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Intercultural
Family Services, Inc.



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Message from The CEO

I am pleased to offer you a glimpse of Intercultural's accomplishments during the past year through our FY 2011 Annual Report.

Having overcome the challenges of a weakened economy and a shortage of resources, we began the past year with a renewed commitment to helping families succeed. Whether this was through saving family's homes within our Housing Counseling Program, keeping families together through our Family Stabilization Program, or helping at-risk youth mend family relationships through our Functional Family Therapy Program, the center of our work continues to be preserving and stabilizing families in need.

Our impact is wide-spread and our service numbers are broad. Our positive results have attracted the attention of both the public and private funding community, as our partnerships with these entities continue to grow. Ever present in this success is the hard work of our staff at every level, without which none of this would be possible.

I invite you to read on and learn more about our impact. As we continue to invest in the families of our community, I welcome your support and feedback.

Thank you.

Evelyn Marcha Hidalgo, MS
CEO/Executive Director



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Mission.



Message from The Chair

Having completed over two years in my role as Board Chair at Intercultural Family Services, I continue to be impressed

by the unwavering commitment of the organization's employees, as well as the dedicated service of the Board. Each has played a major role in maneuvering the organization through challenging economic times, and each will help move Intercultural forward through the decade ahead.

This past year we recognized CEO Evelyn Hidalgo's 30th year of service to the organization. As Intercultural's founder and steadfast leader, Evelyn continues to maintain quality programming and fiscal stability throughout the agency, while focusing on services to preserve and strengthen families.

Recent additions to Intercultural's Board have also enhanced the organization, and have included Karen Vaughn, Esq. in 2010, and Beverly Richards, Ph.D in 2011.

I remain proud of the program accomplishments I have seen during my tenure to date. The Housing Counseling Program continues to grow, and this year has been approved as an *Adopter of the National Industry Standards for Homeownership Education and Counseling*, based on a review of its housing counseling procedures and staff qualifications. The agency's contracts with the Department of Human Services have continued to yield positive results for families and children within these programs. Likewise, Intercultural's Behavioral Health services for youth and adults have positively impacted family dynamics and school performance among challenged youth, which has benefitted the community at large.

I am honored to again be heading the Board for the coming year, and look forward to sharing in the energy and focus of a dedicated staff and the enthusiasm of my fellow Board members as we continue to help families succeed.

Thank you.

Lawrence F. Bell, MBA

We STABILIZE, STRENGTHEN, + UNITE FAMILIES, INDIVIDUALS, &
DIVERSE Communities
through AN ARRAY OF
Culturally COMPETENT
HUMAN SERVICES using
PUBLIC + PRIVATE PARTNERSHIPS



Basic Needs Services

HOUSING COUNSELING PROGRAM

Intercultural's Housing Counseling Program encourages and assists 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. *During FY 2011, the Housing Counseling Program provided 1143 units of service to families throughout Philadelphia.*

A major focus of the program during the past few years has been the provision of 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. Last year the agency's housing counselors helped facilitate over 100 loan modifications, with approximately 80% of them being resolved positively.

Also during the past year, Intercultural continued its 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 arrearage, security deposits and moving/storage costs. *Intercultural's HPRP Program served 118 households from October 2010 through September 2011.*

Intercultural's housing program benefitted from grants received from *M&T Bank, Wells Fargo Housing Foundation, and the Bank of America Foundation* during the past year.



UTILITY GRANTS

Intercultural is a utility grant site working in partnership with the *Utility Emergency Services Fund (UESF)* to provide financial assistance to low income individuals and families who are facing utility terminations or who have had their utilities already terminated. PECO, the Philadelphia Gas Works (PGW), and the Philadelphia Water Department (PWD) provide matching funds in the form of dollar for dollar utility bill credits. For FY 2011, Intercultural processed 82 utility grants.

LANGUAGE INTERPRETATION AND PRONUNCIATION SERVICES (LIPS)

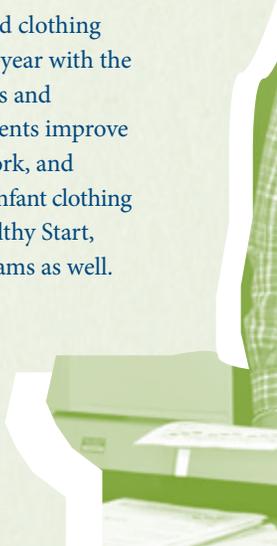
LIPS provides language interpretation for clients receiving services from Intercultural and also for other city and county agencies and community-based organizations on a fee for service basis. Trained interpreters from the agency's multi-ethnic staff, with expertise in a wide array of languages, provide quality services at reasonable rates. This past year the LIPS program **served 165 clients** from Intercultural's programs, the Department of Human Services, Carson Valley, Wordsworth Academy as well as New Jersey's Department of Youth and Family Services. Most requested interpretations were those for Spanish, Vietnamese and Chinese individuals.

