

2009-2010
Annual Report



Intercultural Family Services, Inc.

Diversity in Action®

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Message from the CEO / Executive Director

For FY 2010, Intercultural responded to continued economic challenges by adapting to change, and efficiently delivering culturally competent programming to strengthen families and meet the needs of the community. Through the hard work of a committed staff, the agency responded to shifting priorities in public funding by proposing new service delivery models which resulted in several new program opportunities.

Within the housing services department and working with the City's Office of Supportive Housing, Intercultural became a provider of Homelessness Prevention Services, targeting those families impacted by the current housing crisis. At the same time, the agency expanded its efforts in foreclosure prevention by keeping more families in their homes through affordable financing options.

Intercultural's attention to the health and well-being of families continued through a new contract with the Department of Human Services for the provision of Family Stabilization Services, focused on preventing child placements and keeping families together.

Additional services in behavioral health targeted at-risk youth in an effort address conflict and relationship management within troubled families. Through funding from Community Behavioral Health, Intercultural became a provider of School Therapeutic Services at Heston, Harritty and Vare Schools for onsite youth intervention programming. The agency also began the provision of Family Based Mental Health Services—a home-based, team delivered, family intervention for youth ages 15-21, who have serious emotional disturbance. In addition, Intercultural's Functional Family Therapy program was awarded a three-year grant from The Pew Charitable Trusts for a pilot program at Vare Middle School.

Lastly, and as a true symbol of excellence in service provision, Intercultural received re-accreditation and a satisfactory review from the Council on Accreditation, resulting in the renewal for another four years of its status as a COA accredited agency.

As we complete another year, I am confident that the resiliency and resourcefulness of the agency will continue to empower all of us to meet whatever challenges might lie ahead. I thank our Board, staff and community for their contribution to this effort, and look forward to serving with you in the months ahead.

Evelyn Marcha-Hidalgo, MS



Message from the Chair

It is with great willingness and pride that I have stepped into the role of Board Chair at Intercultural Family Services, having been a member of the board since 1999. I thank Henry Fader for his 10 years of service in this role, and hope I will be able to continue providing the level of guidance and support he so adeptly offered during the past decade.

While many of the recent challenges to those in the nonprofit world will continue during the coming months, I am confident that Intercultural's past resolve will provide the confidence and capacity to continue moving forward. The organization's recent renewal of its Council on Accreditation (COA) certification exemplifies its ongoing commitment to quality improvement and to a high level of service delivery. Likewise, Intercultural's ability to establish new funding relationships amidst an environment of continued cutbacks has fueled new program development, and kept other existing services afloat.

Intercultural's South Philadelphia satellite office has grown to capacity, housing much of the newly developed behavioral health programming for at-risk youth and families which is profiled in the pages which follow. The recent inclusion of funding from The Pew Charitable Trusts to support a segment of this programming has helped expand services, and also helped leverage other funding streams to support these efforts.

Other private funding efforts and ongoing community outreach have boosted the Music & Mentorship Program, now in its 13th year, as well as the Housing Counseling Program—which has established multiple funding partnerships with local financial institutions. Amidst continued cutbacks from government entities, these private efforts have been crucial.

As I look to the year ahead, I am confident that Intercultural's steadfast commitment to its mission, its outstanding staff, and loyal Board of Directors will help the organization continue to strengthen individuals and families throughout our community. I am proud to be a part of this effort, and look forward to serving in this capacity.

Lawrence F. Bell, MBA



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.

