

2013
2014

ANNUAL REPORT



Intercultural Family Services, Inc.

Diversity in Action®



● Message from the CEO/ Executive Director

As I look back to review the year, I find myself smiling and exhaling simultaneously, reminded of many meaningful occasions for true emotions while being privy to the many lives we serve. There are days that do not go easy. In that particular moment when crisis needs to be averted, a problem needs to be solved, or even when a simple gesture of assistance ends up a long road, you hold your breath until all is finally good and well. These events define why we do what we do, and we are proud to be of service.

Our Featured Story this annual report is about our COA success. But don't miss the real story, it is truly about the **INTERCULTURAL PEOPLE**, and their dedication to service.

There are two important accomplishment I would like to highlight:

1. The Council on Accreditation (COA) is an international, independent, nonprofit, human service accrediting organization. Its mission is to partner with human service organizations worldwide to improve service delivery outcomes by developing, applying, and promoting accreditation standards. It seeks to drive excellence in the delivery of human services globally, resulting in the well-being of individuals, families, and communities. We take part in this voluntary and stringent accreditation process because we are committed to bringing the best quality of care to those we serve.
2. Pew Fund renewed our FFT-AD grant for another three years. The Functional Family Therapy Drug and Alcohol program is a well established treatment for adolescent substance abuse with known positive effects.

Of course, we have many accomplishments for the year and I invite you to read the full annual report to learn program specific accomplishments in more details.

Finally, I would like to ask for your continued support for our Music and Mentorship program. In whatever way you are able, we can use your influence, donation and talent to ensure that this important program continues.

Sincerely,

Evelyn Marcha Hidalgo, MS | CEO/Executive Director

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● Message from the Chair

Last year, in my annual report message, I shared with you our strategic commitment to INVEST in INNOVATION and STAFF Development. This is meant to ensure we stay relevant, efficient and progressive to meet the future demands. The four year strategic plan we put together in 2013, is now supported by a roadmap of actionable efforts. We have made progress in our implementation of solid practices and staff development. In addition, this year, we have embarked on an enterprise EHR (Electronic Health Record) implementation that will make a significant difference in information workflow including automated schedule, billing, client record, clinical documentation, and user management and reporting.

This EHR brings in significant change to how we support our service. It's been a busy time of planning, implementing software, learning, training and documenting policies and procedures. It's a year of preparation. We will have the system generally available July 2015, the new fiscal year. Watching our progress as we seed our growth through investment is truly satisfying. I expect to continue to share with you many more of the wonderful efforts throughout the years.

Finally, I do want to echo Ms. Hidalgo's call to action. Our Music and Mentorship Program has help the lives of many young talent throughout the years. There are many of these participants who would not have other resources or ability to harness their gifts or interest. Your support is needed.

All the best,

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 2014, the Housing Counseling Program served over 200 individuals and providing over 700 units of service 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.

Funding for the Housing Counseling Program was provided by the Pennsylvania Housing Finance Agency (PHFA), the US Department of Housing and Urban Development (HUD), and the City of Philadelphia Office of Housing and Community Development (OHCD). The program also 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, Family Stabilization Services and Housing), as well as outside agencies such as the Department of Human Services.

Clothing Boutique

Intercultural's Clothing Boutique provided clothing to **nearly 100 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 of Philadelphia'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 nearly 1,300 individuals (including the youth and family members). Over 200 cases were both opened and discharged, respectively.

Family Empowerment Services (FES)

Intercultural continued as a provider of Family Empowerment Services (FES) through a contract with the City of Philadelphia's Department of Human Services (DHS). 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 137 individuals (including the youth and family members); opened almost 155 cases and discharged nearly 175.



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.

The M&M Program enrolled a total of 106 students aged 6-18 during the program's Fall and Spring semesters.

Partial funding for the M&M Program was provided by the *Philadelphia Activities Fund, Inc.* and public donations.

Healthy Start

The Healthy Start Program 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 **195 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.

Funding for the Healthy Start Program was provided by the *City of Philadelphia – Department of Public Health – Division of Maternal, Child and Family Health.*

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.

The program was able to expand this fiscal year and added additional classes targeted to Spanish and Cambodian speaking parents.

For FY 2014, the Enhancing Parenting Skills Program delivered services to 280 parents.

Funding for the Enhancing Parenting Skills Program was funded by the *Department of Human Services through Public Health Management Corporation (PHMC)*



Intercultural Is Proud Of COA's Seal Of Approval



CREDIBILITY • INTEGRITY • ACHIEVEMENT

Council on Accreditation

In May 2014, Intercultural completed its third cycle of approval from the Council on Accreditation. It's a rigorous process, one that needs to be renewed every four years. For the last twelve years, Intercultural has conscientiously aimed to achieve this voluntary accreditation recognized as industry best practice. We've been approved for three consecutive cycles. Each approval is a step in our continuous commitment to quality of care.

