

ANNUAL REPORT 2016-2017



DIVERSITY IN ACTION®

INTERCULTURAL FAMILY SERVICES, INC.



Over 38 years and
GROWING

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MESSAGE FROM THE CEO

As I ponder what to share, the word “stable” keeps coming to mind. For a brief pause, I actually hesitated to express my thoughts on this. I do not want to be misunderstood. Being stable is not a euphemism for stagnant. Being stable is far from business as usual. To achieve stability, there is a constant balancing act between the expected and unexpected. For organizations like Intercultural, this is a major feat.

I am proud of Intercultural’s stability. The experience, the hard work, the ever present desire to make a difference in people’s lives allow us to continue our drive to provide much needed services to children, youth, adult and families. This year, as you peruse our annual report, pay close attention to the outcomes we highlight in each service area. Although they appear as numbers, these represents the **thousands of lives we impact every year!** Imagine the complex circumstances, the impetus that brought these lives to the agency. Imagine further the relentless will of the employees at Intercultural to serve and achieve positive outcomes. The balancing act between those we serve and those who serve defines our stability.



On a note of further good news, I am very excited to share that Maria Pajil Battle has accepted the Board Chair position with Intercultural. She is a colleague and a mentor, nationally and locally recognized for her immense passion for community connectedness to improve lives. Maria is not new to Intercultural, she has been on the board for over 15 years. She recently retired from AmeriHealth Caritas, after 18 years as Senior Vice President of Public Affairs and Marketing. We are incredibly fortunate that Maria has chosen to devote more of her time to supporting our mission. Maria’s leadership, guidance, supercharge energy and optimism is absolutely catching!

Sincerely,

Evelyn Marcha-Hidalgo, MS
CEO

MESSAGE FROM THE CHAIR

As the new Board Chair to Intercultural, I am delighted to get this opportunity to share with you. I absolutely believe in the mission of Intercultural. I have been contributing actively to the work of the board for over 15 years. I've found in Intercultural a cause that brings my heart and my talent in congruent focus. It adds passionate meaning to my life! I thank you for this opportunity to be part of a stellar organization committed to improving lives.

The Intercultural board keeps energetic pace with the agency. We not only provide our oversight and guidance to the present and future of Intercultural. We roll up our sleeves and join in special efforts that leverages our skills and contribution. As a lean organization, everyone is counted upon to help advance the greater good.

In the coming months and years, you will hear more about our campaign for



community connectedness, our maturing capabilities, and our work to become more adept to the changing dynamics of the populations we serve. There are many exciting work ahead, both within the agency and in partnership with our private and public funders. It's always the right time, when we come together for the good!

I look forward to the pleasure of meeting and engaging with you soon!

Warm regards,

Maria Pajil Battle
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 COMMUNITY ENRICHMENT/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.

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 began by the City of Philadelphia in 2008.

Intercultural’s Housing Counseling Program has also become a part of the Promise Zone designation, a new federal initiative led by the White House with support from federal agencies, including the U.S. Department of Housing and Urban Development, U.S. Department of Agriculture, U.S. Department of Justice and U.S. Department of Education. The Promise Zone designation lasts for 10 years.

The Obama Administration created the Promise Zone initiative to address the challenges of areas of deep and persistent poverty.



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 Division of Housing and Community Development (DHCD).

The program also benefited from grants received from M&T Bank Charitable Foundation, JP Morgan Chase, and the Fair Housing Rights Center.



During FY 2017, the Housing Counseling Program served 407 households in areas such as First Time Home Buying, Credit & Budget Counseling, Default & Delinquency, and Homeownership.

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.

Clothing Boutique

Intercultural’s Clothing Boutique provided clothing and winter coats to **nearly 75 individuals** during the past year with the help of donations from private individuals and organizations. These donations helped participants improve their presentation at job interviews, at work, and improved their self-esteem; as well as keep families warm with the coat donations provided during the winter season. Children and infant clothing was made available to families in the Family Stabilization Services, Healthy Start, and Parenting programs.

2 TRUANCY PREVENTION AND THERAPEUTIC SERVICES

Truancy Prevention Services

Truancy Prevention Services helps to identify children in need of services before they have the 10 absences that put them at risk for Regional Truancy Court. The overall purpose of this approach is to provide social service support to solve child and family issues before they evolve to situations warranting truancy court or family court, which could result in the placement of children in foster care or delinquent facilities. The goals are to prevent children/families from entering the court system or to decrease time spent in the court system by early intervention to strengthen family supports that will lead to improvements in academic performance and attendance, while also advocating and providing case management services for children who have 10 or more unexcused absences and are involved in Regional Truancy Court or Family Court.