EMERGENCY FOOD BANK

Intercultural's Emergency Food Bank provided food baskets and food supplies to 375 individuals during the past year. Each food basket contained a 3-day supply of food for families. The average family size for a food basket was five persons, including children.

CLOTHING BOUTIQUE

Intercultural's Clothing Boutique provided clothing to *nearly 200 individuals* during the past year with the help of donations from private individuals and organizations. These donations helped clients improve their presentation in job interviews, at work, and improved their self-esteem. Children and infant clothing was made available to families in the Healthy Start, Family Preservation and Parenting programs as well.



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 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.

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 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.

For 2010-2011 the FSS program opened 248 cases and discharged 273. More than half of the cases were discharged with service goals completed.

PRE-ALTERNATIVE RESPONSE SERVICES (PRE-ARS)

During 2010-2011, Intercultural expanded its family services by becoming a provider of PreAlternative Response Services through a new contract with the City's Department of Human Services. PreARS is designed to divert families from protective intervention while ensuring their safety and well-being. By helping families avoid enrollment in more intensive

services within the formal child welfare or juvenile justice systems, the program helps keep families together and reduces risk factors which could lead to longer term problems.

Intercultural's PreARS case workers managed 306 cases during the program's first year of operation.

Youth and Family Education

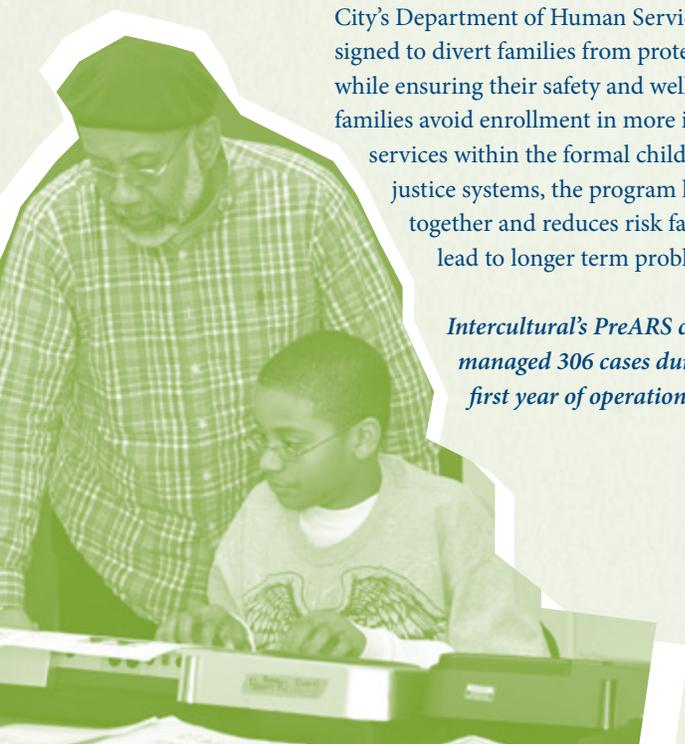
MUSIC & MENTORSHIP

The mission of the Music & Mentorship Program (M&M) 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.

M&M 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 had this opportunity. Classes offered for each of these semesters included: Beginning and Teen Piano, Beginning and Intermediate Violin (with two classes of beginning violin due to the demand), Guitar, Vocal Arts, Aspiring Composers composition classes, and Hip-Hop Dance. Significant program accomplishments last year included the following:

- The Aspiring Composers program continued the year with instructor Ben Arnold, providing weekly composition instruction and performance opportunities.
- M&M continued its relationship with both the Musicopia Orchestra, and the Philadelphia Youth Orchestra—each serving as a feeder program for M&M's more accomplished musicians.
- Student Scholarships: M&M distributed five scholarships this past year to help those families who otherwise would not be able to attend the program.
- The Parent Association continued its involvement and dedication to the M&M program during the past year, raising over \$2,000 for the program
- M&M Website (www.interculturalmusicandmentorship.org): The program completed its first full year of having its own website, established last summer with the Samuel Fels Fund Summer Internship Program.

The M&M Program enrolled 57 students during the fall semester and 84 for the spring. Accounting for youth involved in both semesters, the program reached 112 children ages 6-18 during the 2010-2011 school year.