Housing Counseling Program

Making Housing Affordable | Keeping Families in Their Homes



The goal of Intercultural's Housing Counseling Program is to encourage and assist participants to become 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. More recently the housing counseling staff has increased its provision of *foreclosure prevention counseling* in response to the difficult economy and growing housing burden on Philadelphia's low-income families. Over 75% of Intercultural's housing client cases for FY 2010 involved foreclosure intervention activities. **During FY 2010, the Housing Counseling Program provided 1,208 units of service to 386 families.**

New to housing services at Intercultural during the past year was the provision of emergency housing assistance through the City's **Homelessness Prevention and Rapid Re-Housing Program (HPRP)**, administered through the Office of Supportive Housing. Through this program, Intercultural assists individuals and families in rental housing and those residing in emergency and transitional housing facilities with payments for rental arrearages, security deposits and moving/storage costs. **During FY 2010, Intercultural served over 200 individuals through the HPRP program.**

Also of note during the past year, Intercultural expanded its partnership with local lenders for the First Time Homebuyer workshops , working with three (3) additional institutions. Currently, the agency partners with TD Bank and Citizens Bank, in addition to three new partners: M&T Bank, Beneficial Bank, and Sovereign Bank. Intercultural also sought additional financial support to expand its activities and received a grant from the M&T Bank Foundation to provide partial support for its First Time Homebuyer services.



M&T Bank check presentation (from left): M&T Bank representative Naima Oyo, Housing Counselor Mary Campbell, CEO/Executive Director Evelyn Hidalgo, Deputy Executive Director Myra Brown, Housing Data Coordinator Rosie Ferris and Housing Counselor Anne Marie Weisglass.

Client Stories – HPRP and Housing Counseling



Gwen Smith

HPRP – A Housing “Life-line” for Struggling Families

With a steady job as a unit secretary in a hospital emergency room, and a roommate to help pay the rent, Gwen Smith did not think she would have to worry about meeting her monthly rent payments. However, when her roommate moved out, the 3 bedroom unit she lived in with her 15-year old daughter became too much for her to handle, and she fell behind in her rent. Gwen soon faced eviction, and had to seek help. She was referred to HPRP at Intercultural, and was assigned a housing case manager who determined her eligibility for rental assistance. Gwen’s application was processed quickly, and she received the support she needed to stay in her home.

For now, Gwen is managing, and working hard to make ends meet. One day, she would like to own her own home, and has enrolled in one of Intercultural’s First Time Homebuyer Workshops to learn how she can improve her financial situation for a future home purchase. Commenting on the assistance she received, Gwen remains grateful. “It was a blessing, and kept me from being evicted.” To others she offers this advice: “Don’t get discouraged. There are things you can do for yourself, and organizations (like Intercultural) to help you.”

Keeping Families in their Homes – Foreclosure Prevention Services

Anna and Nicholas Fiocca own a home in South Philadelphia and had always been able to afford their mortgage payments. Anna’s job of 30 years, added to Nicholas’ monthly social security covered most of the couple’s expenses. When Anna was laid off, the Fiocca’s financial situation changed abruptly, and they were soon unable to pay their mortgage. Anna was unable to find other work despite her daily efforts, and the small pension she received from her former employer was not enough to cover the couple’s monthly housing expenses.

When they came to Intercultural for assistance, the Fiocca’s met with housing counselor Mary Campbell, who guided them through the foreclosure prevention and loan modification process. Ms. Campbell helped them complete a Making Homes Affordable package, which they then submitted to the mortgage company for approval. The Fiocca’s were approved for a loan modification which reduced their monthly mortgage payments from \$1111 to \$686 per month, and substantially lowered their interest rate.

With their payments more affordable, the Fiocca’s can afford to stay in their home.



Nicholas Fiocca, Housing counselor Mary Campbell and Anna Fiocca

Behavioral Health Services

Intercultural provides an array of outpatient mental health services focused on helping individuals and families achieve social and emotional stability, and become productive members of their communities. More recently these services have expanded to include the treatment of adolescents at risk for delinquent/disruptive behaviors, and their families.

This past year the agency operated **Outpatient Clinics** in West and South Philadelphia, **Behavioral Health Rehabilitative Services (BHRS)** for children and youth, **Functional Family Therapy**, **Family Based Mental Health Services** and the **Asian Wellness Program**.

Outpatient Clinics

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

The agency's two licensed behavioral health clinics provide therapeutic services to individuals and families to treat anger, depression and other mental health issues which 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.

New to IBHC West during the past year was the inclusion of continuous gender-specific group therapies. These groups were offered once a month and designed to focus on issues surrounding everyday life events. In total, 238 individuals participated in group therapy during the past year.

