



hospitality
mutuality
transformation

2016-2017

Annual Report | A TRANSFORMATIVE YEAR

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Our Challenge

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According to the PEW Research Initiative of 2015, nearly 30% of the Germantown community that we serve lives in **DEEP POVERTY** which is defined as living on less than 50% of the **FEDERAL POVERTY** level. Specifically, it means a family of four living on \$11,985 a year, or less or a single person living on \$5,835 a year or less. Our Dining Room, Health Center, Washeteria, Legal Center, Social Services Center and Children's Programs work to counteract the effects of this grinding poverty.

The guests who come to Face to Face suffer the harshest indignities of poverty including hunger, lack of decent clothing, persistent illness, substandard housing and homelessness. Face to Face offers holistic services to address as many of these needs as possible. Our approach is expressed through our motto: **HOSPITALITY, MUTUALITY** and **TRANSFORMATION**. **We welcome all with HOSPITALITY as equals** and through that expression of **MUTUALITY** we are all **TRANSFORMED** by the relationships that develop.



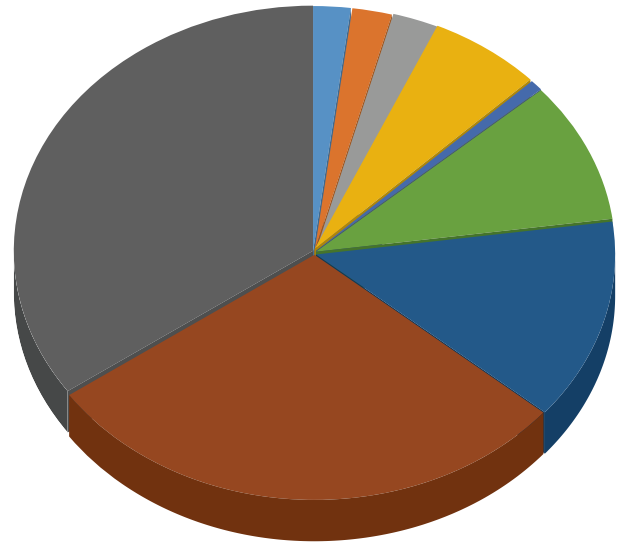
“You don’t go to the margins so you can change those you encounter. You go there to be changed by those you encounter.”

-Greg Boyle, SJ

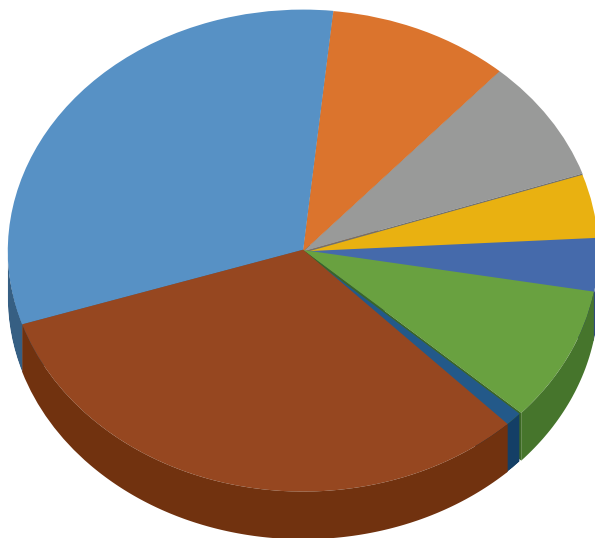
Income:

Corporate	\$18,416.62	2%
Community	\$19,550.50	2%
Summer Appeal	\$23,432.00	3%
Holiday Appeal	\$55,483.76	6%
United Way	\$6,511.43	1%
General	\$84,794.52	9%
Auction	\$120,980.00	13%
Turkey Trot	\$265,731.23	29%
Foundations & Trusts	\$316,122.40	35%

TOTAL: \$911,022.46



Operating Expenses:



Dining room	\$266,826.69	32%
Health	\$84,056.00	10%
Social	\$68,878.00	8%
After School	\$36,647.00	4%
Camp	\$30,743.00	4%
Legal Center	\$76,002.00	9%
Arts	\$8,857.00	1%
General & Admin	\$271,619.00	32%

TOTAL: \$843,628.69

Capital Campaign

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One of Face to Face's greatest strengths is that all of our programs are located under one roof. Rather than send a guest across town to see a nurse or consult an attorney, we simply direct them across the hall. Our building however, is 132 years old and was in serious need of renovation. In order to serve more people with greater hospitality and dignity we launched a \$5 million Capital Campaign, BUILDING TO SERVE: Community Begins Here, in November 2015.