Quality of Care

"Aiming for quality of care in the services and outreach we provide case by case, day by day, by every staff to every client is key to our core values.", according to Mrs. Hidalgo, CEO of Intercultural. This means that we must continue to tirelessly and energetically aim for excellence. It means that we cannot simply rely on our own view of how well we do. COA is an independent organization that evaluates our quality of care. This outside barometer based on industry's best practices help us to aim objectively higher, better and in all cases, towards improvement of outcomes to those we serve.

At Intercultural, we believe in making a difference. Our passion for caring and helping is exemplified by the outpouring of goodwill and extra mile provided by our staff to help resolve the challenges and issues faced by the individuals, families and communities we work with. We are mission based, and quality means that making a difference in these lives is the ultimate measure of our success.

Yes, we consistently pass all audits and requirements from the local, state and federal partners as well as from private funders. We could stop there, but we don't. COA allows us to live our mantra to always value quality of care. It keeps us fresh with excitement to reach just beyond for the next set of improvements, efficiencies, development and measures we can implement to do even better.

Passing the Accreditation

We purposely prepare and plan for these outcomes. During our last strategic retreat, Intercultural board and leadership including all program managers openly discussed our strengths, weaknesses, opportunities and threats. We renewed our commitment as a team to innovate and grow. We reviewed expectations and assess our COA status. We engaged and prepared for COA site visit. We pulled together all our experiences, and completed all documentations. Takahide Tanaka, Program Manager of Quality Assurance led our readiness reviews. We submitted all our work to COA online by April, 2014. In May, when the COA independent evaluators came for a two day site visit, they interviewed our staff randomly and thoroughly. When the site visit concluded, we had the general expectation that we will know in 30 to 60 days if we pass. COA formally communicated that we passed two days after the site visit!

Celebration of the **PEOPLE BEHIND THE SCENES**



Takahide Tanaka



David Seng



Mary Campbell



Jeannel Tillman



Monique McCatty

In truth, the biggest reward from this accomplishment is the **AFFIRMATION** of the people at Intercultural. They don't just come to work to do a job, they truly care and value what they do. They combine their skills, passion, love of learning and commitment to the clients then turn it to actionable goals and take responsibilities. This was evident during the Leadership retreat, when as a team the board, management and program managers all rolled up their sleeves to work together. If you, per chance speak to any of the staff, you will understand. For instance, **Takahide Tanaka** started as an intern and now heads the Quality Department, his measure

of success is not simply in methods or numbers, he knows that successful outcomes for the individual, family and community is the real measure. **David Seng**, was helped by Intercultural during his teenage years, he now works for Intercultural tirelessly working to assist the Asian community in a culturally sensitive approach. **Mary Campbell**, catch her in the hallway, and you will understand how passionate she is about the housing needs of those underserved in Philadelphia. She champions their needs. **Jeannel Tillman** believes that the standard of care for family empowerment is more than the family and school visits, it also involves

truly listening and understanding family goals and helping them achieve it. **Monique McCatty**, supports the many concurrently critical programs with her calm competence while orchestrating what's needed daily. She cares, contributes significantly and prefers no spotlight.

There are many others, unsung heroes, they do what they do not for the acknowledgement but to improve lives. For this year's annual report, our **FEATURED STORY** is all about **CELEBRATING the PEOPLE at INTERCULTURAL**. Take the time to thank them or each other for the difference you make!

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 1,070 outpatient clients were served at IBHC West and IBHC South during FY 2014.

Magellan Health Services and Community Behavioral Health approve and fund services provided in the outpatient clinics.

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). All Wraparound and STS services are approved and funded by Magellan Health Services and Community Behavioral Health.

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.

The Wraparound program provided services for 256 youth during the past year.



Intercultural's School Therapeutic Services (STS) continued serving the Heston, Harrity 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 147 youth during FY 2014.

