



Annual Report

September 1, 2024-August 31, 2025

MESSAGE FROM THE EXECUTIVE DIRECTOR

As I reflect on this annual report, I am reminded of the words from the musical Rent: of the 525,600 minutes in a year, what matters most, in the end, is LOVE. At Face to Face, that LOVE is made visible every day through acts of dignity, compassion, and steadfast accompaniment.

It is present in the welcome extended to each guest, in the meals shared around our tables, and in the community we build together. It is present when we stand beside people facing difficult—and sometimes unspeakable—circumstances, working together toward stability, healing, and hope.

Whether through meals and showers, housing support, advocacy in and out of courtrooms, rental assistance, IDs and birth certificates, pardons, behavioral health services, or support for parents seeking the best educational opportunities for their children, our work reflects LOVE in its most concrete form. Sometimes, it is expressed in something as simple—and as powerful—as a smile or a high five.

Your generosity makes this work possible. Thank you for partnering with us to make love visible in the world, one act of care, justice, and hope at a time.

Mary Kay Meeks-Hank
Executive Director

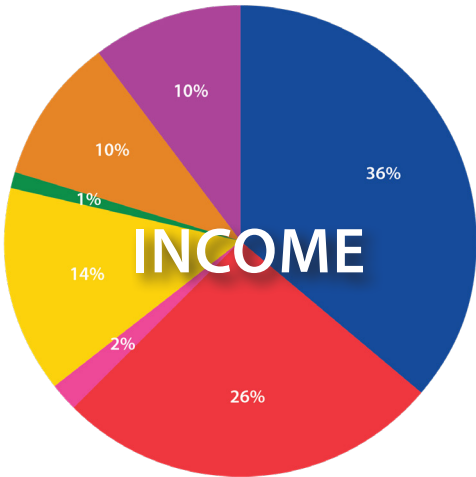


Face to Face is growing! Construction is underway to transform part of our gym into much needed office and meeting space. It will create private, welcoming areas where guests can receive support with dignity and respect.

LOVE



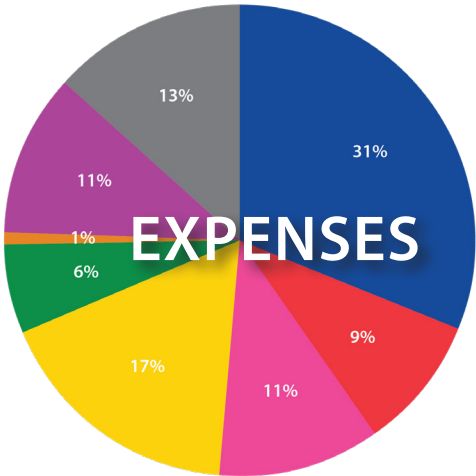
FINANCIAL INFORMATION



- Individuals
- Foundations
- Corporate
- Events
- Community
- Other
- In Kind

Individuals	\$1,148,574	36%
Foundations	\$845,880	26%
Corporate	\$59,358	2%
Events	\$457,443	14%
Community	\$47,681	1%
Other	\$330,724	10%
In Kind	\$316,438	10%

Total \$3,206,098



- Dining Room
- Health Center
- Social Services
- Legal Center
- Educational Equity
- Ancillary
- General Operating
- Fundraising

Dining Room	\$936,478	31%
Health Center	\$285,290	9%
Social Services	\$334,489	11%
Legal Center	\$515,860	17%
Educational Equity	\$186,302	6%
Ancillary	\$29,701	1%
General Operating	\$342,947	11%
Fundraising	\$376,932	13%

Total \$3,008,007

Dining Room

DINING ROOM	# OF MEALS
Breakfast	16,973
Lunch	25,693
TOTAL	42,666

Nourishment, Connection and Community

Meals are a central part of the dining room experience and are thoughtfully prepared to be both nutritious and delicious. Using a farm to table approach, approximately 85% of the fresh, organic ingredients are donated by Carversville Farm Foundation. In 2025, the dining room experienced a significant increase in breakfast participation, with approximately 50% more guests served breakfast compared to the prior year. All meals are carefully planned and prepared by our chef with the support of dedicated volunteers, resulting in food that is nourishing and flavorful. Guests are served high quality organic meals that support health and well being while also fostering the comfort and connection of shared community. During the summer months, a pop-up fresh produce market is also offered, supported by community gardens and individual donations, providing guests with additional access to healthy seasonal produce.

