



hospitality mutuality transformation

2015

# Annual Report

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# a note from our director

In a recent conversation with a long time client named Will, I asked why he came to Face to Face. In his typical, dignified way, Will told me that he comes to Face to Face for fellowship. Will has utilized most of our services for adults – meals, health care, social, legal services and art. Will's answer reflected what I routinely tell people about Face to Face. Namely, that it is not so much WHAT we do, but the WAY we do it that draws people to Face to Face. Face to Face offers an array of complementary services, but with a unique approach. Each guest is welcomed with a smile and most are known by name. Staff, volunteers and guests all contribute to creating this warm and dignified atmosphere. We strive to care for the whole person. This year, the collaboration among programs is more efficient and effective. If a client comes to our social services office with a particular need, and in the course of the session it becomes apparent that there is an underlying legal or health issue, the client is referred to one of our other services. Volunteers in the Dining Room engage in conversations with guests and often help steer them to one or another service. When a family comes for dinner, we make every effort to ensure that they know that our after school program is free and available to their children. Our goal is to reduce suffering and empower lives. We do this by recognizing the dignity of each person. We believe that this has a transformative effect on all of us.

Thank you for supporting this vital work in our community.



*Executive Director*





# our challenge



Imagine a family of four living on \$227 a week. Imagine suffering schizophrenia or other mental illness and living in a dank room in a boarding house without heat or hot water. Imagine being a third grader in a school that had 40 cents to spend on you, for the entire year. Imagine being an elderly man, nearly blind, in a wheelchair with only one leg. These are the challenging lives that our clients live. The majority of the individuals and families that we serve live in **DEEP POVERTY**, which means *a family of four living on \$11,925 a year or less* and *an individual living on \$5,835 a year or less*. For context, the median household income in the United States for 2013 was nearly \$52,000.

Face to Face's mission is to relieve our clients' suffering and provide them with the tools necessary to escape the crushing effects of relentless poverty. Whether the client is an 80 year old retired teacher suffering mental illness or a mother looking for a job and a wholesome, supportive environment for her children; we work to address all of their needs from hunger to health care to assistance in obtaining legal identification.

*Face to Face offers holistic care to the entire person.*

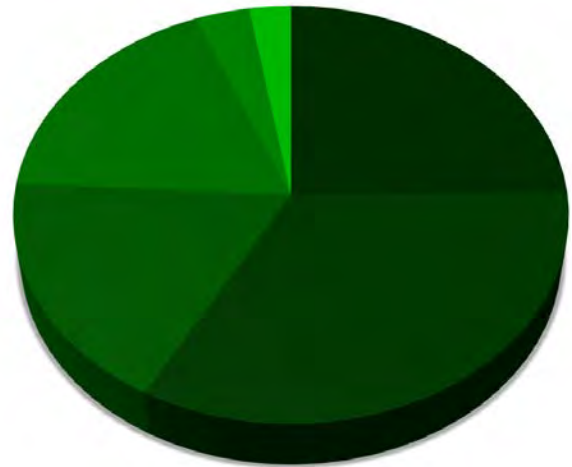


"TO CHANGE THE WORLD, WE MUST BE GOOD TO THOSE WHO CANNOT REPAY US."

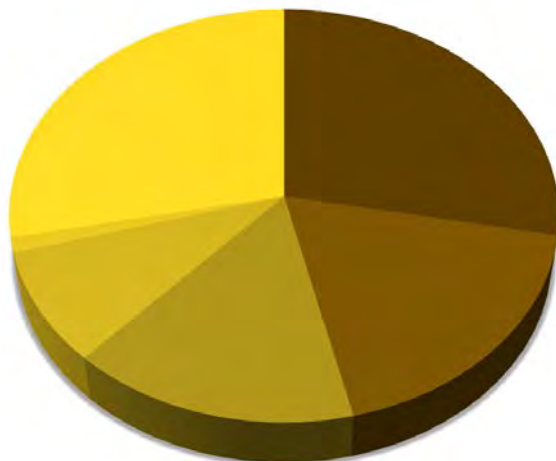
*-Pope Francis*

## Income:

Foundations-	\$196,957	(25%)
Events-	\$265,205	(33%)
Individual donations-	\$141,946	(18%)
In Kind Donations-	\$143,089.42	(18%)
Community Organizations-	\$27,795	(3%)
Corporations-	\$21,101	(3%)
TOTAL: \$796,093		