FEATURE STORY

M&M's Annual Fundraiser

M&M'S ANNUAL FUNDRAISER—ANOTHER GREAT SUCCESS...!

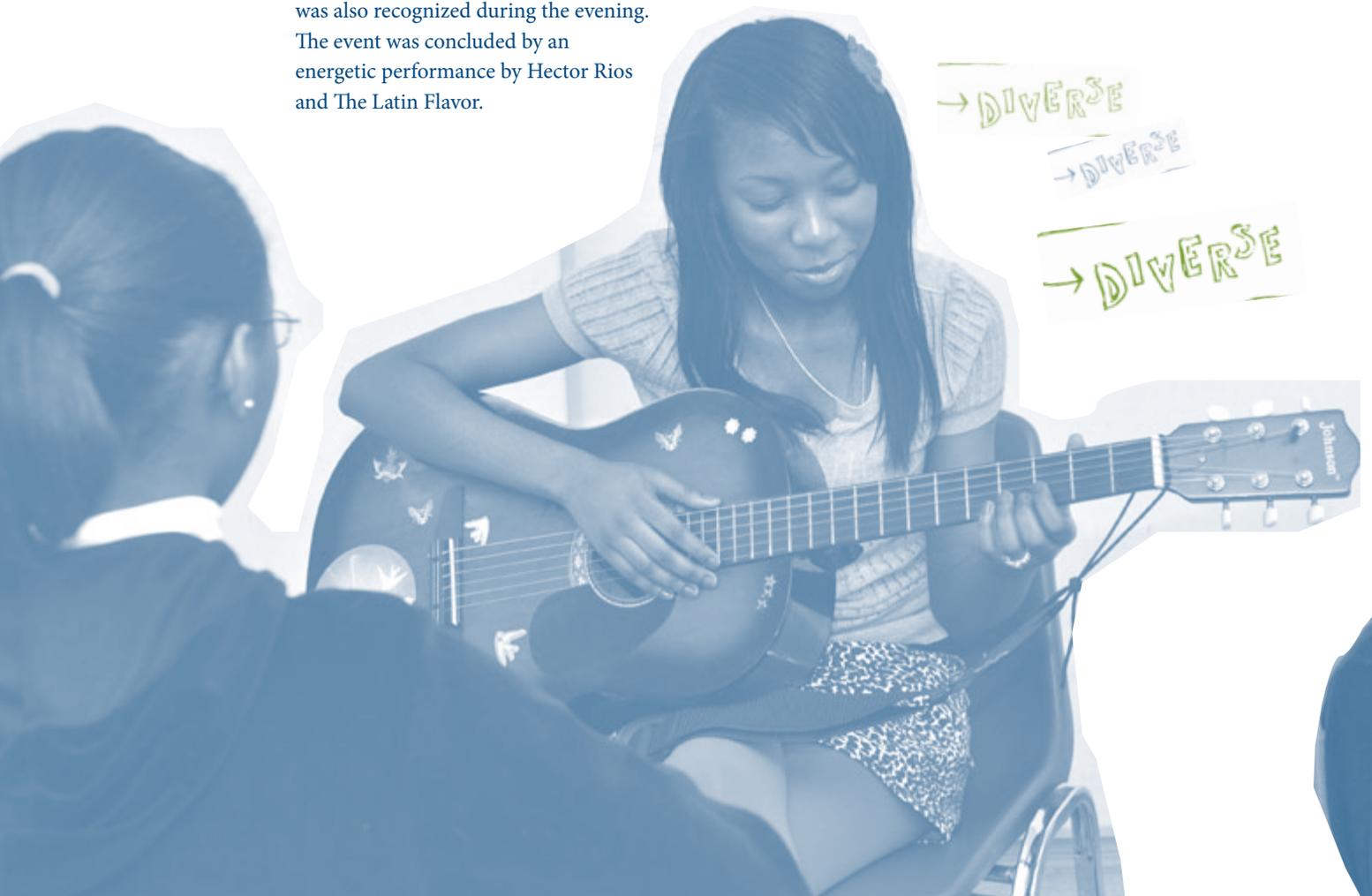
The past year's Music and Mentorship Fundraiser took place at the Park Avenue Banquet Hall in West Philadelphia. The event honored two important music contributors to the Philadelphia community—*Mr. Jesse Bermudez and Ms. Monnette Sudler*.

Mr. Bermudez has been involved in the Latin music scene of Philadelphia for over 30 years. He founded the Asociacion de Musicos Latino Americanos (AMLA) in 1982 and in 1986 founded the first Latin Music School known as the AMLA School of Performing Arts. Ms. Sudler is a Philadelphia born African American jazz guitarist, composer, singer, and poet, who is also an innovative bandleader, producer, and educator. She has performed with many jazz greats such as Hugh Masakela, Grover Washington and many others. In addition, Ms. Sudler is the musical director at Art Sanctuary North Stars and was a former guitar instructor for Music and Mentorship from the program's inception.

