

# Annual Report

September 1, 2023-August 31, 2024

**Face to Face**  
hospitality • mutuality • transformation

## Message from the Executive Director

As we begin each year at Face to Face, we have high hopes for making the world just a little bit better as we seek to reduce suffering and empower our guests. In hindsight, I am humbled to report, that in both big and small ways, our guests' lives have been improved and their burdens lifted. This year, I am particularly proud of our efforts around housing. Our dedicated interventions in housing have been instrumental in supporting both homeowners and tenants, ensuring they receive the justice and security they deserve. By assisting homeowners in clearing their deeds and encouraging them to create wills, we not only safeguard their assets but also strengthen the financial stability and legacy of families within our community.

As you review this report, I hope you see your role in reducing suffering and empowering lives.

Together, we are making a difference.

*Mary Kay Meeks-Hank*  
Executive Director

## EXECUTIVE DIRECTOR

Mary Kay Meeks-Hank

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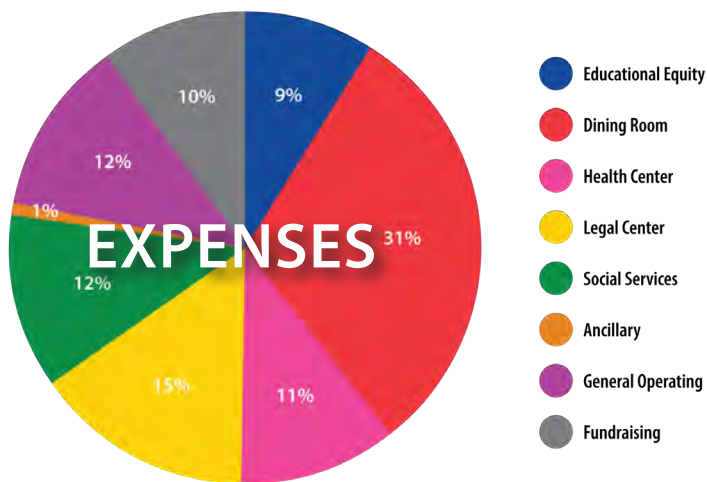
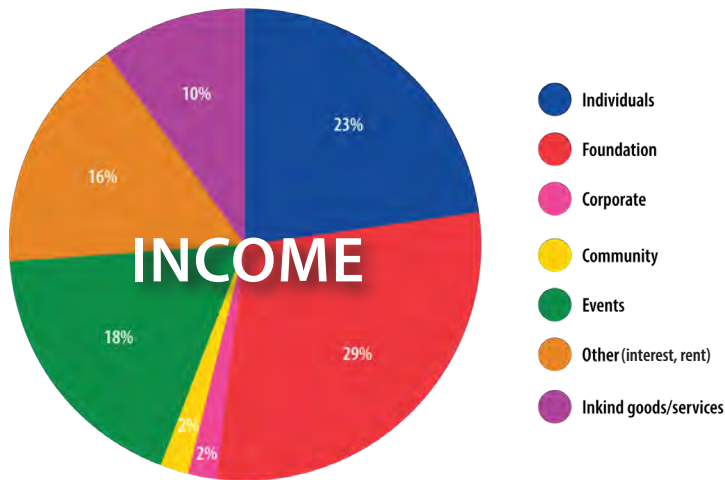
Ron Pete

John Rollins

Ken Weinstein



# FINANCIAL & DEMOGRAPHIC INFORMATION



Educational Equity	\$254,677	9%
Dining Room	\$845,301	31%
Health Center	\$294,855	11%
Legal Center	\$409,794	15%
Social Services	\$321,332	12%
Ancillary	\$23,924	1%
General Operating	\$331,818	12%
Fundraising	\$289,120	10%
Total	\$2,770,821	

