

# Intercultural Family Services, Inc.

Diversity in Action®



2012  
2013

Annual Report



## ● Message from the CEO/ Executive Director

This past year was one of steady accomplishments for Intercultural Family Services, Inc. (Intercultural), thanks to the continued dedication, hard work and commitment of all staff, board and our community partners. True to our guiding principle, DIVERSITY in ACTION®, we were resolute in expanding our support and care of our growing recipient population.

### Highlights of 2013

- **Our Core Services:** I am proudest of the work we do to impact the lives of individuals, families and the community. Throughout this report, you will learn the number of recipients we have served in the various areas. The important work we do is made even more valuable by our ability to integrate care and support for those in need.
- **COA Preparation:** Our Council on Accreditation (COA) status will expire on June 30, 2014. This all staff effort for a successful four year renewal (2014-2018) required that we begin the preparation early and in earnest, led by our Quality Assurance Department.
- **New Funding Accountability:** due to changes in our funding sources, the majority of our programs are now sliding scale fee-for service. We improved our infrastructure to support this new model of funding accountability.
- **Four Year Strategic Plan:** We developed our strategic roadmap for 2014 to 2018. Intercultural is committed to strengthening our core capabilities, growing and expanding our reach, and adapting to the changing environment through innovation.

As you peruse this annual report, I hope that you delight as I do, in recollecting the many events that impact the lives of those in need. I've been leading Intercultural for 32 years, and each and every time we impact someone's life for the better, I am affirmed as to the reasons we serve. Please take the time to read our featured article "Journey of Possibilities" about Courtni Matthews. I am confident that it will warm your heart.

On behalf of Intercultural, thank you for your continued support and partnership.

Thank you.

Evelyn Marcha Hidalgo, MS | CEO/Executive Director

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## ● Message from the Chair

We, at Intercultural, are serious about meeting the future needs of the populations we serve. The individuals, the families and the communities that have come to rely on our partnership and services for over 34 years know that we mean to be here for the long term. In the changing landscape we face, as we reflect upon the opportunities to sustain improvements in the lives we touch, it's imperative that we plan ahead.

Our Four Year Strategy (2014-2018) is intended to support the trajectory of integrated services and care we provide to the diverse population we serve. As staff and board, we locked ourselves in the conference room, talked seriously about the future, jotted down all the things we can do, must do, and should do to get to the desired future state. We've categorized, prioritized, and finalized the roster of action plans. We have committed to keeping our priorities relevant by periodically refreshing our strategy.

The recurring theme to Intercultural's strategy is **"Investment"**. We recognize that we **must** invest in the **people** (staff development), the **process** that improves our practices, and the **technology** and **infrastructure** that optimizes our capabilities. We need to do more to serve more while simultaneously elevating the quality and the efficiency of our delivery.

As Chair, I can assure you that we will invest responsibly. Our year to year plan over the next four years are pragmatically balance with our financial ability to execute with solid return while minimizing risk. With the CEO leading our path forward, I am confident that we will continue to be successful.

Thank You.

Lawrence F. Bell, MBA | Board Chair



### Mission Statement

We stabilize, strengthen, and unite families, individuals, and diverse communities through an array of culturally competent human services, using public and private partnerships.

# 1. Basic Needs Services

## Housing Counseling Program

Intercultural's Housing Counseling Program has been successful in encouraging and assisting participants to become – and importantly – remain homeowners, to enhance their home management skills, to sustain their family in a stable housing environment, and to help them become successful homeowners through wise money management and budgeting.

*During FY 2013, the Housing Counseling Program served over 700 individuals, providing services in areas such as Credit & Budget Counseling, Default & Delinquency, and Homeownership.*

A major focus of the program, especially during the past few challenging years, has been foreclosure prevention counseling in response to the current housing crisis and its impact on Philadelphia's low-income families. Intercultural has continued to be a major participant in the **Residential Mortgage Foreclosure Diversion Program** begun by the City of Philadelphia in 2008.

Intercultural's housing program benefited from grants received from **M&T Bank Charitable Foundation** and **United Way of Greater Philadelphia and Southern New Jersey**.