Overall, 1367 clients were serviced at both IBHC West and IBHC South during 2009-2010.

Behavioral Health Rehabilitative Services (BHRS)

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.

In August 2009, Intercultural's BHRS was awarded the contract to provide School Therapeutic Services (STS) to the Heston, Harrity and Vare Philadelphia School District Schools. These services are provided in school and target youth at risk of out of school placement, truancy, dropping out and poor school adjustment. Intercultural received positive feedback from both the school staffs as well as the program's funder, Community Behavioral Health, and was asked to continue service delivery for another year.

During 2009-2010, Intercultural's BHRS served a total of 173 children and youth.





Family Based Mental Health (FBMH)

FBMH is an intensive, evidenced and home-based, team delivered, family intervention for youth ages 15-21, who have serious emotional disturbance 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 which assist families dealing with the effects of a child's and/or caregiver's emotional disturbance. *During the past year, Intercultural has been effective in successfully discharging 74% of all referrals to Family Base services.*

For FY 2009-2010, the program provided services for 30 families.

Asian Wellness Coalition

Through a partnership with the Cambodian Association of Greater Philadelphia and the Vietnamese Hung Vuong Association, Intercultural Family Services coordinates mental health outreach and education services for the Asian community. With partial funding from the Department of Behavioral Health, the Coalition provides culturally competent referrals for counseling and supportive services relating to mental health needs.

During 2009-2010, the Coalition reached over 2200 individuals through the distribution of mental health education materials, workshops, and free clinics.

Functional Family Therapy (FFT)

FFT is a well documented family-based prevention and intervention model for providing treatment to youth who are 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 to improve. Services occur in the family's home or community and at times that are convenient for the family. In the long run, FFT can lead to greater self-sufficiency, fewer treatment needs and substantially lower costs. *Intercultural is 1 of 3 providers of FFT within the Philadelphia region and has received national recognition for above average (78%) retention rates with the most difficult FFT population in the country.*

In April 2010, Intercultural's FFT Program was awarded a three year grant support funded by The Pew Charitable Trusts for training and development of FFT staff teams focusing on the provision of services to Vare Middle School students.

For FY 2009-2010, the FFT program handled 207 intakes and successfully discharged 134 youth and their families.

Youth Programming

Music & Mentorship

Music & Mentorship (M&M) provides unique opportunities for community youth of diverse cultural groups to explore and develop their musical creativity, self-expression, and self-esteem through musical appreciation and instruction. Meeting each Saturday morning during the school year, the program teams musician mentors with students of violin, piano, guitar, vocal arts, and African drumming for both beginner and intermediate instruction as well as musical composition classes for advanced students.

Key to the success of the M&M program has been the contributions of local artists throughout the Philadelphia area. Last year the program expanded its reach in this area beyond the weekly instrumental instructors to include several professionals in the local recording industry. With support from the *American Composers Forum*, instructor and local artist Ben Arnold began the **"Inspiring Composers Project"** in the spring semester. This initiative gave students the experience of being professional musicians, allowing them to compose and arrange their original compositions with the help of local recording engineer Garnett Hayes. Students spent a day at Turtle Studios with recording engineers,



professional musicians and world renowned producer Barrie Maguire. During a weekend retreat, they attended a songwriting workshop at the *Farmhouse*, an artist retreat center located in Kennett Square. The project culminated with a showcase event at World Café Live featuring students performing songs from their CD alongside guest artists.

Parents of M&M students continued to be an integral part of the success of the program during the past year. Working together, the *Parents' Association* helped make M&M's second annual *Green Day Festival*, held on May 8th, a success. The event featured student performances on homemade instruments, a cookout, craft vendors and community resource information tables from environmental groups such as Recycle Bank. In addition to the contribution of parents, the program continues to recruit 10-15 volunteers from the

University of Pennsylvania each year to assist with weekly classes.