***TO DATE WE HAVE RAISED \$4.54 million
CONSTRUCTION BEGAN May 1, 2017.***

Total Project Costs: **\$5 million**

Campaign Funds Raised *(November 2015 –August 2017)*

- Board of Trustees **\$848,930**
- Maguire Foundation **\$1 million**
- Raynier Foundation **\$1 million**
- Other Cash and Pledges **\$1,697,962**

Total **\$4,546,892** Gap toward Goal **\$453,108**





Capital Campaign

ACHIEVEMENTS OF THE RENOVATION:

1. A modern commercial kitchen that will enable us to realize our goal of **7 day a week meal service**.
2. The **opening of a high quality pre-school** in partnership with Mercy Neighborhood Ministries. This collaboration was made possible by the creation of three classrooms, a kitchenette and a play area in the 7,000 square feet of unused space on our first level. Face to Face will work with the families of the pre-school students to provide them with intensive services to enable them to begin to journey out of poverty.
3. Updated Dining Room, Legal Center, Health Center and Social Services Center will enable us to expand our programs and serve more guests with greater dignity and efficiency.

***WE WILL MOVE INTO OUR RENOVATED BUILDING
in NOVEMBER 2017.***





Meet a Guest...

THOMAS LOPEZ has been a guest at Face to Face for the last year. He considers the other guests and staff members to be his brothers and sisters. Thomas shares that he was once, "torn down" by homelessness, addiction and despair, explaining that, ***"one bad thing can happen and the next minute you can be on the streets."*** At Face to Face he found people, "who really care, who sit down and talk to you." Thomas observes that he and his brother and sister guests are able to forget about their troubles when they enter Face to Face.

Thomas said that he knows of "no other place that has a lawyer, a nurse and a social worker" and that ***"you will never find another place like this (Face to Face), that offers HOPE."*** He has consulted our social worker and received blood pressure screening and vitamins from our Health Center. He eats regularly in our Dining Room and says approvingly, that every delicious meal that Altenor our chef makes is one that he knows Altenor would serve to his own family. Thomas confides that Face to Face has motivated him and gives him the courage to be his best self.

He spreads the word about Face to Face to others he meets who are in need. He recalls a young mother with two hungry children that he met in North Philadelphia. He told her about Face to Face and was delighted to see her a week later in our Dining Room, eating a healthy meal with her children.

Thomas encourages his fellow guests to "take what you get here and use it to make yourself stronger on the outside."



Meet a Longtime Volunteer...

MAUREEN MAGARITY has been a dedicated volunteer at Face to Face since 2000; that is 17 years! She is part of the fabric of the Face to Face Dining Room. Every week, at least once a week, Maureen helps our chef with meal prep and service to our guests. Maureen is also an integral part of both of our annual fund raisers. She caters our annual

auction for 300 people, runs the bib and shirt pick up the day before our Thanksgiving Turkey Trot and shows up every Thanksgiving morning at 5:30am to help set up and manage the Turkey Trot itself. During the year whenever additional events pop up, Maureen steps in to help.

Maureen shares that she has been at Face to Face for nearly two decades as an expression of her gratitude for all of her personal blessings. ***She explains that she loves the feeling of belonging to something bigger than herself.***

When asked if she has been ***“transformed,”*** by her work at Face to Face, she replied, “ABSOLUTELY! My journey has been a spiritual one of personal growth and improved relationships to others.” Her favorite aspect of Face to Face is the good friends and acquaintances she has found among staff, guests and other volunteers that she will never forget; as Maureen says, “THE PEEPS!”

Dining Room

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Our programs begin with our Dining Room because when you are hungry, nothing else matters.