These honorees were presented awards by Intercultural CEO/Executive Director, Evelyn Marcha-Hidalgo and the Event Chair, Maria Pajil-Battle. Master of Ceremonies for the evening was Doug Henderson of WDAS FM.

Also featured during the evening were the **Music & Mentorship Aspiring Composers** students. The Aspiring Composers class is comprised of students who have been with the program for a few semesters and already have a background in piano, guitar and vocal instructions. These students write original compositions with the help of the program's instructor, Ben Arnold – who is a successful Philadelphia-based musician. **This year's student performances included works by Zach Merritt, Marquis Dogan, Sarai Brown-Alexander, Savoy Weeks-Richards and Maya Lassiter.**

The hard work and dedication of the **M&M Parents Association** was also recognized during the evening. The event was concluded by an energetic performance by Hector Rios and The Latin Flavor.



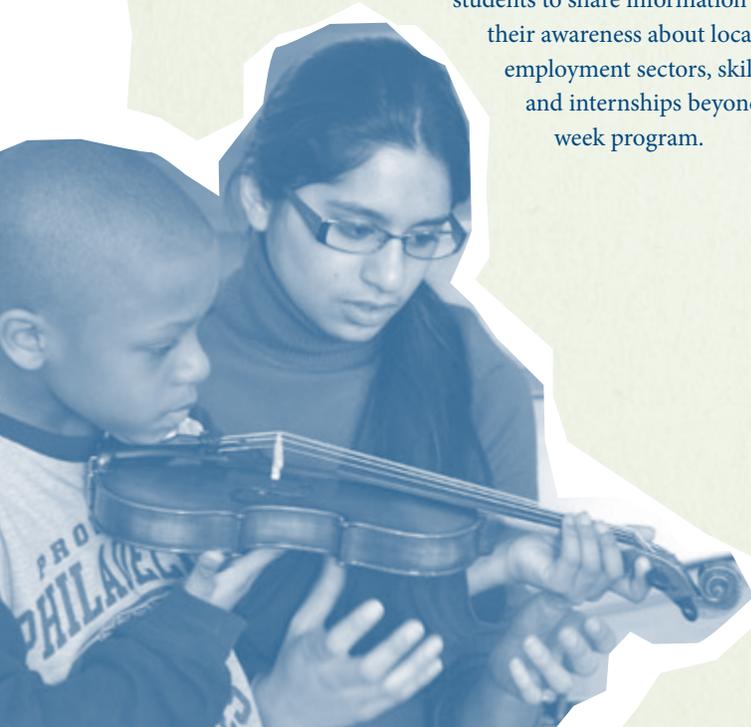
Youth and Family Education *(continued)*

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 by the Philadelphia Youth Network (PYN).

During the summer of 2011, Intercultural identified employment and mentoring **opportunities for 25 youth among 12 employers**. Learning and paid internships ranged among real estate, technology support, child care, medical care, event planning, human resources management, museum docent, and business administration. Three students gained employment beyond the completion of the summer internship. One student, a rising senior, was inducted into the Urban League Leadership Institute.

A final highlight from last year was the youth-produced project based learning plan titled *Ready Connection* which won first prize in the "21st Century High Technology Careers" category during the PYN closing ceremonies at the Pennsylvania Convention Center. The concept of the project was the development of a social networking medium for past, present and future WorkReady students. The students designed a website—*iweb*—focusing on high growth industries, job opportunities and skills required to gain employment. The project produced a much needed networking tool for WorkReady students to share information and increase their awareness about local and global employment sectors, skills training, and internships beyond the six week program.



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 team **served 148 clients**, and continued to provide services to ensure healthy, thriving, children and families in the South 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.

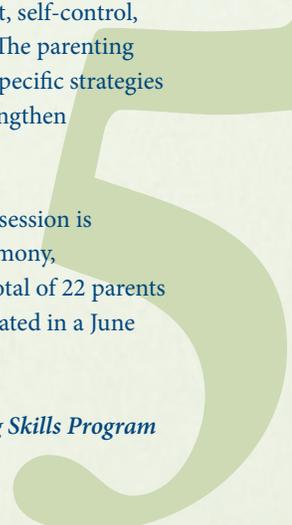
ENHANCING PARENTING SKILLS PROGRAM (EPSP)

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 the parents specific strategies to enhance the child's growth and strengthen parent/child relationships.