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.**

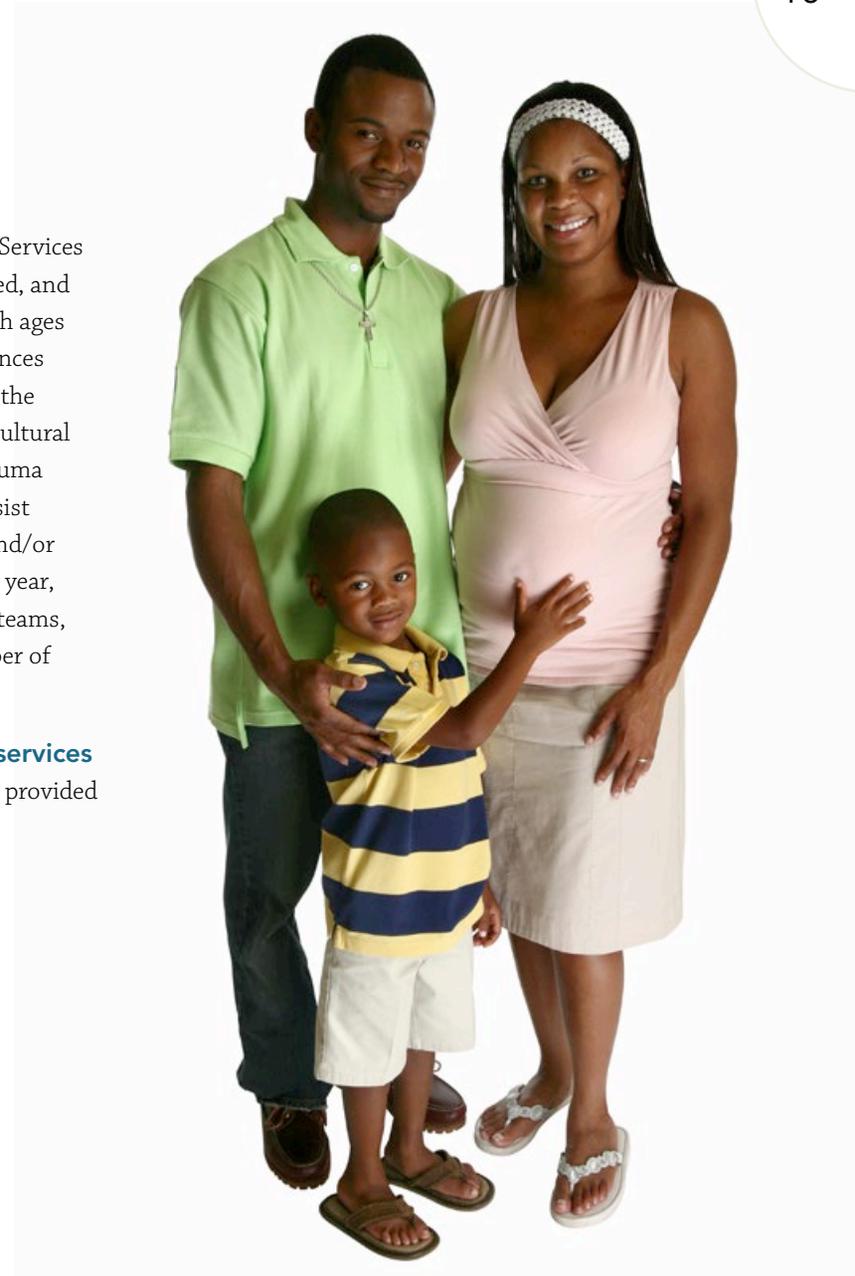
For FY 2014, the FFT program served 184 families – with over 80 new families both admitted and successfully discharges out the program respectively.

Support and funding provided by Community Behavioral Health, with partial financial support provided by *The Pew Charitable Trusts*.

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 2013-2014 year.

For FY 2014, the program provided services for 72 families with support and funding provided by *Community Behavioral Health*.



Project AWAREE* Program

(*Asian Wellness & Access to Recovery through Effective Engagement)

Project AWAREE 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. The program takes into consideration the cultural nuances associated with stigma, social meaning and strong historical beliefs of the participants.

For FY 2014, Project AWAREE screened and provided mental health treatment to willing participants. They admitted 129 participants into the program.

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.

Intercultural receives a contract from the *Commonwealth of Pennsylvania Department of Drugs and Alcohol Programs* to provide Outpatient Gambling Counseling Services effective June 1, 2014.