## Language Interpretation and Pronunciation Services (LIPS)

LIPS provides language interpretation for clients receiving services from Intercultural and also for other City and county agencies and community-based organizations on a fee for service basis. Trained interpreters from the agency's multi-ethnic staff, with expertise in a wide array of languages, provide quality services at reasonable rates. Most-requested interpretations were those for Spanish, Vietnamese and Chinese individuals.

This past year the LIPS program served clients in Intercultural's programs (such as Intercultural Behavioral Health Center, Functional Family Therapy and Family Stabilization Services), as well as outside agencies such as the Department of Human Services.



## Clothing Boutique

Intercultural's Clothing Boutique provided clothing to *nearly 150 individuals* during the past year with the help of donations from private individuals and organizations. These donations helped clients improve their presentation at job interviews, at work, and improved their self-esteem. Children and infant clothing was made available to families in the Family Stabilization Services, Healthy Start, and Parenting programs as well.

## 2. Strengthening Families

### Family Stabilization Services (FSS)

Intercultural continued as a provider of Family Stabilization Services (FSS) through a contract with the City's Department of Human Services (DHS). FSS provides services that promote children's safety, health, academic success, parenting skills and life skills, and access to resources to court-involved families mandated by DHS.

During the past year, the FSS teams, which include case managers, social workers, supervisors and administrators assisted children and families in navigating the City of Philadelphia's social services system. Case managers and social workers made weekly home visits, participated in joint team meetings, conducted needs assessments, safety checks and followed-up with clients regarding compliance with their Family Service Plan (FSP) and court ordered goals. Workers linked consumers to community resources for mental and behavioral health, medical, educational support, employment, housing, mentoring, and substance abuse services.

***During the past year, the FSS program provided services to 546 families; opened 283 cases and discharged 263. The program serviced 33% more families than the previous year.***

### Family Empowerment Services (FES)

This new contract began on July 1, 2012 with the Department of Human Services. The program provides 90-day case management services on a voluntary basis for families and children under the age of 18 years old. FES case managers provide bi-monthly home visits to promote family stability and well-being, enhance protective factors, reduce family risk factors, increase community supportive networks/linkages and increase a family's ability to address their own needs.

***During the first year of operation, the FES program provided services to 391 families; opened 192 cases and discharged 199. The average length of the services were 84 days, with the cases discharged successfully.***



## 3. Youth and Family Education

### Music & Mentorship Program

The mission of Intercultural's groundbreaking and hugely successful Music & Mentorship (M&M) Program remains to provide unique opportunities for community youth and families of diverse cultural groups to explore and develop their musical creativity, self-expression, and self-esteem through musical appreciation and instruction.

The M&M Program has continued to fill the gap created by cuts in school arts funding over the past several years. The program has made it possible for a group of talented instructors to bring a wide variety of musical instruction to children who otherwise would not have this opportunity. Classes offered included: beginner & intermediate children's piano, beginner & intermediate teen piano, beginner & intermediate guitar, beginner & intermediate vocal arts classes, beginner & intermediate violin, beginner & intermediate Hip Hop dance, Martial Arts classes, African Drumming and the Aspiring Composers program.

Significant program accomplishments this year included the following:

- The Parent Association continued its involvement and dedication to the M&M program, helping raise money and assisting with events.
- The Parent Association recorded with the likes of Joe Zawinul (Weather Report), Odean Pope and many others. The date for this year's fundraiser was May 2, 2013.
- The Aspiring Composers program continued the year with a new instructor, Emily Busch, providing weekly composition instruction and performance opportunities.
- Students were able to show their skills and perform outside the classroom at venues such as the Green Line Café. They also performed during scheduled events such as the M&M Holiday Concert, the Annual Fundraiser, the Spring Finale, and Annual Green Day Festival.
- This year's Annual Fundraiser was a great success. We raised over \$13,000 for the program. Our Honoree was Gerald Veasley. Mr. Veasley, who is a legendary jazz bass player has performed and
- M&M Website ([www.interculturalmusicandmentorship.org](http://www.interculturalmusicandmentorship.org))

### WorkReady – Summer Youth Employment and Career Counseling Program

Intercultural's summer WorkReady Program helps equip local students 16-24 years old with job readiness skills and post-secondary counseling through worksite placements and weekly professional development classes. The program is funded from April – September 2012 by the Philadelphia Youth Network (PYN).

