 40 years, you've created a caring support network that addresses today's vital needs as the population ages, families struggle to make ends meet, and more people cope with mental health issues.



Develop affordable housing and help neighbors stay in safe and accessible homes.



Nourish families via food pantries, as well as group and home-delivered meals.



Promote the best quality of life possible through home- and community-based services.



Uplift caregivers through home care and adult day health services, education, and referrals.

This report provides a small snapshot of the ways you helped build a more caring Arizona that promotes the health and wellbeing of all.



Above: Accessible buses bring clients like Jo to FSL's ReCreación Program.
Front Cover: Shirley volunteers with lunch check-in at the Wickenburg Senior Center.

A Season of Renewal After Resilience

You've shown a tremendous ability to adapt to the challenges we've faced in recent years. You've rallied at home, at work, and in your faithful contributions to FSL.

For your resilience, I am profoundly grateful.

I get to see resilience on full display when I visit our programs. Many participants have endured physical, mental, and spiritual pain that no person should have to bear. Yet they teach me not to just cope, but to choose joy.

Resilience is also a defining trait of the caregivers we serve. The sacrifices they make, so that others may fully live, keep our society going. These caregivers don't just persevere. They choose unconditional love.

In both cases, there's more at work than reacting well to adversity. Because these folks may never "return to life as they previously knew it," they deeply reflect on, accept, and learn from their experiences. In doing this proactive work, they renew their purpose and focus on what truly matters.

At FSL, we're following their example by moving from resilience to renewal. We're humbly reflecting on the lessons learned from the pandemic, and from decades of serving those who desire to live independently. Put in action, those insights will help ensure that we master the basics of quality care, delivered with love and compassion, and meet our community's needs as more of our population desires to age in place.

Please know that this season of renewal is only possible because of your generosity. The time, talent, and treasure you invest in FSL fuels our tanks and sustains our work, so we can focus on creating the best future for those we serve.

Thank you for all the ways you help us spread joy and love in our communities throughout the state of Arizona.

Gratitude and blessings,



Tamara "Tami" Bohannon
President and CEO

P.S. In 2023, we are launching two pilot programs: **CHANGE**, funded by the Diane and Bruce Halle Foundation, and **Healthy Homes Expansion**, funded with an innovation grant from the U.S. Department of Energy. Both can positively impact someone who is aging or has a chronic health condition. I can't wait to update you on the progress later this year.



Above: Tami and Clayton, a resident of an FSL affordable community, share a ride to his new home.

Your Community of Caring



“I don’t know what we would do without FSL.”

— Lynn

Jennifer was an active 17-year-old with her whole life ahead of her when a drunk driver t-boned her car.

This tough young woman survived the accident. But her mother Lynn says it took her months to regain basic functions like the ability to breathe, swallow, and walk.

As she healed, Jennifer wasn’t content to sit at home with a day attendant. Your generous support helped her find the friends, purpose, and joy she needed at ReCreacion adult day center in Glendale.

Jennifer enjoys pushing the wheelchairs of fellow program participants and holding hands with those who need encouragement. The center gives Jennifer the independence she craves and Lynn the comfort of knowing her daughter is thriving in a healthy and safe environment.



“It’s been wonderful to see Roosevelt transform into the happy man he is today.” — Marie

Marie’s heart sank when she met Roosevelt. His dirty hair and scruffy beard showed that he desperately needed help.

Five years before, Roosevelt had a heart attack that required him to use a pacemaker for the rest of his life. Suddenly, without a job or family nearby, Roosevelt became homeless.

Marie, a licensed caregiver, opened her home to Roosevelt as part of FSL’s Adult Behavioral Health Therapeutic Home program. She developed a healthy diet plan, found him a good heart doctor, and scheduled his visits with a barber and manicurist.

Today, Roosevelt is more than a patient to Marie and her husband. He’s family. They eat dinner at home every night, take road trips together, and watch Roosevelt’s favorite sports on TV.

Roosevelt is no longer alone. He’s made lasting connections through FSL’s adult day health service and has a family that loves him as their own.





“They (FSL) were like angels and I will never, ever forget.” — Luz

Arizonans know how deadly the summer heat can be. That’s why Luz, a woman living with disabilities, knew she had to act fast when her air conditioner failed.

A company promised to put in a new unit for \$500, to be paid in installments. It would be a stretch on her fixed income, but Luz was sold on the company’s 10-year warranty.

The A/C gave out less than five years later and the company was out of business. A repairman from another firm found the unit was faulty with “untraceable parts.” The experience made Luz doubt herself and afraid to trust others.