Adding to the scope of M&M's work last year was the impact on local organizations with whom the program partnered. The collaboration of M&M and *Sherman Community Arts* has resulted in performances at the *Green Line Café at 43rd & Baltimore* for M&M's composition students. M&M has also partnered with the *Musicopia* orchestra and the *Philadelphia Youth Orchestra* to facilitate a feeder program to these groups from M&M's intermediate violin classes. In June, M&M's violin students and African drumming students performed with each of these groups at the Church of the Holy Trinity at Rittenhouse Square.

For 2009-2010, M&M provided instruction for 150 students.

Summer Performing Arts Day Camp

The Intercultural Summer Performing Arts Day Camp, incorporating both a strong academic and arts component, has been an integral part of the organization's overall initiative to serve low-income children and youth from the West, South and Southwest Philadelphia communities. During the six-week camp, operating from early July through mid-August, **37 children** between the ages of 5 and 11 took part in academic and performing arts programming designed to expand their knowledge and increase their understanding of cultural diversity.

The 2010 camp theme was **"I Help, You Help, Yes We Can,"** focusing on relief efforts in the wake of the recent natural disasters in Asia and Haiti. In addition, the camp initiated a relationship with the Rotunda at the University of Pennsylvania where campers could participate in spoken word, history and graphic arts presentations. Other activities outside the classroom included a tour of City Hall and the US Mint.

WorkReady – Summer Youth Employment and Career Counseling Program

Intercultural's summer WorkReady Program helps equip local students ages 16-21 with job readiness skills and post secondary education guidance through worksite placements and weekly professional development classes. The 2010 program took place from July 6th through August 13th and employed **26 youth** among 13 employers with opportunities ranging among graphic arts, real estate, technology support, child care, medical care, event planning, human resources management, and business administration. The program exceeded goals regarding the number of students and the number of worksites recruited. In total, each student worked 120 hours during the six week period.

Highlighting the summer was the nomination of participant Kamilla Philson by her College Monitors from among 25 other students to be eligible to win the prestigious Michael J. Walker Award. Intercultural also had 4 outstanding students who attended the Philadelphia Youth Network Closing Ceremonies at the Pennsylvania Convention Center.

Supplemental Education Services

Through a contract with the Pennsylvania Department of Education, Intercultural provided an individualized, results-oriented tutoring program focusing on literacy and math skill development for middle school students in grades 6-8 from schools in need of improvement within the Philadelphia School District. Intercultural ended the 2009-2010 year with 12 students, ages 8-14, enrolled in the after school tutoring program.

All of the students demonstrated improvement by at least 1 academic year (with less than 6 months of tutoring) in math, word recognition, oral reading, silent reading and spelling. Four students demonstrated academic gains of at least 1 letter-grade in math and literacy as evidenced by their school report card. One parent of the program, whose daughter had struggled in school, returned to the agency with her daughter's final report card for the school year showing all A's in her core subjects. Her daughter had gained more than 2 years in Reading (now reading above level) and achieved "Proficient" status on the PSSAs.

Additionally, it was determined through the SES intervention that one of the participants had a learning disability. Intercultural was able to assist this child's parent through the evaluation process while helping the student make critical connections to content that was presented in school.



Health Education & Outreach

Healthy Start

The Healthy Start 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 Healthy Start teams in both South and Southwest Philadelphia delivered services to **103 women**, providing them with health information and support. Outreach efforts to increase enrollment have continued to grow, and have included the canvassing of high-risk neighborhoods, networking with local hospitals and clinics and participating in consortium activities. Staff attended the Keystone Baby Shower and Moms To Be Workshops, as well as the Asian Health Fair to build awareness of the program.