During the summer of 2012, Intercultural identified employment and mentoring *opportunities for 25 youth with 15 employers*. Learning and paid internships ranged among real estate, technology support, child care, medical care and research, event planning, zoology, social services and business administration.

A final highlight from last year was the youth-produced project. To illustrate their project students created a Comic Book titled **The Workready Avengers**. The book reinforced through an animated storyline the real life challenges that a young person may face in the workplace while becoming ready for work. This tied in with the Intercultural theme —**We Are Ready to Work**—which helped students to expand their global-based skills and learn how to market themselves appropriately.

*The M&M Program enrolled a total of 156 students aged 6-18 during the program's Fall and Spring semesters.*



## Healthy Start

The Healthy Start Program is a federally funded program which seeks to engage pregnant and/or parenting women (particularly women in their first trimester of their pregnancy) and provide an array of health and social services which include case management/home visiting, depression screening, and optimal child health and development. The program is an effective, community-based approach to fighting infant mortality and low birth-weight babies through case management and outreach programs targeting pregnant and parenting women.

During the past year, Intercultural's two Healthy Start teams **served nearly 300 families**, and continued to provide services to ensure healthy, thriving, children and families in the South and Southwest Philadelphia area. The program promoted positive parent-child relationships; supported growth and development of the children by building trust; taught parents to identify strengths and learn problem-solving skills; and improved the family's support system through linkages and appropriate referrals to community resources.

## Enhancing Parenting Skills Program (EPSP)

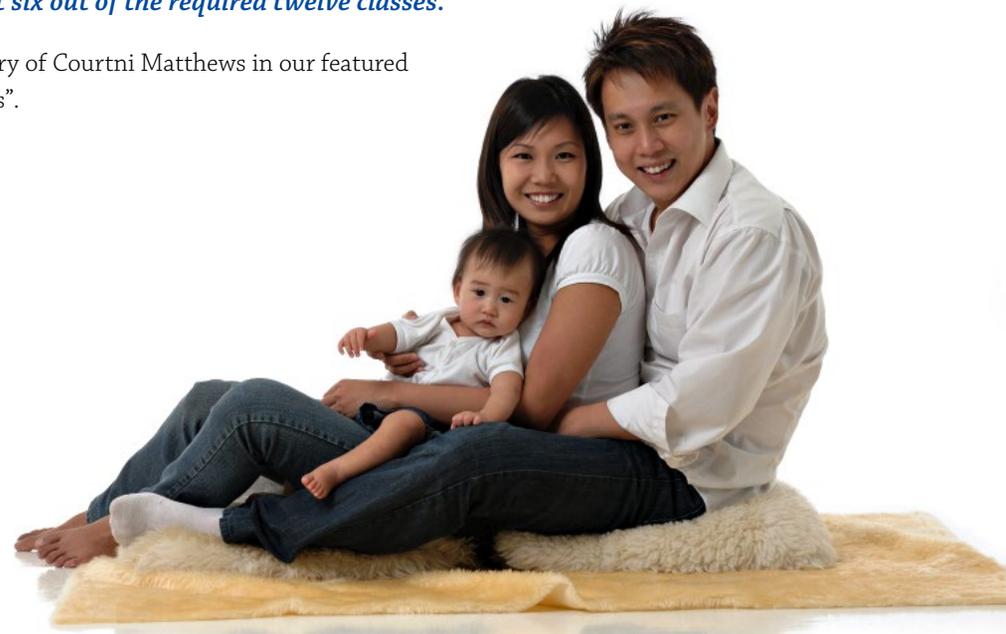
The Enhancing Parenting Skills Program provides services to a multicultural/multilingual population throughout the greater Philadelphia area. The 12-week program is designed for parents who are referred or want the support of other parents experiencing stress in dealing with their children. Parents targeted for the program include those dealing with issues of child abuse and neglect, mental health problems, substance abuse, homelessness, reunification with children, as well as parents who have a desire to develop more positive parenting techniques.