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.

For FY 2011, the Enhancing Parenting Skills Program delivered services to 237 parents.



FEATURE STORY

BECK TRAINING

COGNITIVE THERAPY TRAINING THROUGH THE BECK INITIATIVE:

Improved Tools for Therapists—Improved Care for Clients

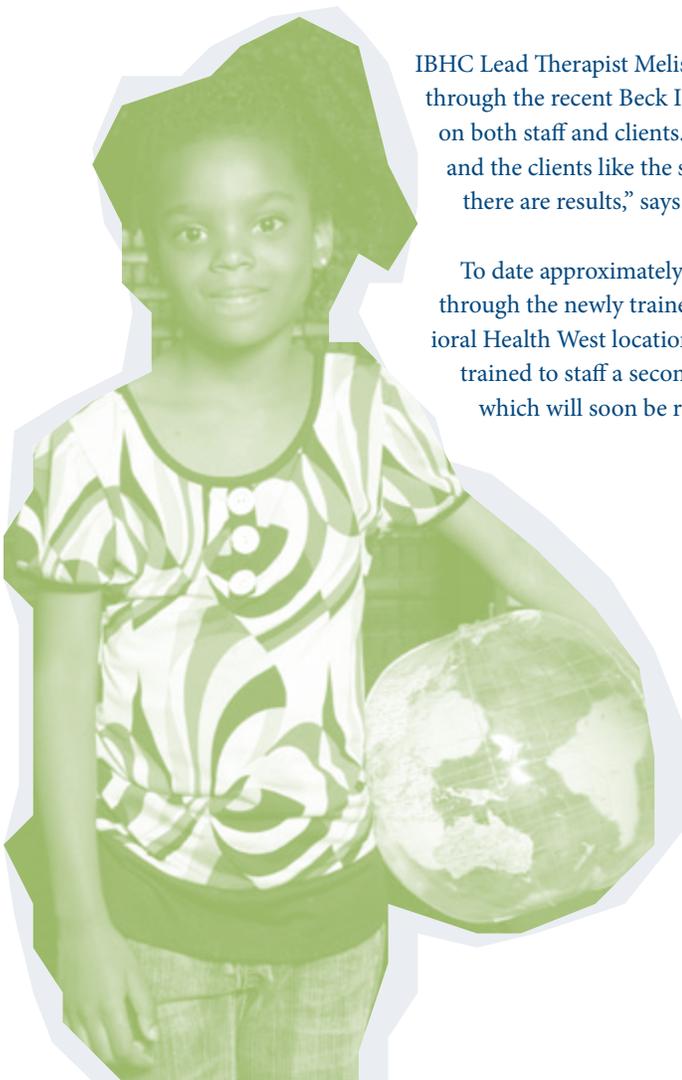
This past year, staff from Intercultural's Outpatient Clinics participated in training to become certified community cognitive therapists through the *Beck Initiative*.

A partnership between the University of Pennsylvania, and the City of Philadelphia's Department of Behavioral Health, the Beck Initiative's purpose is to advance the quality of care available to the City's behavioral health clients by training therapists in the evidenced based practice of *Cognitive Therapy*. Established in the 1960's by Aaron T. Beck, M.D., Cognitive Therapy is a short term structured treatment with the goal of assisting people in understanding and correcting maladaptive and dysfunctional thoughts and behaviors. The model is based on the theory that the way a person thinks about an event will influence the way they feel about the event, and that correcting negative thoughts can therefore bring about positive behavioral change.

Intercultural was one of several local agency's chosen to receive the Beck training. In February 2011, six of the agency's Outpatient Behavioral Health staff enrolled in the training, which consisted of 6 weeks of intensive instruction, followed by 6 months of a monitored consultation group guided by a mentor from the Beck Institute. During the 6 month consultation period, Intercultural's staff shared recorded client sessions with their mentors for critique and guidance, in an effort to improve their technique and bring about desired behavioral change in their clients.

IBHC Lead Therapist Melissa Windrem received her certification as a cognitive therapist through the recent Beck Initiative training and has noted the positive impact it is having on both staff and clients. "The therapists are finding a lot of success with their clients, and the clients like the structured nature of the therapy as well—12-16 sessions and there are results," says Windrem.

To date approximately 40 clients have received Cognitive Therapy through the newly trained team at Intercultural's Outpatient Behavioral Health West location. Additional therapists are currently being trained to staff a second group at the South Philadelphia office which will soon be ready to accept clients.



Intercultural Behavioral Health Centers



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.

During the past year, both West and South outpatient therapists were selected to participate in the *Beck Initiative Training Program in Cognitive Therapy*, under the direction of the Beck Institute. (see story left).