## Operating Expenses:



Dining Room-	\$203,278	(28%)
Health Center and Social Services-	\$132,988	(18%)
Children's Programs-	\$113,096	(16%)
Legal Center	\$63,928	(9%)
Arts-	\$8,494	(1%)
General and Administrative-	\$204,460	(28%)
TOTAL: \$726,244		

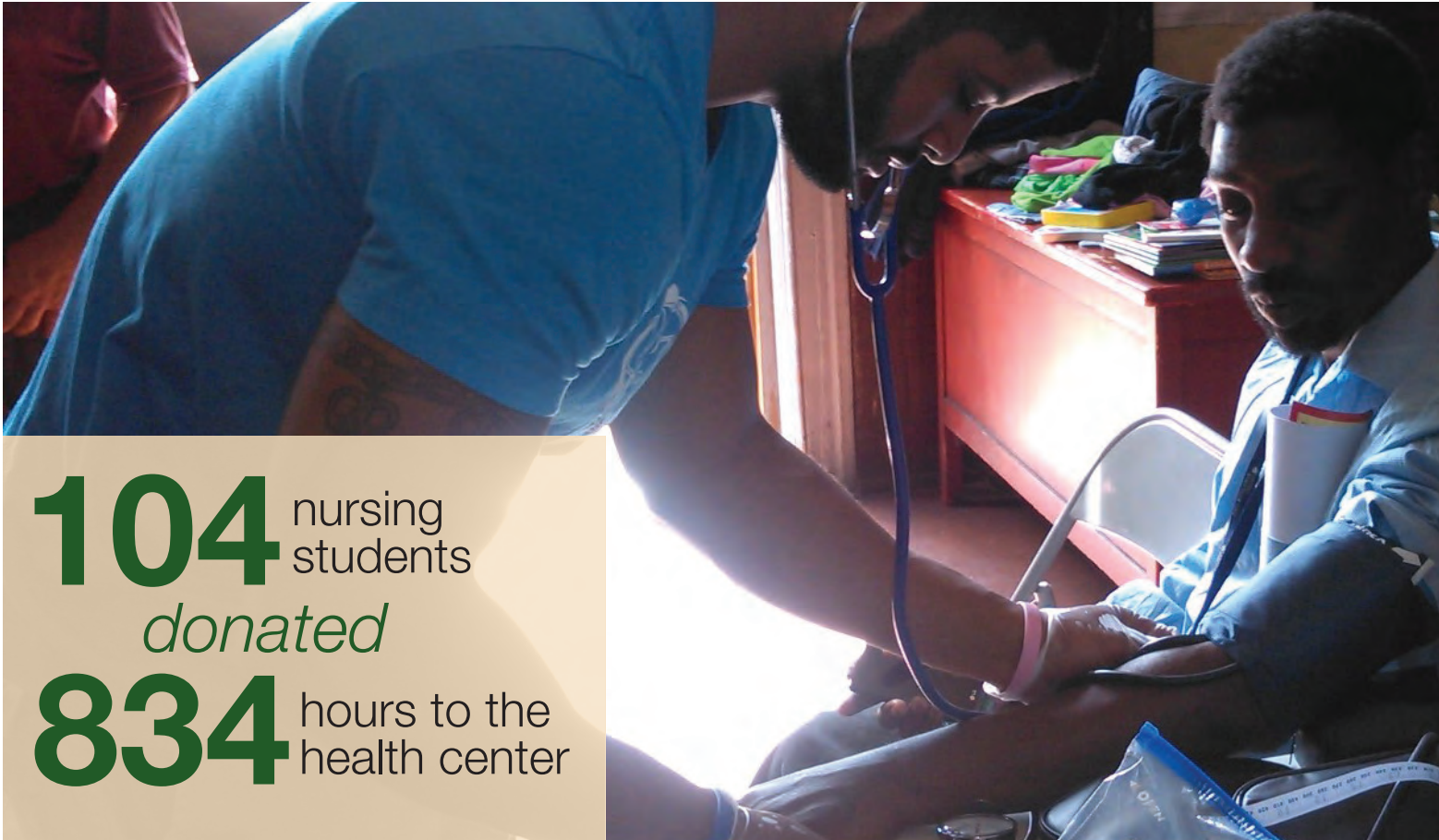
# dining room



*In 2014 we served 31,498 meals,* a 51% increase over 2012. Our Chef, Altenor Vaval, together with a stalwart group of volunteers, reclaimed the Face to Face garden on Rittenhouse Street and introduced the *“Farm to Table”* concept to the Face to Face Dining Room. Delicious, freshly picked salads, vegetables and herbs are served regularly.

Individual volunteers as well as groups from colleges, corporations, schools and churches staffed the kitchen and served meals, while getting to know our guests. It is through the Dining Room that we learn of our guest’s problems and refer them to our other programs for help.

**“FOOD IS OUR COMMON GROUND,  
A UNIVERSAL EXPERIENCE”**  
*-James Beard*



**104** nursing students  
*donated*  
**834** hours to the health center

Poverty is toxic. Our Health Center, under the direction of Donna Whitehead, RN,BSN **saw 620 patients during 2,981 visits** this past year. Together with hypertension and diabetes, stress and anxiety were the most common chronic health problems. The stress of deep poverty is not knowing how you or your family will survive. Our Health Center team of nurses, podiatrist, Reiki massage therapist and dentist provide essential care to those who have nowhere else to go for medical services. Each patient's quality of life is directly improved by the care they receive for their medical and dental problems.



# legal center



For twenty five years Face to Face Legal Clinic has been a voice for those marginalized through poverty or mental illness. Our Director of Legal Services, Niki Ludt, Esq, oversees a staff of volunteer attorneys and law students who treat each client with the same dignity and respect that a client at a private firm would expect.