 With funding provided by the City of Philadelphia's Department of Human Services (DHS), this program is embedded in the DHS initiative, Improving Outcomes for Children (IOC), for direct case management.

Functional Family Therapy (FFT)

The FFT program is an evidence based family prevention and intervention model for providing treatment to youth between the ages of 10 and 18, who 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 therapists attempt 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 help lead the family to greater self-sufficiency, fewer treatment needs, and substantially lower costs. Currently, Intercultural is one of only two licensed FFT providers in the City of Philadelphia, and has been approved to add an additional therapeutic team for the upcoming fiscal year.

The Truancy program provided services to 1,108 children and family members.

For FY 2017, the FFT program served 274 families.



 Support and funding provided by Community Behavioral Health, with partial financial support provided by The Pew Charitable Trusts and the City of Philadelphia – Department of Human Services.

3 FAMILY EMPOWERMENT & EDUCATION INITIATIVES

Family Empowerment Services (FES)

Intercultural is 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 this fiscal year, the FES program provided services to 770 children and family members.

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.

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.

Healthy Start assisted a number of families this year by providing clothing, supplies, diapers, and holiday assistance.



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



During the past year, Intercultural's Healthy Start team served 346 mothers and children. They continue to provide services to ensure healthy, thriving, children and families in the Philadelphia area.

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

For FY 2017, the Enhancing Parenting Skills Program delivered services to 114 parents.



Funding for the Enhancing Parenting Skills Program was provided by the City of Philadelphia's Department of Human Services (DHS) through Public Health Management Corporation (PHMC).



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 also provides classes targeted to Cambodian speaking parents.



4 INTERCULTURAL BEHAVIORAL HEALTH CENTERS (IBHC) – OUTPATIENT SERVICES

Outpatient Clinics

The agency's two licensed behavioral health clinics, located in West and South Philadelphia, 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, and is credentialed by the City of Philadelphia's Community Behavioral Health (CBH) and Magellan Behavioral Health for services in Delaware County.



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

Overall 558 outpatient clients and family members were served at IBHC West and IBHC South during FY 2017.

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 2017, Project AWAREE consistently kept 49 active cases.

5 INTENSIVE HOME AND SCHOOL BASED SERVICES

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, and assist families dealing with the effects of a child and/or caregiver's emotional disturbance. During FY2017, the FBMH program increased from four to six teams to provide care for families for about 8 months in the home, school and community setting.



Support and funding provided by Community Behavioral Health.

For FY 2017, the program provided services to 120 families.

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.

Intercultural's School Therapeutic Services (STS) continued serving the Heston, Harrity and Vare Philadelphia School District Schools during the past year. Due to the program's

The Wraparound program provided services to 219 children during FY 2017.

outstanding work, they were able to add Andrew Jackson Elementary School to their list. Services are provided in the school and target youth at risk of out of school placement, truancy, dropping out, and poor school adjustment.



The School Therapeutic Services program served 149 children during FY 2017.

FEATURE STORY: ODE TO MOM'S LOVE FOR BABY: A QUEST FOR A HEALTHY START

Intercultural's **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 including 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. The program has 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. In recent years, providing clothing, supplies, diapers and holiday assistance have also been made possible for those requiring assistance.

According to Cassandra Rogers, LCSW, Director of Family Empowerment and Education Initiatives at Intercultural, Healthy Start Program creates a lasting foundation for the well-being of both mother and child. Cassandra leads Intercultural's Healthy Start program and is also otherwise known as the

resident champion. She works diligently with **the City of Philadelphia's Department of Public Health, Division of Maternal, Child and Family Health (DMCFH)** to ensure that the impact of these services and awareness to these important support is known and available. Cassandra explains that, "without the commitment and funding from DMCFH we cannot optimize the support to our pregnant and parenting moms".

To further understand the impact of Healthy Start, we reached out to one of Intercultural's Healthy Start employee and advocate. Tamara Shirer, Healthy Start Case Manager for Intercultural has been working in the social services arena for over fifteen (15) years, specializing in children and families. She explains that the work she does with pregnant or parenting women is exceptionally rewarding because each participant joins the program voluntarily. "Every mother/mother -to -be that comes to Intercultural's Healthy Start Program takes the initiative on her own. The program works very well because the participant is self-motivated and committed to making this work. Ideally, a parenting women and her child stays in the program for two years. Seventy-five (75%) percent of our participants continue in the program after initial contact, and over fifty

(50%) percent of all participants stay the full two years. More than these statistics, seeing the bond being the mother and her child, as well as the strength and growth in the family unit, is incredibly uplifting. I never tire of my partnership with the incredible moms I have been fortunate to support. I am lucky to be part of this start."