Also, at IBHC South, a Female Trauma Recovery Empowerment Model (TREM) Group was initiated. The two-hour group met weekly for a 10-week period, and received extremely positive feedback from all participants involved.

Overall 944 clients were serviced at both IBHC West and IBHC South during 2010-2011.

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 195 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 81 youth during the past year.*

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. *Currently, Intercultural is one of only 3 licensed FFT providers in the City of Philadelphia.*

For FY 2010-2011, the FFT program served 207 families, with 134 being discharged successfully.

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



FEATURE STORY

Functional Family Therapy (FFT)

FAMILIES REBUILDING RELATIONSHIPS:

The Impact of Functional Family Therapy

Meshana & Linda

When Linda Dawson brought her 9 year-old daughter Meshana back home after losing her to kinship care for two years due to her own crack addiction, she knew the road back to a healthy relationship with her daughter would not be easy. She just didn't know how hard it would be.

After her transition from elementary to middle school, Meshana's behavior and school performance began a steady decline. She began skipping school frequently and her grades suffered. Meshana displayed her anger at home on a regular basis and struggled to maintain a relationship with her mother. Challenged by her own recovery and parenting duties, Linda still fought hard to keep Meshana on track and in school through daily communication battles with her troubled daughter.

By her sophomore year in high school, Meshana had succumbed to mounting peer pressure and more poor choices. In 10th grade she was arrested for carrying a weapon in school, and at the end of 11th grade, she was arrested for shoplifting.

As part of her probation, Meshana was referred to Intercultural's Functional Family Therapy Program (FFT), which she was advised to participate in along with her mother. For the next four months, Meshana and Linda would meet with FFT Therapist Jennifer Kopazna in an effort to heal their relationship, alleviate destructive behaviors, and attempt to function as a family once again. "FFT was a good fit for Meshana and Linda because it helped them to see that it was not about them individually, but about their relationship with one another, and how they could use their strengths to make changes," recalls Jennifer. Linda's words below summarize her impression of this intervention:

"This process helped us learn *to listen to one another and hear what each one was saying.* Jennifer (OUR THERAPIST), had patience, empathy and the will to get us through. She was very professional and very skilled, and allowed us to be ourselves. A lot of therapy is just 'fluff,' but this was the real deal. This intervention REALLY DID WORK."

The transformation in Meshana, and in Meshana and Linda's relationship as a result of FFT was remarkable to say the least. Meshana will be graduating this June from Philadelphia High School for Business and Technology and has made the honor roll this year. She has developed, produced and delivered a morning talk show which is heard regularly at school. After graduation, she will attend Northampton College to study telecommunications. Meshana's relationship with her mother is more open and honest. Linda is currently working toward her Bachelor's degree in behavioral health at Drexel University, and is involved helping others through the recovery process. Her relationship with her daughter is more open and supportive.

Jennifer reflects on the value of FFT for Linda and Meshana. "They are a very resilient family but if they hadn't gone through FFT, the risk factors may not have decreased and Meshana may have continued with negative choices. FFT highlights what is *great* about families and takes some of the focus off of what is *wrong* which gives the family hope that the negative things have the potential to change and *they have the tools to make it happen.*"

With two college degrees on the horizon, and an improved relationship to guide them, Meshana and Linda have a bright future ahead.



Hashiem and Robin

From the time he entered middle school Hashiem's relationship with his mother Robin was fraught with pent up anger and frustration. This behavior showed itself in school as well through truancy, disciplinary problems and a general disrespect for authority. Hashiem's communication style was volatile and explosive, reaching a point where his family stability was threatened. This prompted Robin to seek help.

Robin was referred to Intercultural's FFT program and began working with FFT Therapist Diesha Fowlkes-Price. In an effort to address the causes of Hashiem's anger, Diesha focused on behavioral issues for both Hashiem and Robin. She focused on specific parenting skills with Robin as well as working with Hashiem on ways to channel his anger and become a better communicator at home and at school.

As a result, Hashiem learned to express himself in ways other than lashing out and getting mad. His explosive behavior in school and at home was reduced and his communication style improved dramatically. Robin also made improvements in her parenting style, setting rules and boundaries in the home, and communicating them more effectively. She continues to work on her parenting skills.

Both Hashiem and Robin are in a better place today as a result of FFT.

TO PARTNERSHIPS

FAMILY BASED MENTAL HEALTH

Family Based Mental Health Services 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 and/or caregivers emotional disturbance. This past year, Intercultural added three Youth Empowerment Teams, bringing the total number of teams to four. This expansion has increased the capacity of this program to reach a greater number of youth for the coming year.

