



hospitality
mutuality
transformation

2015-2016

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. 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 2015 was nearly \$52,000.

Face to Face's mission is to relieve our clients' suffering and provide them with the tools necessary to alleviate some of 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.

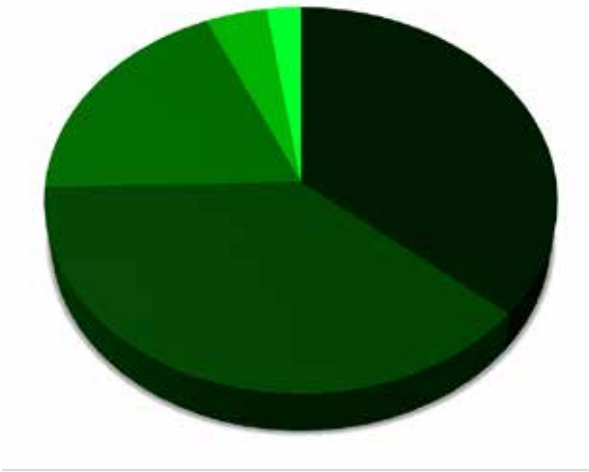
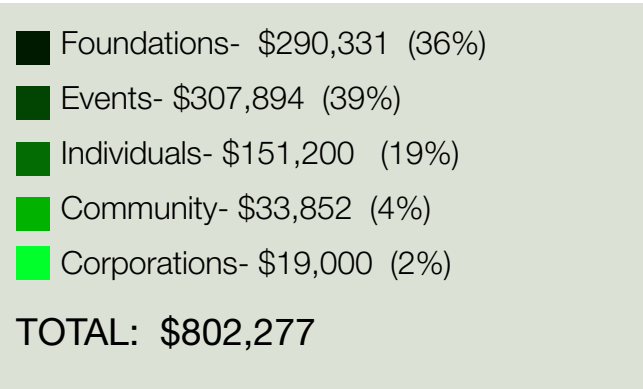
Face to Face offers holistic care to the entire person.



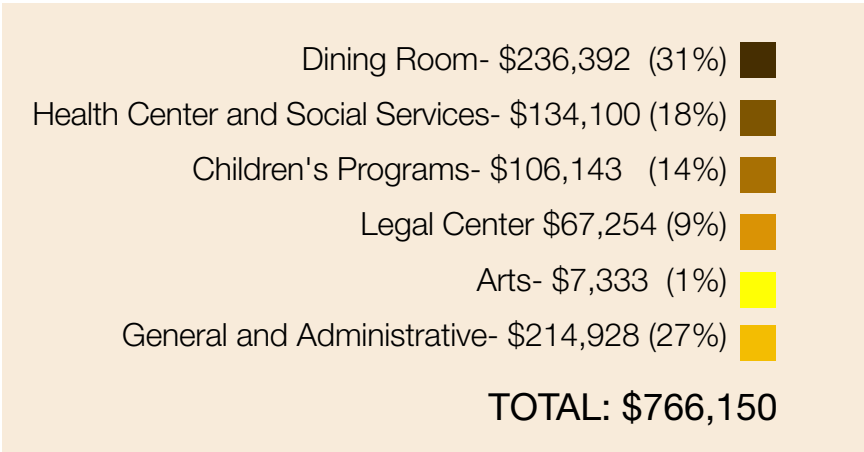
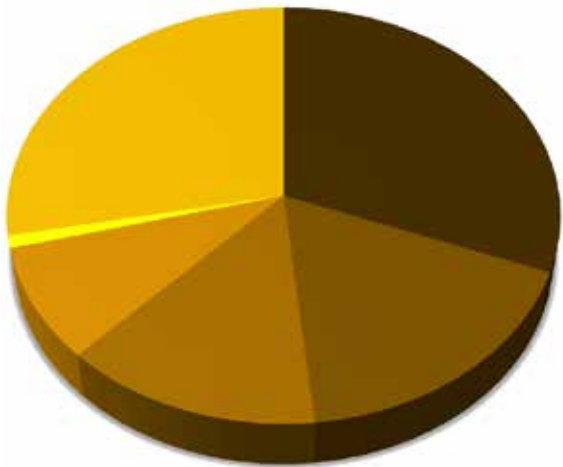
“TO CHANGE
THE WORLD, WE
MUST BE GOOD
TO THOSE WHO
CANNOT
REPAY US.”

-Pope Francis

Income:



Operating Expenses:



Dining Room



In 2016 we served 30,286 meals, a staggering 44% increase over 2012.

Our experienced Chef, Altenor Vaval, worked with our staff and many committed volunteers to provide hundreds of warm, nutritious meals five days a week. Individual volunteers as well as groups from colleges, corporations, churches, and synagogues 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



118 nursing students
donated
730 hours to the health center

Poverty is toxic. Our Health Center, under the direction of Donna Whitehead, RN,BSN **saw 766 patients during 2,388 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, who partner with a podiatrist, a Reiki master, and a dentist, provide essential care to those who have nowhere else to go for health services. Each patient's quality of life is directly improved by the care they receive for their health issues.