Beyond meals, the dining room serves as a welcoming community hub where guests find connection, learning, and support. Guests gather with friends, access information, and engage with supportive programs and resources. The space also offers opportunities for activities and creative expression through movies, music, poetry, and holiday celebrations. In addition, the dining room provides practical support through accessing menders, vendors, and community resources. All these activities and services take place within a safe and comfortable environment that offers a place to cool off during the summer and stay warm during the winter.

Through your generosity, the Dining Room was able to meet the growing demand for meals. Guests continued to receive nourishing, freshly prepared food in a welcoming community space where they found connection and access to supportive resources that strengthened health and well-being.



A SNAPSHOT OF MONTHLY OFFERINGS

September 2024

Jewish Children and Family Services hosted a pop-up clothing and shoe shop

October 2024

Frances Maguire Art Museum at SJU visit for a private tour of the Queens, Gods and Devotees exhibit

November 2024

Coat distribution started

December 2024

Festive Piano Music and Holiday Sing-Along

January 2025

Department of Behavioral Health and Intellectual Disabilities share resources
Celebrate MLK Day with a Showing of The Six Triple Eight movie

February 2025

Healing verse Germantown poetry workshop.
Healing trauma through poetry

March 2025

PNC Bank budget workshops

April 2025

Easter Egg hunt for guests

May 2025

Medical Debt Elimination company tabled
PA Health and Wellness Clinics
Founders Day barbeque

June 2025

Diabetic eye screening

July 2025

Block Party with St Vincent's Church

August 2025

Philadelphia Dept of Health conducted Heat Preparedness training

Educational Equity

Empowering Families to Strengthen Educational Futures

The Educational Equity (EE) Program supports families with school-aged children by promoting stability and access to essential resources. Focused on housing, food, health services, special education needs, and caregiver support, the program empowers families to advocate for their children and build the foundation needed for educational success. In 2025, EE staff helped families maintain educational continuity during periods of stress, trauma and transition, ensuring children's learning needs were not overlooked amid housing, health, transportation, and employment crises. In addition, children received support and advocacy to help them thrive in their educational settings.

Several families received support from a pro bono attorney with expertise in special education law. The focus was on ensuring families had the information needed to advocate for their children with confidence, including guidance on navigating the IEP process, understanding education rights, and accessing available resources for which they were eligible. In addition, resources were developed to support families impacted by incarceration.

EDUCATIONAL EQUITY

Unduplicated Guests	64
Visits	214

Your generosity made it possible to support families through moments of crisis and transition, providing the scaffolding of resources needed to maintain stability, so their children remained connected to learning.

CORE SERVICE

- Family support during housing displacement or medical crises
- Referrals to Face to Face Legal Center and behavioral health services
- Community building events for parents and caregivers
- Offered parent workshops on budgeting, autism support
- Supported through the school and scholarship application process
- Guidance with school selection and enrollment
- Special education advocacy, including IEP and 504 plan assistance
- Support for families impacted by incarceration

Volunteers

Our volunteers' dedication and engagement are essential to the success of Face to Face's mission. Whether serving in the dining room, assisting with kitchen preparation, supporting the Health Center and Legal Center, helping at events, preparing casseroles from home, or collecting urgently needed items, volunteers give their time, energy, and compassion in countless ways. Their commitment makes it possible to provide meaningful services and support to guests experiencing deep poverty in our community.

VOLUNTEERS

# of Volunteers	792
Hours	14,397



Health Center

Support Health, Healing and Resilience

The Face to Face Health Center delivers integrated physical health and behavioral health for individuals experiencing poverty, homelessness, and trauma. Services are grounded in relationship building and meet guests wherever they are on their healing journeys. The Behavioral Health team provides trauma-informed counseling and holistic emotional support to guests as they navigate complex mental health and life challenges. Through individual therapy, group-based stress reduction practices, spiritual support, and coordinated partnerships with city behavioral health resources, the team helps guests build stability, resilience, and a path toward healing. The Health Center is also supported through partnerships with medical residents from Temple Health-Chestnut Hill Hospital and residents in the Urban Health track at Jefferson Einstein, along with the dedicated support of volunteer nurses and other health professionals. This group of healthcare providers help to expand access to compassionate, community-based care. The Health Center supported guests navigating severe trauma, chronic illness, recovery, and isolation. While many guests access care sporadically due to instability, the Health Center's consistent presence ensured continuity, trust, and quality care over time. Because of your generosity, the Health Center continued to provide compassionate mental and physical health care that helped guests feel seen and connected to healing and hope.