The goal of the parenting curriculum is to teach parents to improve their knowledge and parenting skills in the areas of child development, self-control, nurturing, and discipline techniques. The parenting classes focus on teaching parents specific strategies to enhance the child's growth and strengthen parent-child relationships.

Successful completion of the 12-week session is recognized through a graduation ceremony, celebratory dinner and certificate.

***For FY 2013, the Enhancing Parenting Skills Program delivered services to 325 parents. The program exceeded its goal of 75% of parents completing at least six out of the required twelve classes.***

Read the inspiring success story of Courtni Matthews in our featured article "Journey of Possibilities".





FEATURE  
STORY

## “Journey of Possibilities: The Story of Courtni Matthews” *(Enhancing Parent Skills Program)*

### Unplanned Life Events: Possibility through Perseverance

We all understand life events that come our way. Some expected, some not. Some planned for, others not. It gets in the way of the stability our lives crave for. When unexpected life events come to us, it test our resiliency and tenacity. Three years ago, in May 2010, a young woman, 17 years old named Courtni Matthews was completing her junior year in high school when she discovered she was expecting a child. Courtni has two sisters that have completed college and a devoted mother, who unfortunately was battling a serious medical condition (Lupus). As a family, they understood that they need to refocus. The financial preparation for Courtni’s college education had to be put on permanent hold. Instead, resources to support the new arrival and ensure that Courtni finish high school became the imminent priority. Making the challenge even more pronounce, around this same time, Courtni’s mom’s health declined making it necessary to drain their life savings for hospital bills, private nurse, physical therapy and household bills. Through Courtni’s determination and perseverance and the support of her family, on Feb 9, 2011 she gave birth to a healthy baby boy that weighed 8lbs and 9 ounces. Courtni also stayed in high school, was able to enjoy her high school Senior Prom and her graduation ceremony with her class in June of 2011.

## Help with Daily Life Struggles: A Village of Supporters made possible through EPSP

After completing high school, Courtni struggled as a new single mother to balance her desire to be a great parent with her dreams to finish higher education. It felt like this is now out of reach for her. In July 5, 2012, through a referral by a family friend, Courtni enrolled in the (EPSP) Enhancing Parenting Skills Program with Intercultural.

The lifeline that EPSP provided for Courtni is immeasurable. It's a village of supporters! Those in her network of parents with similar struggles provided a way for sharing; Intercultural counselors guided through counseling and teaching life skills; community partners (such as CHOP and PECO) extended support and opportunities; invited speakers from the community lend their possibilities. As fate would have it, while Courtni was still in our program, a representative from Harcum College, came to speak with the class to offer a fantastic education opportunity.

The school was accepting applications and offering a tuition free Associates Degree. Harcum College is a two-year independent residential college founded in 1915, located on Philadelphia's Main Line in Bryn Mawr, PA. Fitting to Courtni's story, as part of the school's philosophy, Harcum considered itself "The College of Possibilities". It was the first college in Pennsylvania authorized to grant associate degrees. Even though the school is located in Bryn Mawr, the classes for this particular degree opportunity was offered in the West Philadelphia area, which was perfect for Courtni and her situation.

## The Road Ahead: Endless Possibilities

Courtni as a dedicated participant in EPSP with excellent attendance, regular participation and active engagement in the weekly group sessions reaped the rewards of her contribution. She was a model student, willing to learn and also help others.

Through EPSP program she was able to enroll in Harcum College's Associates Degree program and started in January 2013. She completed her first semester with outstanding grades and plans to take online classes in the summer and will register for classes in the fall of 2013.

Courtni has expressed her gratitude for the Enhancing Parenting Skills Program, stating, ***"This program has allowed me to become the best mother I know how to be and has allowed me to see a better future for myself and my son."*** Courtni's journey shows that with the right help, everything is possible! We salute Courtni and stand behind her as she navigates the endless possibilities ahead.