Tamara shared many stories of wonderful moms in the Healthy Start Program and it's very evident that she is passionate about her work. One story in particular, is the subject of this article's "Ode to Mom".

“THERE IS NO BETTER FEELING THAN THE MOVEMENT OF LIFE INSIDE YOU”



-- Author: Every Pregnant Mom

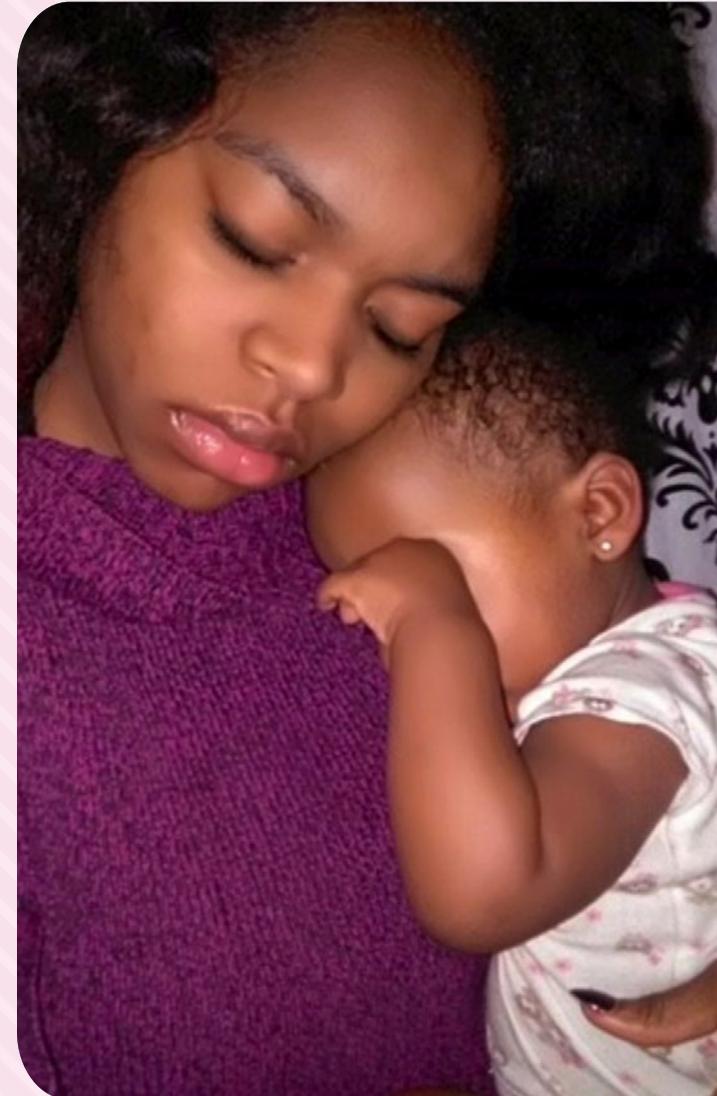
Her name is **Kiersten Adams**. She is 26 years old, a first time mom. She lives in West Philadelphia with her grandmother. She's live in West Philly all her life. Her sweet, sweet child's name is Cleo Marie Adams Ford, and she turns two years July 2018.



Kiersten came to Intercultural almost two years ago, when she was 8 months pregnant. Kiersten is a burst of energy and determination. On a scale of 1 to 10, she is 11. She changes the scale! Kiersten has stayed in the Intercultural Healthy Start

Program focusing on providing Cleo the best positive care, involves herself in other events and activities to promote healthy start and partners with her case manager and other Intercultural resources to leverage the most positive outcomes. Kiersten continues to breastfeed Cleo even now. Working with her case manager and additional resources at Intercultural, she learned to breastfeed properly, and she embraced the full benefits of breastfeeding her child. As her experience, confidence and commitment to Healthy Start grew, it took a passion on its own. Kiersten studied with the Maternal Care Coalition to become a Breastfeeding Peer Counselor. "My ultimate goal is to become a doula. I love the idea of helping and supporting women through all the stages of preparing and being a new mom". She is easily accessible and loves to support and coach other moms. She is an active consultant for Philadelphia Birthing Programs, as she is a true advocate for natural childbirth.