## ANCILLARY PROGRAMS



419 Coats Given



93 Haircuts



1134 Showers



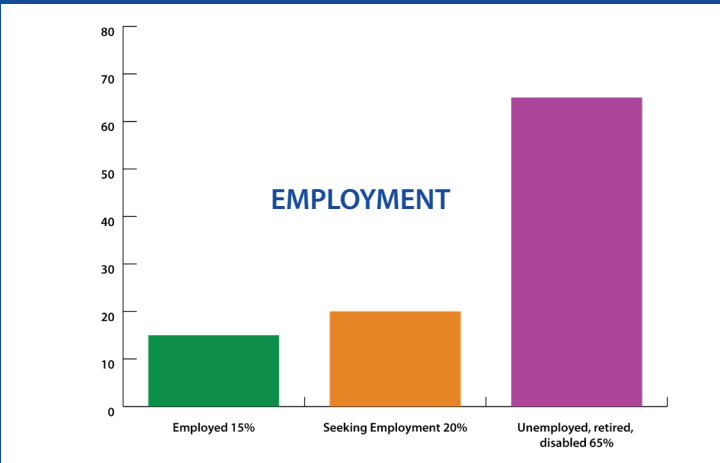
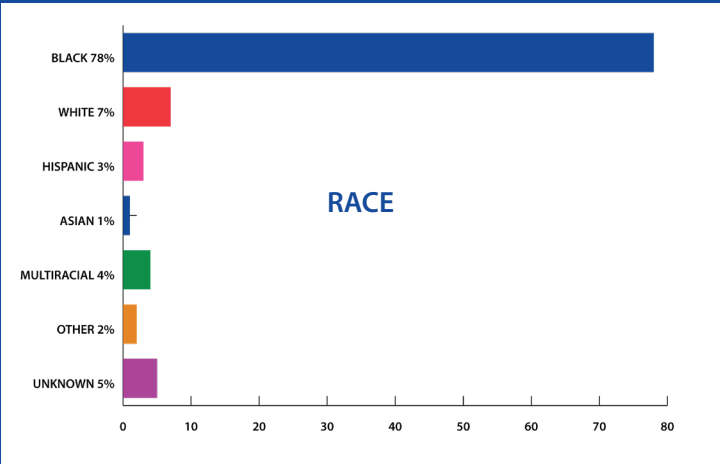
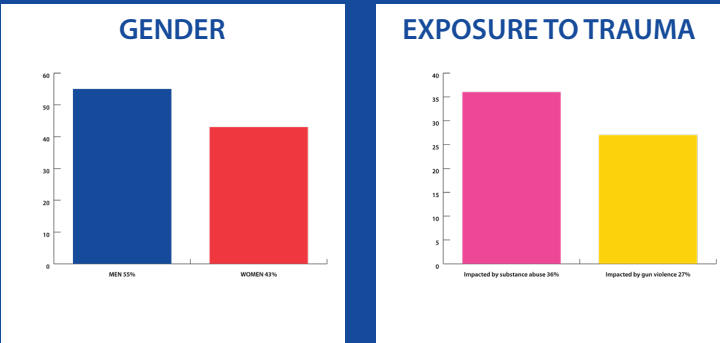
80 Computer Hours



82 Hours of Art Classes

Internet access at home	40%
Total Guests Served	2155
Average # of services used	2.6
Total Volunteers FY 2024	712
Total Volunteer Hours FY 2024	12,463

## Who are our Guests?



Dining Room

Serving Breakfast And Lunch 5 Days A Week

We are proud to continue our partnership with Carversville Farm Foundation for the tenth consecutive year. Their generous donations of high-quality, organic produce, beef, poultry, and eggs, now make up 85% of the food we serve in the dining room and fresh market. This remarkable support has significantly elevated the quality of our meals, nourishing our guests with dignity and care. Our shared commitment to providing fresh, organic food reflects a powerful alignment of mission—and a deep belief in food as a vehicle for mutuality, equity and compassion.

Health Center

Behavioral Health: Supporting Emotional Wellness and Crisis Response

The Behavioral Health team expanded in 2023 and now plays a vital role in ensuring that mental health support is seamlessly integrated across all program areas. The team collaborates closely with all programs to provide crisis intervention, conduct mental health assessments, and offer therapeutic support. In addition to individual counseling sessions and group facilitation, the team provides consultation to the Legal Center, particularly in cases involving Social Security disability claims. Staff members also rely on the team's expertise when a guest is in crisis, ensuring that care is compassionate, timely, and trauma-informed. A highlight of the year was the second annual Mental Health Retreat Day, held at Chestnut Hill College. Fifteen guests participated in a full day focused on self-reflection, movement exercises, creative expression, and connection. Activities included bead-making, with each guest taking home a handmade necklace as a symbol of their self-worth. The day concluded with shared conversation over pizza, and many participants expressed that spending a day in a different environment was "good for the soul." Through both structured services and meaningful experiences, the Behavioral Health team continues to foster healing, resilience, and hope for the Face to Face community.