## 4. Intercultural Behavioral Health Centers

*Intercultural Behavioral Health Center – West (IBHC-West) and  
Intercultural Behavioral Health Center – South (IBHC – South)*

### Outpatient Clinics

The agency's two licensed behavioral health clinics provide therapeutic services to individuals and families to treat anger, depression and other mental health issues that negatively impact their health, safety, and stability. The clinics are staffed by experienced professionals with the language and cultural competency skills to meet clients' needs. IBHC holds a current Certificate of Compliance from the PA Department of Public Welfare's Office of Mental Health and Substance Abuse Services, is credentialed by the City of Philadelphia's Community Behavioral Health (CBH) and Magellan Behavioral Health for services in Delaware County.

*Overall 876 Outpatient clients were served at IBHC West and IBHC South during FY 2013.*

### Behavioral Health Rehabilitative Services (BHRS) — Wraparound and School Therapeutic Services

Intercultural's Behavioral Health Rehabilitation Services (BHRS) consist of mental health services for children and adolescents in need of therapeutic assistance and include both Wraparound and School Therapeutic Services (STS.)

The Wraparound program consists of services for troubled children and adolescents requiring therapy and support more intensive than what can be provided through regular outpatient services. The program provides psychological evaluations, mobile therapy, behavioral specialist consultations, therapeutic support and case management in school, community and home environments. All Wraparound services are approved by Philadelphia's Community Behavioral Health. *The Wraparound program provided services for 234 youth during the past year.*

Intercultural's School Therapeutic Services (STS) continued serving the Heston, Harranty and Vare Philadelphia School District Schools during the past year. These services are provided in school and target youth at risk of out of school placement, truancy, dropping out, and poor school adjustment. *The School Therapeutic Services program served 196 youth during FY 2013, a 13% increase over the previous year.*



## Functional Family Therapy (FFT)

The FFT program is a well-documented family-based prevention and intervention model for providing treatment to youth between the ages of 10 and 18 and are exhibiting excessive disruptive and delinquent behaviors. The model's core philosophy is based on the belief that children are best served within the context of their own families and natural support systems. To this end, FFT attempts to uncover and develop the unique strengths of the family in a way that promotes the family's self-respect and provides specific ways for improvement. Services occur in the family's home or community at times that are convenient for the family. Over time, FFT can lead to greater self-sufficiency, fewer treatment needs, and substantially lower costs. **Currently, Intercultural is one of only 3 licensed FFT providers in the City of Philadelphia.**

*For FY 2013, the FFT program served 276 families – with 180 new families admitted into the program and 101 families discharged out.*

\*Partial financial support provided by **The Pew Charitable Trusts** and the **First Hospital Foundation**.



## Family Based Mental Health (FBMH)

Intercultural's Family Based Mental Health Services is an intensive, evidenced-based, home-based, and team-delivered family intervention for youth ages 15-21 who have serious emotional disturbances and reside with family or caregivers within the community. As part of this program, Intercultural operates the only Youth Empowerment Trauma Resiliency (YETR) Teams in the city that assist families dealing with the effects of a child and/or caregiver's emotional disturbance. This past year, Intercultural fielded a total number of four teams, assisting our ability to reach a greater number of youth during the 2012-2013 year.

*For FY 2013, the program provided services for 88 families, representing 213 individuals, which was over a 150% increase over the previous year.*



## Asian Recovery Collaborative

The Asian Recovery Collaborative (ARC) is a coalition headed by Intercultural that seeks to intervene and inform on mental health and substance use interventions to Asian populations that typically, do not participate in traditionally situated services. The Coalition involves several, well-respected, organizations including the Cambodian Association of Greater Philadelphia, Kuan-Yin Buddhist Association of Philadelphia, United Cambodian American Youth Association, Medical Office of Dr. Troung H. Nguyen and the Vietnamese Hung Vuong Association. The goal was to outreach to 2500 new participants. The strength of the coalition is the diversity and cultural sensitivity focusing on the needs of participants through traditional treatment, faith based, holistic approaches and the provision of auxiliary services as an engagement resource.