For FY 2010-2011, the program provided services for 52 youth and their families.

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 such as Urban Health Initiatives, a primary health care organization connected to Health Associates of South Philadelphia, The Cambodian Association, Dr. Phan Tram a respected Cambodian Primary care Physician and the Kuan Yin Buddhist Temple.

The ARC met over the course of several months to further develop an implementation plan to identify and develop best practices. This project is funded by the Department of Behavioral Health. *The Coalition submitted a formal year-one implementation plan which included the following:*

MONTHS 1-3: Development and Implementation of Focus Groups to identify nuances of culture associated with traditional practices and its possible influence on Asian rates of help-seeking behavior. Develop educational and psycho-educational curriculum based on learned information.

MONTHS 3-6: Provide culturally and linguistically responsive education and psycho-education to Asian Persons in the most respected arenas (Spiritual and Medical) based on curriculum to address those traditional practices that may be harmful to their help-seeking.

MONTHS 6-9: Development of a multi-cultural video presentation to engage systems in cross cultural interface with Asian Persons and vice-versa. Development of Best Practice Criteria for multi-cultural intervention with Asian populations

MONTHS 9-12: Development of a pilot project involving a Circle of Providers that address help-seeking behaviors of Asian Populations to improve and learn from cross system collaborations and interactions utilizing best practice criteria.

2010-2011 Funders & 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
 - Office of Supportive Housing
 - 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 Phong Tran, MD
- Urban Solutions. Inc.
- Vietnamese Hung Vuong Association
- University of Pennsylvania- Beck Initiative

Third Party Payers

- Community Behavioral Health
- Magellan Health Services

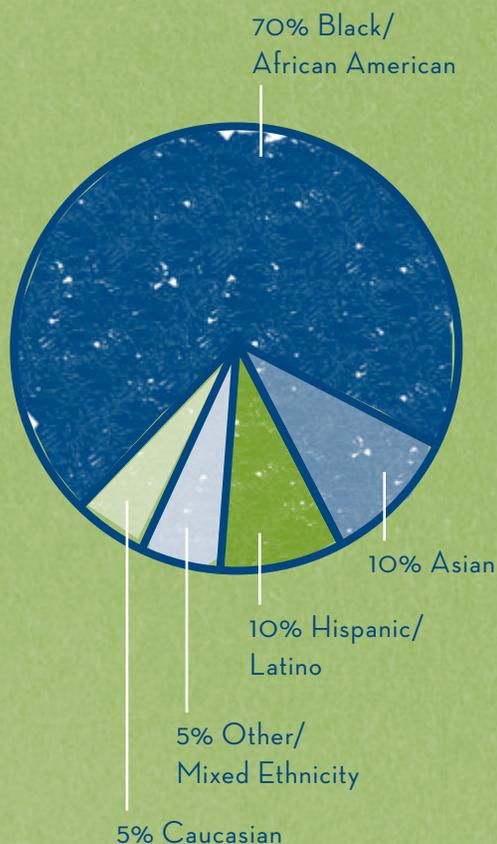
Private and Corporate Foundations

- American Composers Forum
- American Society of Composers, Authors, and Publishers (ASCAP)
- Bank of America Charitable Foundation
- Beneficial Bank Foundation
- Christopher Ludwick Foundation
- D'Addario Music Foundation
- First Hospital Foundation
- Louis Cassett Foundation
- M&T Bank Charitable Foundation
- NAMM Foundation
- Nararo Foundation
- Philadelphia Youth Network
- Samuel Fels Fund
- Sovereign Bank Foundation
- Stockton Rush Bartol Foundation
- Strategic Technology Concepts
- The Pew Charitable Trusts
- United Way of Southeastern Pennsylvania
- Wells Fargo Housing Foundation

Memberships

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

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PUBLIC + PRIVATE PARTNERSHIPS

Financial Summary

FYE June 30, 2011

ASSETS

CURRENT ASSETS

Cash	80,717
Grants receivable	638,262
Prepaid expenses	18,688
Accounts receivable net	879,211
Total current assets	\$1,616,878

Net Property and Equipment **\$2,774,908**

Other Assets **\$0**

TOTAL ASSETS \$4,391,786

LIABILITY AND NET ASSETS

CURRENT LIABILITIES

Current portion of long-term debt	260,773
Line of Credit	1,107,962
Accounts payable and accrued expenses	232,059
Accrued payroll and taxes	388,643
Total current liabilities	\$1,989,437