The Legal Center's ability to refer clients to other programs within Face to Face and to

receive referrals from other programs enables clients to be assisted by a team of caring and competent professionals.

**This holistic approach to the practice of law is cutting edge.**

## 2014 Highlights:

- **351 clients were assisted during 754 visits** to the Legal Center
- a third day of intake was added to the Legal Center's weekly schedule
- 145 clients were assisted in securing birth certificates and legal identification
- KYW/CBS 3 came to Face to Face to interview a clinic client and Legal Director, Niki Ludt, regarding the impact of the new PennDOT photo ID cost increase on low income applicants





Due to the collaborative efforts of our program directors, more clients were referred to our Social Worker for assistance than ever before. **783 clients were assisted** by Tara Monihan, MSW with issues including homelessness, utility shut-offs, employment and services for the disabled.

“Here is what we seek: A compassion that can stand in awe at what the poor have to carry rather than stand in judgment at how they carry it.”

*-Gregory Boyle, SJ*





# children's programs



Children in deep poverty are more frequently hospitalized, do less well in school and are less likely to be employed later in life.

Face to Face's Children's Programs address the needs of the children in our community who suffer deprivation of every kind; some lack loving families, some live in squalid homes, many are hungry; others simply need a safe place to play and do homework. All need love, mentoring and positive role models who can direct them to a future beyond poverty. Our Children's Programs are led by Amy Koslowsky and Jia Howard, who are certified teachers in the Philadelphia Public School System.