DINING ROOM

Breakfast	11,394
Lunch	20,702
TOTAL	32,086

HEALTH CENTER

Unduplicated Guests	337
Encounters	2,528

FAMILY ENGAGEMENT

Unduplicated Guests	109
Encounters	598



Educational Equity

Guiding Families Through School Access and Success

To meet growing demand and provide more personalized support, the Educational Equity team expanded this year with the addition of a Family Liaison. This role was created to work directly with families who have students that graduated, offering guidance and support to the families. This year, 28 students proudly graduated from Mercy Neighborhood Ministries at Face to Face. The team worked closely with many of these families to secure placements in local kindergarten programs, resulting in representation across 24 schools, including public, charter, and parochial institutions. The Educational Equity Program Director provided hands-on support throughout the process—accompanying families on school tours, assisting with applications, and even negotiating tuition assistance, ensuring access to quality education regardless of financial barriers. This work began with early outreach efforts, including the School Selection Panel held in October. During this event, 26 families engaged with representatives from seven schools, learning about each school's culture, values, and academic approach. The panel gave families an opportunity to ask meaningful questions and explore which school might be the best fit for their child. A representative from the Children's Scholarship Fund was also present to address financial concerns and provide guidance on scholarship opportunities. Through direct support, expanded staffing and strong community partnerships, the Educational Equity team continues to empower and stabilize families with the tools to make informed decisions and build brighter futures for their children.

Legal Center

Strengthening Housing Stability Through Legal Support and Community Partnerships

Over the past year, the Legal Center has made significant strides in expanding its capacity and deepening its impact in the community. In response to growing demand, a third staff attorney joined the team in August 2024 to support the Housing Stabilization Initiative (HSI). This program plays a vital role in helping individuals remain safely in their homes by providing legal support related to eviction defense, habitability concerns, tangled title resolution, estate planning services and home repairs. A major highlight this year has been the Legal Center’s collaboration with local partners to increase access to critical resources. Through a partnership with Urban Resources Development Corporation (URDC), the Legal Center contributed to the launch of Home Strong, a new initiative focused on intergenerational

	Legal Visits	Unduplicated Guests	Birth Certificate Applications
TOTAL	1819	1303	569



wealth transfer in communities of color. This program supports senior homeowners with guidance on maintaining their homes and effectively passing them on to the next generation. Our attorneys teach the session on estate planning. Upon completion of the program, each participant receives a \$2,000 credit toward home repairs—an investment in both housing stability and long-term wealth building. The Legal Center also partnered with

Community Legal Services to host three community legal clinics. Two of the clinics focused on assisting community members in applying for utility assistance, with representatives from local utility companies on hand to support the application process. The third clinic addressed the challenge of Social Security overpayments, providing attendees with practical information on how to navigate the process if they are asked to return funds unexpectedly received through disability benefits. These initiatives reflect the Legal Center’s commitment to providing holistic, accessible legal services that support stability, dignity, and empowerment for our community members.

Social Services

Housing Navigation: Addressing Barriers to Safe and Stable Housing

In response to the growing housing crisis affecting many guests at Face to Face, a Housing Navigator was hired in Spring 2024 to provide focused, one-on-one support for those seeking stable housing. The Housing Navigator works closely with guests to guide them through the housing search process, accompany them on home tours, and build relationships with landlords willing to offer affordable, supportive rental opportunities. Many guests face significant barriers to securing housing, including low credit scores, criminal records, or past challenges with landlords. Compounding these issues is the rapid gentrification of the Germantown neighborhood, which continues to limit the availability of affordable housing options. Despite these challenges, the Housing Navigator has successfully placed a significant number of guests into safe, stable housing. Many of these individuals have remained securely housed, a testament to the program’s persistence and person-centered approach. Efforts continue to expand the network of supportive landlords who are willing to work with individuals facing housing insecurity. Through this role, Face to Face provides not only critical housing assistance but also restoring a sense of dignity and hope for guests navigating some of life’s most difficult transitions.

SOCIAL SERVICES	
Unduplicated Guests	858
Encounters	1,462
IDs	480
Toiletry Kits	716
Coats	419