HEALTH CENTER

Unduplicated Guests	337
Encounters	2,528

CORE SERVICES

- Behavioral Health:
 - Individual counseling addressing trauma, depression, anxiety, psychosis, grief, and substance use. Supported guests navigating trauma, grief, incarceration, and identity conflict.
 - Meditation and stress reduction in weekly groups
 - Spiritual support is offered
 - Annual, full day, mental health retreat
 - Bi-weekly representatives and resources from the City of Philadelphia Department of Behavioral Health and Intellectual Disability Services
- Physical Health provided by volunteer physicians and nurses:
 - Preventive care
 - Wellness checks
 - Health education (Blood pressure, diabetes, Vitamin D)
 - Vaccine clinics (COVID and flu)



Cardiovascular Collaborative

Face to Face was selected by the Philadelphia Department of Public Health and the Health Federation of Philadelphia to participate in the CDC-funded Cardiovascular Health Learning Collaborative, which brings together social service organizations and health care providers to reduce disparities in chronic disease, including hypertension and high cholesterol. The initiative focuses on adults in underserved communities facing higher rates of chronic illness and limited access to care. Face to Face contributes to a collaborative effort to improve health outcomes by receiving referrals from partners and providing essential social services needed to promote improved health outcomes.

In its first year, Face to Face focused on deepening collaborations and streamlining referral systems with partner organizations, so guests could be connected to services more quickly and with fewer disruptions in care.



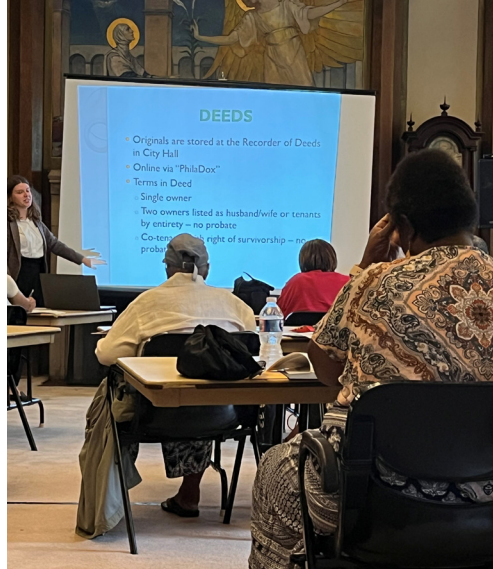
Legal Center

Protecting Futures Through Legal Advocacy

The Face to Face Legal Center provides free legal services to individuals and families facing housing instability, barriers to public benefits, and longstanding legal obstacles that impact safety, stability, and self-sufficiency. In 2025, the legal team expanded to three full-time attorneys, including two attorneys specializing in housing stabilization, which strengthened the center's ability to respond to the growing complex housing crisis. The Housing Stabilization Initiative provides critical support to homeowners and tenants in Germantown, where ongoing gentrification is transforming the neighborhood and creating increasing challenges for long-term residents striving to remain in their homes and community. The Pardon and Record Clearing Initiative expanded pardon application assistance in 2025, with a focus on guiding guests through the lengthy and complex pardon process. In partnership with law students from Villanova University Law School and Widener University Delaware Law School, guests received individualized support throughout the application process. This included multiple client interviews, extensive documentation gathering, and detailed application preparation. The law students worked under the supervision of Face to Face attorneys, helping to expand the Legal Center's capacity while providing compassionate support to individuals seeking a second chance through pardon opportunities. Throughout the year, your support helped the Legal Center prevent evictions, preserve family homes and generational wealth, restore access to public benefits, and assist guests in reclaiming their identities through essential documentation.

LEGAL CENTER

Guests	616
Visits	2,082
Birth Certificate Applications	474



CORE SERVICES

- Housing Stability Initiative:
 - Homeownership Preservation
 - Estate Planning
 - Tenant Representation and Advocacy
- Public Benefits Advocacy: SSI/SSDI applications, appeals, overpayment appeals and overpayment waivers
- Identity Documents: Monthly birth certificate clinics
- Criminal Record Clearing: Representation at all phases of the pardon process



Housing Stabilization Initiative

The addition of a new housing staff attorney expanded both the number of guests served and the depth of the representation provided. Court appearances more than doubled allowing the legal team to provide intense representation for guests facing eviction. In almost every case, a benefit was provided for the guest—either by winning a trial in front of a judge, or by negotiating a settlement that allowed the guest to stay in their home and pay back rent over time, or additional time to move out on their own terms, rather than be locked out by the Sheriff.