*The program surpassed its outreach goals and reached 2624 individuals.*

### Project AWAREE\* Program (\*Asian Wellness & Access to Recovery through Effective Engagement)

Project AWAREE, in partnership with the Asian Recovery Collaborative (ARC), is designed to implement effective engagement strategies with Asian participants and their families in need of intervention for addiction and multi-occurring disorders. The project provides a culture-specific, integrated model of intervention designed to address cultural and linguistic barriers associated with substance use/abuse, gambling and the accompanying disorders.

*Taking into consideration the cultural nuances associated with stigma, social meaning and strong historical beliefs, for FY 2013, Project AWAREE screened 250 individuals and admitted 129 participants into the program. They also provided mental health treatment to 52 Asian participants.*

### Addiction and Recovery Based Services

Intercultural is licensed to provide drug and alcohol treatment services at IBHC- South, located at 2317 South 23rd Street.

Intercultural's addiction and recovery based services incorporates evidence based treatment such as adolescent reinforcement approach and integrated model of addiction treatments.

Intercultural's development of program services to address processed addictions among Asian population was initiated based upon an analysis of organizational utilization, community surveys and best practice trends.



## ● 2012-2013 Funders and Supporters

### Government Agencies

- City of Philadelphia
  - » Department of Behavioral Health Services/Intellectual DisAbility Services
  - » Department of Public Health
    - Division of Maternal, Child, and Family Health
  - » Department of Human Services
    - Division of Children and Youth
    - Division of Community-Based Prevention Services
  - » Office of Housing and Community Development
  - » Philadelphia Activities Fund
  - » Philadelphia Health Management Corporation
- PA Department of Public Welfare
  - » Office of Mental Health and Substance Abuse Services
- Pennsylvania Housing Finance Agency
- US Department of Housing and Urban Development

### Collaborative Partners

- Cambodian Association of Greater Philadelphia
- Greater Philadelphia Health Action
- Keystone Mercy Health Plan
- Kuan-Yin Buddhist Association of Philadelphia
- Medical Office of Dr. Troung H. Nguyen
- United Cambodian American Youth Association
- Vietnamese Hung Vuong Association

### Third Party Payers

- Community Behavioral Health
- Magellan Health Services

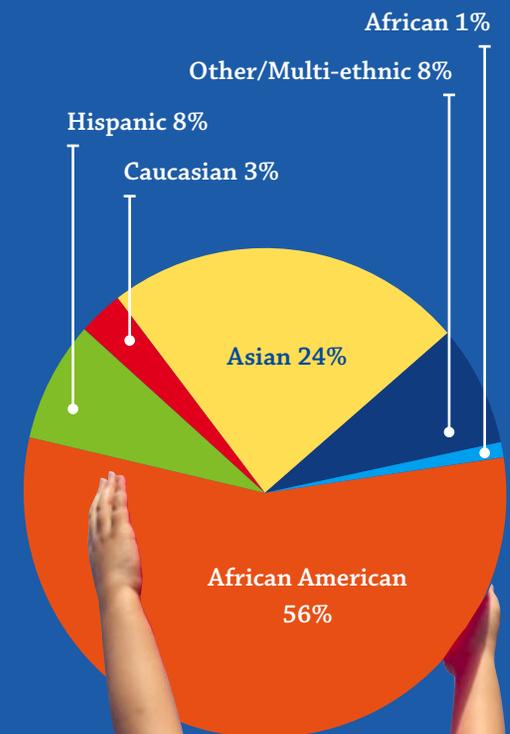
### Private and Corporate Foundations

- First Hospital Foundation
- M&T Bank Charitable Foundation
- Philadelphia Youth Network
- The Pew Charitable Trusts
- United Way of Greater Philadelphia and Southern New Jersey

### Memberships

- Greater Philadelphia Cultural Alliance
- National Association of Housing Counselors and Agencies, Inc. (NAHCA)
- NeighborWorks
- The Philadelphia Alliance