Then thanks to you, Luz learned about FSL’s Healthy Home Air Conditioning Program, which eliminates heat-related hazards for vulnerable, low-income households across Arizona.

The program replaced Luz’s air conditioner for free, protecting her from the dangerous Arizona heat and providing her with much-needed peace of mind.



“I would be (at the center) all the time, if I could.” — Judy

Many retirees move to small towns in Arizona to savor the quiet life. But for Judy, things were a bit too quiet at her house in Wickenburg.

With family far away, Judy often felt lonely. She knew she needed to be around other people her age, but she couldn’t afford to buy a car. Luckily, your generosity provided a perfect solution.

Our Wickenburg Senior Center has a free transport service that picks Judy up every day and safely returns her home. At the center, she enjoys tasty meals with friends, shooting pool, volunteering, and parties.

The center is also where Judy heard about FSL’s income-based senior housing apartments. She and her pets, dog Cody and parakeet Green, moved in two years ago.

With stronger bonds to her community, Judy is now happy to call Wickenburg home.

YOUR IMPACT BY THE NUMBERS

Fiscal Year 2022

(July 2021 - June 2022)



31,539 *Arizonans served by FSL, thanks to your generosity*



1,086 *individuals housed in safe and affordable homes*

\$18,183,546 *provided in rent, mortgage and utility bill aid*



208,136 *meals and snacks served*



97% *of adult day health participants maintained or improved ability to perform daily life activities*

2,701 *participants supported by health and wellness programs*



173,234 *hours of education delivered to caregivers and program participants*

186,334 *hours of temporary relief supplied to caregivers*

Community Investment

Government Revenue	\$ 31,543,001	
Program Fees and Rentals	\$ 11,173,302	
Individual and Corporate	\$ 386,042	
Diocese of Phoenix Support	\$ 915,000	
Grants	\$ 7,287,739	
In-Kind	\$ 571,194	
Interest income and other	\$ 342,829	
Total Revenue	\$ 52,219,107	

How We Stewarded Your Gifts

Total Program Services	\$ 43,191,351	
Management and General	\$ 6,842,190	
Fundraising	\$ 287,020	
Total Expenses	\$ 50,320,561	

Program Services Breakdown

Safe Home	\$ 21,116,131	
Health & Wellness	\$ 17,780,779	
Caregiver Support	\$ 3,317,883	
Nutritious Meals	\$ 976,558	



49%



41%



8%



2%

FSL Your Partners in Compassion

About FSL:

FSL is a registered 501(c)(3) organization whose mission is to provide home and community-based services and develop energy-efficient, affordable housing to promote health, independence, and dignity for all.

EIN: 86-0298945 **AZ QCO:** 20199

Website: www.fsl.org

Phone: 602-285-1800

TTY: 602-297-1844

1201 E. Thomas Rd., Phoenix, AZ 85014

Board of Directors

(FY 22 - July 1, 2021 - June 30, 2022)

Todd Komaromy, *Arizona Public Service*
BOARD CHAIR

Christina Stoneking, *Attorney*
VICE CHAIR

Gary Hanneman, *Retired Banking Executive*
TREASURER

Tom Kelly, *Retired Healthcare Executive*
SECRETARY

Tamara "Tami" Bohannon, *FSL*
PRESIDENT & CEO

Lorry Bottrill, *Mercy Care*

Barbara Chatzkel, *New River Group*

Andrew Cropper, *First Bank*

Ed Fischer, *Thrive Healthcare Consultants*

Sr. Edith Mary Hart, *RSM, Diocese of Phoenix (Ex-Officio)*

Mary Jacobs, *Kennedy Wilson*

Rhonda Jones, *CPA, Global Federal Credit Union*

Ken Lee, *Salt River Project (SRP)*

Jade Leung, *CaliberCos Inc.*

Joel Levitz, *Retired Banking Executive*

Susan Mulligan, *Arizona Public Service (APS)*

Georgia Musgrave, *Duffy Group, Inc.*

Cameron Omoto, *Alliance Residential Company*

Larry O'Connor, *Banner University HealthPlan*

Brian O'Sullivan, *The O'Sullivan Group*

Glenn Schulke, *Analytics Consultant*

Sam Chang, *Lewis Roca Rothgerber Christie LLP*

Eileen Svoboda, *Chain Link Consulting*

Scott Wallace, *Wallace, Plese + Dreher, LLP*

Joy Wilhelm, *Community Advocate*

Jason Wood, *Quarles & Brady LLP*

Robert "Bob" Zimmerman, *Heffernan Insurance Brokers*



Above: ReCreación members enjoy a visit from a musical guest.