The Legal Center also expanded its partnership with Rebuilding Together Philadelphia and Community Legal Services through a tenant repair project. For tenants who want to stay in their homes, but whose landlords refuse to make repairs affecting health and safety, Rebuilding Together Philadelphia will do significant repairs. The Legal Center then advocates in court to vindicate the tenant's right to withhold and escrow their rent and to apply the escrowed rent to the cost of the repairs.

Support for homeowners also grew during the year, particularly in the areas of estate planning, tangled titles, and property tax relief. The Legal Center continued its participation in the Home Strong program, a collaborative initiative with Germantown partner organizations that educates senior homeowners on topics related to sustainable homeownership. The Legal Center teaches the class on the legal aspects of home ownership, with a particular emphasis on estate planning. In return for attending the four Home Strong classes, the homeowners receive \$2000 worth of home repairs. In addition, the Legal Center assisted homeowners with funding repairs that improve the health and safety of their homes.



Social Services

Meeting Urgent Needs and Building Lasting Stability

Face to Face Social Services supports individuals and families experiencing housing insecurity, basic needs crises, and barriers to navigating complex systems. The program prioritizes immediate stabilization while working toward long-term independence. Face to Face social workers work with guests to maintain housing, provide rental assistance, prevent utility shutoffs, secure identification, and access employment and public benefits. As guests achieve stability, they are better positioned to pursue their personal goals and unique potential. Through your generosity, Face to Face social workers were able to meet urgent needs while working alongside guests as they secured essential resources and moved toward greater stability.



SOCIAL SERVICES

Guests	1,022
Visits	1,436
IDs	594
Toiletry Kits	548

CORE SERVICES

- Housing navigation
- Rental assistance
- Utility shutoff prevention and reconnection assistance
- Emergency financial support and housing referrals
- PA ID vouchers for employment, housing, and benefits access
- Coordination with shelters, recovery homes, and city programs

Housing Navigation: Focus and Growth

In its second year, the Housing Navigation program expanded its personalized approach, helping guests find stable housing options based on their individual needs and past experiences.

Housing Navigation role focused on three key areas:

1. Strengthening Data and Intake Practices

Intake and data collection processes were redesigned to create a more welcoming and personalized experience. The development of a housing application fosters meaningful conversation and ensures each guest feels welcomed, valued, and heard.

2. Deepening Understanding of Guest Experiences

While all guests are navigating housing crises, emphasis was placed on understanding the circumstances that led to each situation. By centering on individual stories, deeper insight was gained into support systems, past challenges, and behavioral patterns, allowing for more holistic and tailored support.

3. Expanding Landlord and Property Partnerships

Relationships with property management companies and private landlords were strengthened through site visits, meetings, and ongoing advocacy.

Housing navigation extends beyond placement; it begins with understanding each person's story and building a path toward long-term stability.



Ancillary Programs

Ancillary programs at Face to Face nurture healing, self-expression, and a sense of belonging, creating space for guests to connect beyond immediate crisis driven needs. Community is central to the healing process, and Face to Face views these programs as powerful ways for restoring dignity, giving voice, and rebuilding connection. These programs strengthened community ties, reduced isolation, and offered creative outlets for processing trauma. Together, these programs foster connection, encourage personal growth, and reinforce the dignity of every guest.



SERVICES

- Showers
- Coat Distribution
- Art Workshops
- Computer Lab
- Mended Items
- Massages
- Haircuts



Northwest Summit

Face to Face continued its leadership and convening role with the Northwest Summit, a collective of social service agencies, faith-based groups, public officials, health care providers, and community-based organizations focused on the needs of low-income residents in Germantown and surrounding neighborhoods. Formed to share resources and promote collaboration, and now in its seventh year, the Summit includes 75 organizations and held four meetings during the program year. With changes in federal support for public safety net resources, Northwest Summit members prioritized a collaborative response to informing and supporting low-income residents regarding eligibility and access to benefits.

ANCILLARY PROGRAMS



406 Coats Given



80 Computer Guests



23 Haircuts



82 Art Guests



1105 Showers



368 Items Mended



58 Massages

EXECUTIVE DIRECTOR

Mary Kay Meeks-Hank

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Face to Face
hospitality • mutuality • transformation

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