Preventing HIV/AIDS through Community Education (PHACE)

Intercultural's PHACE program provides HIV/AIDS counseling, testing and referral, (including partner counseling), as well as education and awareness building in a variety of formats including health fairs, workshops, group intervention sessions, individual interventions and school visits throughout West, South and Southwest Philadelphia. In 2009-2010, PHACE programming continued to provide HIV/AIDS prevention education via presentations, group interventions, and HIV counseling and testing. During the last fiscal year, PHACE focused primarily on prevention activities among adolescent youth. For the year, the **PHACE program served 1,280 individuals through Individual-Level Interventions, Health Communication and Public Information Group-Level Interventions, and HIV Testing; 313 of the 1,280 individuals received counseling and testing.**

Among the groups PHACE staff targeted for public awareness building and presentations were: Wilson Park Boys and Girls Club; Philadelphia Housing Authority—Wilson Park Unit; Fatherhood's Initiative Program; Universal Companies Education Division; People's Emergency Center; Lombard Central Soup Kitchen; and Robinson Community Builders. A new partnership was also forged with the Philadelphia AIDS Fund, which became a funder of the PHACE program through proceeds from the annual AIDS Walk.

Strengthening Families

Family Stabilization Services

Intercultural became a provider of Family Stabilization Services (FSS) in July 2009 through a new contract with the City's Department of Human Services (DHS). FSS provides court involved families mandated by DHS with services that promote children's safety, health, academic success, parenting skills and life skills, and access to resources. The agency had been a long term provider of Services to Children in their Own Homes (SCOH), which was discontinued that same year. Intercultural's FSS program posted the highest client volumes of any FSS provider due to the need within its region as well as cultural competency and language abilities of the staff which resulted in increased referrals. More than half of the cases discharged had their service goals completed.

For 2009-2010 the FSS program processed 470 referrals, opened 229 cases and discharged 318.

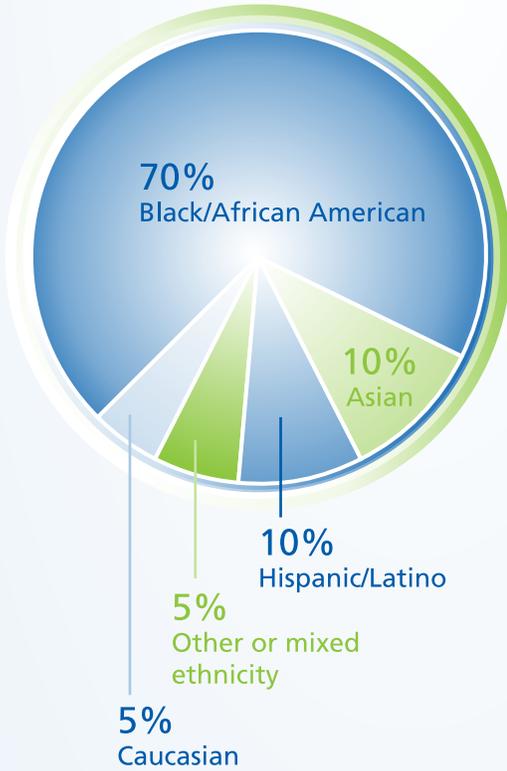
Enhancing Parenting Skills

The Enhancing Parenting Skills Program is a 10 week session focusing on specific strategies to enhance child development and strengthen the parent-child relationship. The current program targets parents, (the majority of which are women) challenged by issues of child abuse and neglect, reunification with children, mental health concerns, substance abuse, and homelessness. Transportation, childcare, meals, and access to emergency food and clothing are also provided to encourage participation in the program. Outreach continued with shelters, community organizations, health centers, foster care agencies, the Department of Human Services, probation departments and the schools.

Successful completion of the 10-week session is recognized through a graduation ceremony, celebratory dinner and certificate. A total of 22 parents completed the full course and participated in a June graduation this past year.

In total, the program reached 182 parents during 2009-2010.

Client Demographic Profile for 2009-2010



2009-2010 Funders and Supporters

Government Agencies

- US Department of Housing and Urban Development
- PA Department of Education
- PA Department of Public Welfare
 - Office of Mental Health and Substance Abuse Services
- City of Philadelphia
 - AIDS Activities Coordinating Office
 - Department of Behavioral Health/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

Collaborative Partners

- Keystone Mercy Health Plan
- Cambodian Association of Greater Philadelphia
- Vietnamese Hung Vuong Association
- Greater Philadelphia Health Action