● 2013-2014 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
 - » Office of Housing and Community Development
 - » Philadelphia Activities Fund
- PA Department of Drugs and Alcohol Programs
- PA Department of Public Welfare
 - » Office of Mental Health and Substance Abuse Services
- PA Housing Finance Agency
- US Department of Housing and Urban Development

Third Party Payers

- Community Behavioral Health
- Magellan Health Services

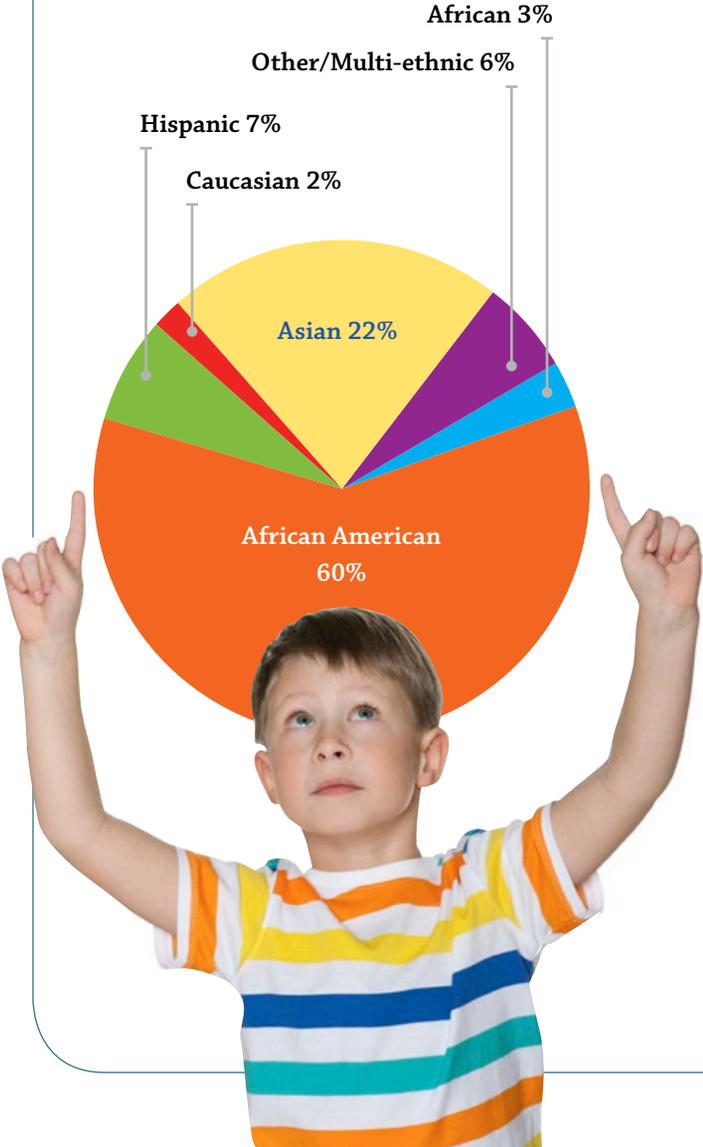
Private and Corporate Foundations

- First Hospital Foundation
- M&T Bank Charitable Foundation
- Philadelphia Activities Fund, Inc.
- Keystone Mercy Health Plan
- The Pew Charitable Trusts
- Public Health Management Corporation
- 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, 2014)



ASSETS

Current Assets

Cash	42,972
Grants receivable	591,947
Prepaid expenses	17,455
Accounts receivable net	526,178

Total current assets	\$ 1,078,552
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Net Property and Equipment	\$ 2,493,157
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Other Assets	\$ 0
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TOTAL ASSETS	\$ 3,571,709
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LIABILITY AND NET ASSETS

Current Liabilities

Current portion of long-term debt	128,767
Line of Credit	250,000
Accounts payable and accrued expenses	205,132
Accrued payroll and taxes	334,032
Contract Advances	1,200

Total current liabilities	\$ 919,161
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Long-Term Debt, less current portion	\$ 1,395,756
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TOTAL LIABILITIES	\$ 2,314,917
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Net Assets

Unrestricted	1,146,792
Temporarily restricted	110,000

TOTAL NET ASSETS	\$ 1,256,792
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TOTAL LIABILITIES AND NET ASSETS	\$ 3,571,709
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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.

SUPPORT AND REVENUE

Grants	\$ 2,334,407
Behavioral Health Services	4,955,591
Contributions	25,098
Interest income	165
Realized and Unrealized gain/(loss) on investments	0
Miscellaneous income	5,070
Total support and revenue	\$ 7,320,331

OPERATING EXPENSES

Salaries and wages	4,210,562
Payroll taxes and benefits	969,284
Supplies, contractual, depreciation and others	2,378,878
Total operating expenses	\$ 7,558,724
Change in Net Assets	\$ (238,393)
Net Assets, beginning of year	\$ 1,495,185

**NET ASSETS AT THE
END OF YEAR** **\$ 1,256,792**

A complete set of the FYE June 30, 2014 Financial Statements audited by Ruotolo, Spewak, & Co. can be obtained at the offices of Intercultural Family Services, Inc.





Intercultural Family Services, Inc.

Diversity in Action®

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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.