Legal Center



For twenty six years the 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 with Face to Face, and to get referrals from other programs, allows clients to receive assistance from a team of caring and competent professionals. **This holistic approach to the practice of law is cutting edge.**

2016 Highlights:



- *695 clients were assisted during 868 visits* to the Legal Center
- 201 clients were assisted in securing birth certificates and legal identification

The collaborative efforts of our program directors enabled more referrals to our Social Worker for assistance than ever before. Tara Monihan, MSW, ***assisted 523 clients*** 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 stable 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.



After School

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.



Summer Camp



In July, **80 children attended** our Summer Camp each day from 8:00am to 3:00pm.

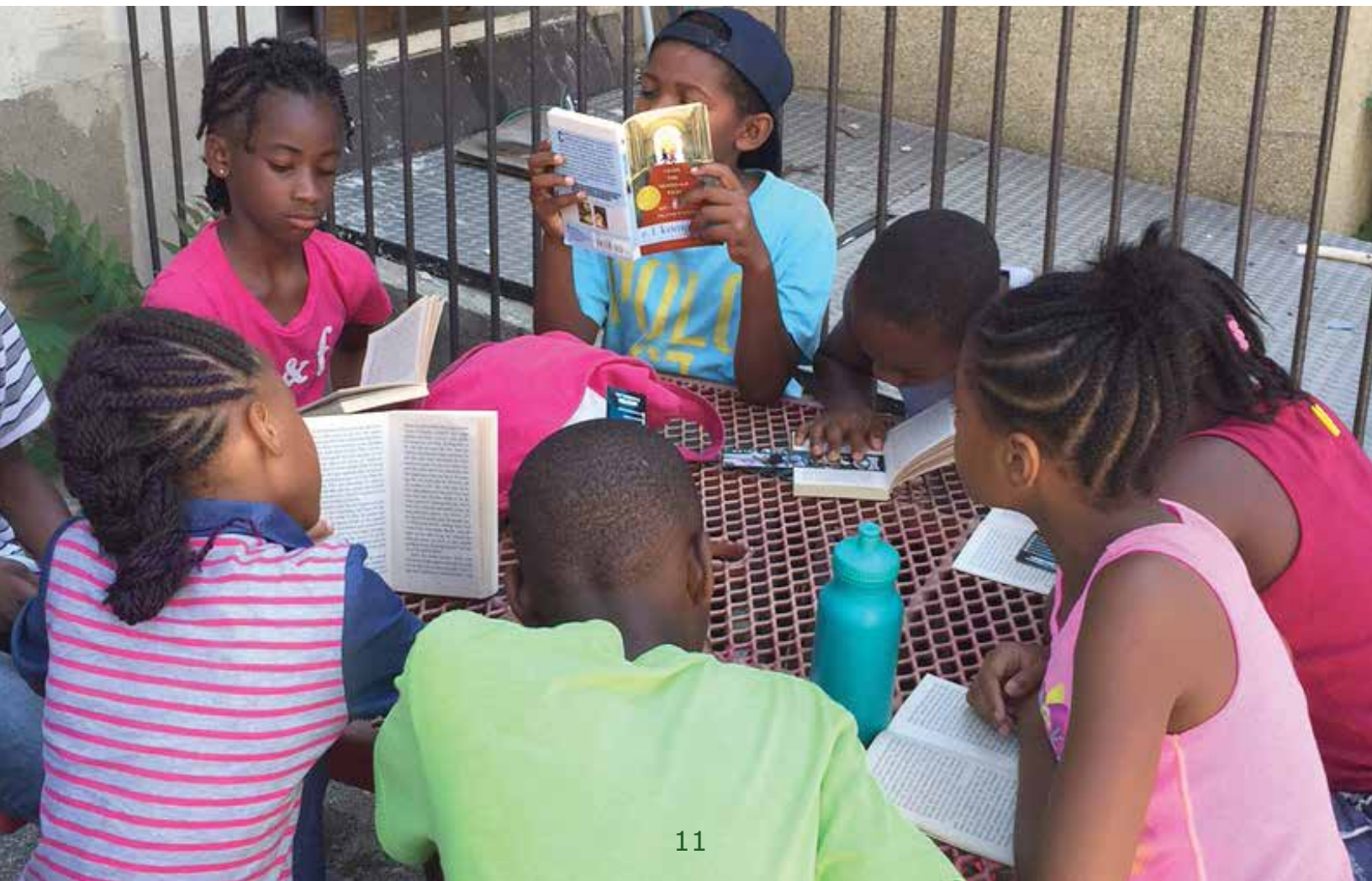
The halls and courtyards of Face to Face resonated with laughter and camaraderie as the children enjoyed yoga, art, and dance instruction. Whether they were playing baseball or going to a museum, the children experienced the magic of summer.

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.



This year
2,848 volunteers
welcomed 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.

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