“It is easier to build strong children than to repair broken men”

*-Frederick Douglas*

Monday through Thursday from 3pm to 6pm ***we welcome up to 38 children*** in grades K thru 6 to our fully licensed After School Program. The children eat a healthy snack, share the successes and challenges of their day in circle time, play and receive help with their homework. The program is staffed by certified teachers who work one on one with each child.



*We partnered with Arcadia University this year in an initiative that sent **six undergraduate education students** to our After School each Monday to work one on one with the children.*



# summer camp



In July, **60 children attended** our Summer Camp each day from 8:00am to 3:00pm.

The halls and courtyards of Face to Face resonated with laughter and camaraderie as the children enjoyed yoga, tai chi,

and dance instruction. Whether they were playing baseball or going to a museum, the children experienced the magic of summer.

Several of our senior camp counselors are graduates of our After School and July Camp. Britaney Aberdeen and Regjean Gilbert freshman at Montgomery County Community College and Penn State respectively, are excellent role models for our young children.





# back to school academic camp

In August, **24 children attended** our Academic Camp for three weeks from 9am to 2pm. A staff of certified teachers evaluated each child individually and designed lesson plans which targeted their specific areas of weakness in reading and math.





# memorable moments



**MARCH:** Our chef, Altenor Vaval, together with Jennifer Hendrix from Primex Garden Center, Ruth Ann Fitzpatrick and other volunteers reclaimed the Face to Face garden which had become overgrown and filled with garbage. The photos speak for themselves! Fresh vegetables and herbs are now mainstays in the Dining Room.



**NOVEMBER:** RUNNER'S WORLD MAGAZINE featured our 22<sup>nd</sup> Annual Face to Face Turkey Trot as a MUST RUN EVENT in its November 2014 issue, <http://bit.ly/1GlFYrt>. Close to 1,100 runners participated in the 5 mile run and 1 mile walk on Thanksgiving morning. Sponsors including PECO, Independence Blue Cross and Vertex, Inc. helped us raise \$174,000.



**FEBRUARY:** Students at La Salle College High School donated gently used computers to our computer lab. The students spent the day installing them and transforming our lab into an efficient and up to date resource for our clients.

**APRIL:** A JOBS SEARCH INITIATIVE was launched through a collaboration between Niki Ludt, Esq., our Legal Center Director and Tara Monihan, MSW, our Director of Social Services. Every Friday morning clients can participate in a Jobs Search Workshop, led by a volunteer with experience in job search counseling. In the workshop they are assisted with resume writing, on-line job search and application as well as interview



skills. Clients are also provided with tokens to enable them to attend job interviews.

**APRIL:** The Reaves Family graciously shared the impact that Face to Face has had on



their lives with our guests at our auction on April 11, 2015. Thanks to the Handmaids of the Sacred Heart we welcomed nearly 280 guests to Ancillae -Assumpta Academy and made nearly \$94,000.

**MAY:** Elfant Wissahickon Realtors in partnership with Martin Elfant Inc., raised \$30,000 for Face to Face. The money was raised over a 12 month period by collecting and pooling donations from their agents and mortgage and title partners. The partners at



Elfant Wissahickon Realtors and Martin Elfant Inc. matched the \$20,000 raised at 50% for a total of \$30,000.

**JUNE:** The WHOLE FOODS store in North Wales held a 5% DAY for Face to Face. We received 5% of the store's proceeds for that day. In addition, Face to Face supporters



staffed a table in the store for the entire day to introduce customers to our programs and volunteer opportunities.

**JULY:** The Face to Face Tuesday Cooking Class was inaugurated. Every Tuesday a volunteer chef leads a hands on class for our guests in how to prepare a simple, nutritious and delicious meal. It has been a huge success.



# 3,038 volunteers

who welcome our guests as family



We could not do it  
without them!

hospitality  
mutuality  
transformation







Our Volunteers make our motto of  
*hospitality, mutuality and transformation*  
come alive.

[www.facetofacegermantown.org](http://www.facetofacegermantown.org)

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