Third Party Payers

- Community Behavioral Health
- Magellan Health Services

Private and Corporate Foundations

- AIDS Fund – Philadelphia
- American Composers Forum
- American Society of Composers, Authors, and Publishers (ASCAP)
- Beneficial Bank Foundation
- Boeing Employee Community Fund
- D'Addario Music Foundation
- Lomax Foundation
- Ludwick Foundation
- M&T Bank
- NAMM Foundation
- Nararo Foundation
- Philadelphia Youth Network
- Project Stream – PA Council for the Arts
- Rex Foundation
- Rite Aid Foundation
- Samuel Fels Fund
- Sovereign Bank Foundation
- Starkey Hearing Foundation
- Stockton Rush Bartol Foundation
- TD Bank Charitable Foundation
- The Pew Charitable Trusts

Memberships

- Homeowner's Emergency Mortgage Assistance Program (HEMAP)
 - Approved Counseling Agency
- Housing and Urban Development (HUD)
 - Approved Housing Counseling Agency
- Greater Philadelphia Cultural Alliance
- The Philadelphia Alliance

Financial Summary

FYE June 30, 2010

ASSETS

Current Assets

Cash	86,410
Grants receivable	397,814
Prepaid expenses	2,572
Accounts receivable	908,076

Total current assets **\$1,394,872**

Investments **\$ 157,765**

Net Property and Equipment **\$2,939,132**

Other Assets

Grants receivable – long-term	\$50,000
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TOTAL ASSETS **\$4,541,769**

LIABILITY AND NET ASSETS

Current Liabilities

Current portion of long-term debt	43,661
Accounts payable and accrued expenses	238,286
Accrued payroll and taxes	499,479
Line of Credit	999,441
Contract advances	20,000

Total current liabilities **\$1,800,867**

Long-Term Debt, less current portion **\$1,607,145**

TOTAL LIABILITIES **\$3,408,012**

Net Assets

Unrestricted	1,000,609
Temporarily restricted	133,148

TOTAL NET ASSETS **\$1,133,757**

**TOTAL LIABILITIES
AND NET ASSETS** **\$4,541,769**

Support and Revenue

Grants	2,785,398
Behavioral Health Services	4,676,652
Contributions	60,900
Music and Mentorship	52,945
United Way	6,875
Interest income	4,393
Realized and Unrealized gain/ (loss) on investments	11,053
Miscellaneous income	15,052

Total support and revenue **\$7,613,268**

Operating Expenses

Salaries and wages	4,249,128
Payroll taxes and benefits	1,071,222
Supplies, contractual, depreciation and others	2,690,898

Total operating expenses **\$8,011,248**

Change in Net Assets **\$(397,980)**

Net Assets, beginning of year **\$1,531,737**

**NET ASSETS AT
THE END OF YEAR** **\$1,133,757**

A complete set of the 2010 Financial Statements audited by Ruotolo, Spewak, & Co. can be obtained at the offices of Intercultural Family Services, Inc.

Key Personnel

Evelyn Marcha-Hidalgo, MS

CEO Executive Director

Myra Brown, MBA

Deputy Executive Director

Elizabeth Williams, MS, CAGS

Director of IBHC West

Angelo Adson, MSS, MLSP, MBA, LCSW

Director of IBHC South

Michel Bien- Aime, MD

Medical Director of IBHC

Terry Zou, MS

IT Manager

Hazel Matthias

Accountant

*Intercultural Behavioral Health Center (IBHC)

Board of Directors

Lawrence F. Bell, MBA

Chairman

Maria Pajil Battle

Vice Chair

Robert P. Hughes, CPA

Treasurer/ Asst. Secretary

Miriam H. Evans

Secretary/Asst. Treasurer

Evelyn Marcha-Hidalgo, MS

CEO/Executive Director

Bonnie Bowser

David R. Burns, MD

Russell J. Cardamone, Ph.D.

Karen J. Vaughn, Esq.



Seven Core Values

1. Effective Communication
2. Commitment
3. Quality of Services
4. Trust
5. Respect
6. Professional (Knowledge)
7. Empowerment



Intercultural Family Services, Inc.

Diversity in Action®

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Intercultural Behavioral Health Center – South

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