Our Dining Room is not a traditional soup kitchen. Volunteers serve the meal to our guests just as they would serve visitors in their own homes. Our chef prepares meals that are inviting, nutritious and satisfying.

Thanks to collaborations with local farms, such as the Carversville Foundation, we serve a variety of the freshest poultry, produce and eggs.



Altenor Stirring Red Peppers

In 2016, we increased our Dining Room schedule from 4 to 5 days a week with the addition of a Tuesday meal. Consequently, we served 30,286 meals to our hungry guests.

Our Dining Room is the gateway for our guests to learn about our other services. As volunteers and staff get to know our guests they are referred to our Health Center, Legal Center, or Social Services Center for help with their issues.

“The food is good enough to ask for the recipe.”

- John Harrison (Long time guest)



118 nursing students volunteered **730** hours.

Our nurses treat the toxic consequences of poverty such as asthma, hypertension, diabetes, severe foot issues and stress.

In 2016, **756 people made a total of 2,116 visits to the Health Center**

To address the high number of lower extremity amputations in the Germantown community we have partnered with Dr. Ron Renzi, a podiatrist with Jefferson Health Systems. Dr. Renzi started the **Save Your Soles** campaign to reduce amputations in the male African-American community. **Dr. Renzi and his team of health care professionals treated 90 high risk patients in the Face to Face Health Center last year.**

Our Health Center
Collaborates with:

- Philadelphia Fight for HIV/AIDS and Hepatitis C testing and counseling
- The University of Pennsylvania Dental School

The Face to Face Legal Center protects **the human, civil and legal rights** of low income and homeless individuals. It **prevents homelessness** by representing clients against unscrupulous landlords and by helping disabled clients obtain a monthly income in the form of disability benefits. Many of our clients are vulnerable from the trauma of living in deep poverty and suffer from mental and physical ailments, low literacy levels, feelings of helplessness, and lack the life skills necessary to actively participate in the disability application process. The support of a legal advocate and social worker is the key to success.

- **Nationally, the approval rate of initial disability claims is 31.7%**
- **In Pennsylvania, it is 33.5%**
- **In 2016, the approval rate for clients that were assisted by the Face to Face Legal Center was 90%- NEARLY THREE TIMES THE NATIONAL RATE**



The Legal Center's Director, supervises a staff of 65 volunteer attorneys and law students. The Legal Center assisted **685 clients** in 2016.



Social Services

The Face to Face Social Services Center provides assistance to clients in a wide range of matters including, **utility shut offs, services for the disabled, emergency home repair, and applications for vital benefits.** Our Social Services Center collaborates closely with our other programs to insure that each guest's needs are addressed as fully as possible.

In 2016 our social worker assisted **590 clients.**



“Face to Face saves people that no one else wants to save.”

– Daniel a 5th grade volunteer from The Green Street School

Children's Programs

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The relentless stress of living in poverty affects all aspects of childhood. Every day, the children in our community face hunger, substandard housing, under resourced schools and dangerous neighborhoods.





Children's Programs

At Face to Face we work to TRANSFORM the lives of the Children in our community through our:

AFTER SCHOOL

- Monday -Thursday 3:30pm - 6pm
- Up to 38 children in grades K thru 6 are welcomed by a staff of certified teachers who work one on one with each child.

JULY ENRICHMENT CAMP

- July 1- July 31st children experience dance, sports, art, field trips to plays, zoos and museums as well as the joys of friendship and adult mentors.

AUGUST BACK TO SCHOOL ACADEMIC CAMP

- For three weeks in August our staff of certified teachers works one on one with each child, focusing on their specific areas of weakness in reading and math.



Our Volunteers **TRANSFORM**
the Lives of Others And are In Turn
TRANSFORMED themselves.



Our diverse volunteers
include groups from local

- universities
- corporations
- faith groups
- schools
- community organizations





This year **3,138 volunteers**
Discovered How Much They Had
in Common With Our Guests.

THANK YOU to our 2016-2017 fiscal year donors! Your support enables us to achieve true TRANSFORMATION in our Face to Face community.

CAPITAL CAMPAIGN DONORS (November 2015–August 2017)
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