## Client Demographics



## ● Financial Summary (Fiscal Year End June 30, 2013)



### ASSETS

#### Current Assets

Cash	252,232
Grants receivable	600,009
Prepaid expenses	15,927
Accounts receivable net	508,187

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<b>Total current assets</b>	<b>\$ 1,376,355</b>
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<b>Net Property and Equipment</b>	<b>\$ 2,563,105</b>
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<b>Other Assets</b>	<b>\$ 0</b>
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<b>TOTAL ASSETS</b>	<b>\$ 3,939,460</b>
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### LIABILITY AND NET ASSETS

#### Current Liabilities

Current portion of long-term debt	128,072
Line of Credit	0
Accounts payable and accrued expenses	221,071
Accrued payroll and taxes	569,227

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<b>Total current liabilities</b>	<b>\$ 918,370</b>
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<b>Long-Term Debt, less current portion</b>	<b>\$ 1,525,905</b>
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<b>TOTAL LIABILITIES</b>	<b>\$ 2,444,275</b>
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#### Net Assets

Unrestricted	1,321,685
Temporarily restricted	173,500

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<b>TOTAL NET ASSETS</b>	<b>\$ 1,495,185</b>
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<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 3,939,460</b>
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## SUPPORT AND REVENUE

Grants	\$ 3,005,852
Behavioral Health Services	5,122,983
Contributions	72,101
Interest income	3
Realized and Unrealized gain/(loss) on investments	0
Miscellaneous income	14,570
<b>Total support and revenue</b>	<b>\$ 8,215,509</b>

## OPERATING EXPENSES

Salaries and wages	4,242,926
Payroll taxes and benefits	1,195,846
Supplies, contractual, depreciation and others	2,544,391
<b>Total operating expenses</b>	<b>\$ 7,983,163</b>
<b>Change in Net Assets</b>	<b>\$ 232,346</b>
<b>Net Assets, beginning of year</b>	<b>\$ 1,262,839</b>

## NET ASSETS AT THE END OF YEAR

**\$ 1,495,185**

A complete set of the FYE June 30, 2013 Financial Statements audited by Ruotolo, Spewak, & Co. can be obtained at the offices of Intercultural Family Services, Inc.



## Seven Core Values

1. **Effective Communication:** We exchange diverse information and ideas in a manner that enables understanding and healthier relationships.
2. **Commitment:** We are consistent, accountable, and passionate in the provision of service to those we serve and in our interaction with our colleagues.
3. **Quality of Services:** We provide culturally and linguistically competent services of the highest quality that meet the needs of those we serve.
4. **Trust:** We demonstrate our integrity and gain the confidence of those we serve as the cornerstone of our practice.
5. **Respect:** We value individuals and the diversity of their beliefs, customs, and traditions.
6. **Professional (Knowledge):** We are responsible, ethical and accountable to each other and to the community we serve.
7. **Empowerment:** We provide individuals and families with the resources and tools necessary to attain self-sufficiency.



## Intercultural Family Services, Inc.

### Diversity in Action®

4225 Chestnut Street | Philadelphia, PA 191 04

TEL: 215.386.1298 / 24 Hours | FAX: 215.386.9348

### Intercultural Behavioral Health Center – West

4254-56 Chestnut Street | Philadelphia, PA 19104

TEL: 215.386.8490 | FAX: 215.386.8494

### Intercultural Behavioral Health Center – South

2317 South 23rd Street | Philadelphia, PA 19145

TEL: 215.468.4673 | FAX: 215-468.4663



CREDIBILITY • INTEGRITY • ACHIEVEMENT

## Board of Directors

- Lawrence F. Bell, MBA - Chairman
- Maria Pajil Battle - Vice Chair
- Miriam H. Evans - Secretary/Asst. Treasurer
- Robert P. Hughes, CPA - Treasurer/ Asst. Secretary
- Evelyn Marcha-Hidalgo, MS - CEO/Executive Director
- Bonnie Bowser
- David R. Burns, MD
- Russell J. Cardamone Jr., Ph.D.
- Beverly Richards, Ph.D
- Karen J. Vaughn, Esq.