Long-Term Debt, less current portion **\$1,291,114**

TOTAL LIABILITIES \$3,280,551

Net Assets

Unrestricted	1,034,235
Temporarily restricted	77,000

TOTAL NET ASSETS \$1,111,235

TOTAL LIABILITIES AND NET ASSETS \$4,391,786

SUPPORT AND REVENUE

Grants	2,838,567
Behavioral Health Services	5,130,951
Contributions	70,557
Interest income	984
Realized and Unrealized gain/(loss) on investments	35,214
Miscellaneous income	39,511

Total support and revenue \$8,115,784

OPERATING EXPENSES

Salaries and wages	4,111,903
Payroll taxes and benefits	1,045,449
Supplies, contractual, depreciation and others	2,980,954

Total operating expenses \$8,138,306

Change in Net Assets \$(22,522)

Net Assets, beginning of year \$1,133,757

NET ASSETS AT THE END OF YEAR \$1,111,235

A complete set of the 2011 Financial Statements audited by Ruotolo, Spewak, & Co. can be obtained at the offices of Intercultural Family Services, Inc.



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BOARD

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ORS.

Evelyn Marcha-Hidalgo, MS *CEO/Executive Director*

Myra Brown, MBA *Deputy Executive Director*

Michel Bien- Aime, MD *Medical Director of IBHC**

Elizabeth Williams, MS, CAGS *Director of IBHC West*

Angelo Adson, MSS, MLSP, MBA, LCSW *Director of IBHC South*

Terry Zou, MS *IT Manager*

Hazel Matthias *Accountant*

*Intercultural Behavioral Health Center (IBHC)



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*

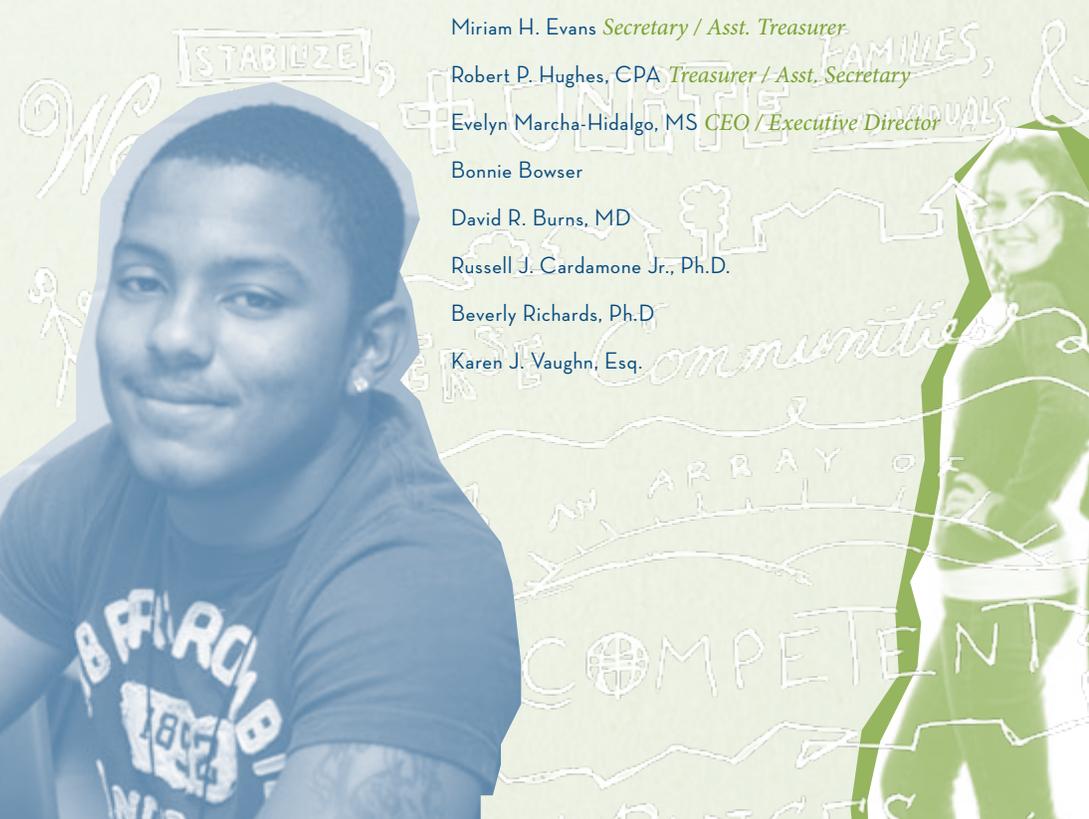
Bonnie Bowser

David R. Burns, MD

Russell J. Cardamone Jr., Ph.D.

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CORE VAL- UES.

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®

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