Kiersten graduated from University of North Carolina with a Bachelors in Musical Theater. In addition to working at a library, supporting other moms, she is a member of the Improv Troupe with White Pines Productions.



FEATURE STORY: ODE TO MOM'S LOVE FOR BABY: A QUEST FOR A HEALTHY START

"I enjoy performing because it allows me the chance to step outside of myself or, sometime, to explore a deeper part of myself that I was not in touch with."

Kiersten explains that she is a complex individual, highly motivated and able to do a lot of meaningful endeavors. She believes that all these are an extension of the "fire in her belly" that awoken when she added "mom" to her identity. Cleo is truly the most precious gift she is given. Each and every day she is provided a freshness of heart and spirit just by being a part of Cleo's wonderful world. Kiersten feels that helping other moms is truly just a way of expressing her joy and gratitude.

Curious as to where she sees herself in five years, Kiersten shares, "I see myself spending all of my available time with my family, being a perfect model of staying true to yourself and attracting what I deserve in life through persistence and positivity.

I will still be running my business and helping others and I will be continuing to expand my career in the arts."

When asked about Intercultural, Kiersten acknowledges that it's been a real blessing.



“I love the people at Intercultural and they do not hesitate to show love right back. I am so grateful for them. My life would not be the same without them. The people at Intercultural are their most valuable resource. I have gotten books, toys, clothes, and boundless access to information through their programs but the best thing I was given would have to be the relationships and the friendships that I would not have found otherwise.”

2016-2017 FUNDERS AND SUPPORTERS

GOVERNMENT AGENCIES

- City of Philadelphia
 - » Department of Public Health
 - Division of Maternal, Child, and Family Health
 - » Department of Human Services
 - » Division of Housing and Community Development
- Pennsylvania – Department of Public Welfare
 - » Office of Mental Health and Substance Abuse Services
- Pennsylvania Housing Finance Agency
- US Department of Housing and Urban Development

THIRD PARTY PAYERS

- Community Behavioral Health
- Magellan Health Services

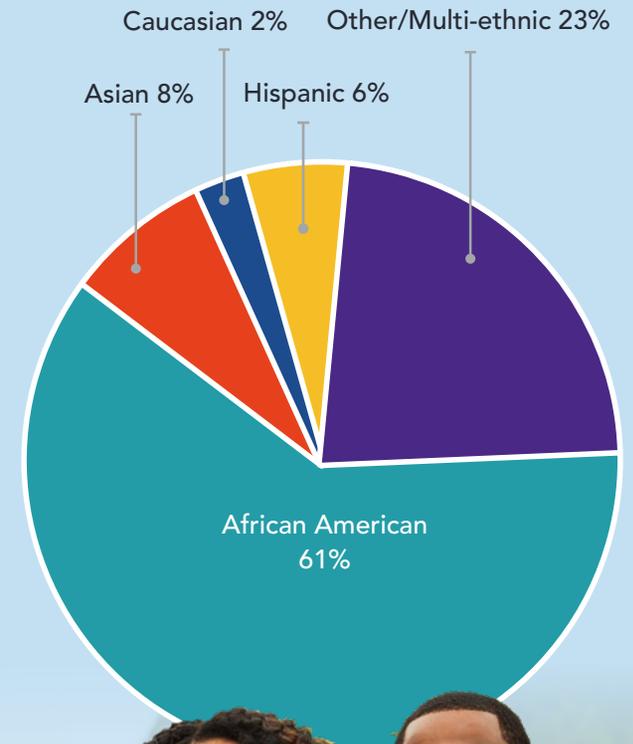
PRIVATE & CORPORATE SUPPORTERS

- Fair Housing Rights Center
- JP Morgan Chase
- Keystone Mercy Health Plan
- M&T Bank Charitable Foundation
- Philadelphia Activities Fund, Inc.
- Public Health Management Corporation
- PNC Foundation
- The Pew Charitable Trusts
- United Way of Greater Philadelphia and Southern New Jersey
- Urban Affairs Coalition

MEMBERSHIPS

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

CLIENT DEMOGRAPHICS



FINANCIAL SUMMARY (FISCAL YEAR ENDING JUNE 30, 2017)

A complete set of the FYE June 30, 2017 Financial Statements audited by Ruotolo, Spewak, & Co. can be obtained at the offices of Intercultural Family Services, Inc.

ASSETS

CURRENT ASSETS

Cash	741,608
Grants receivable	478,141
Prepaid expenses	12,423
Accounts receivable net	488,828
Total current assets	\$ 1,721,000

Net Property & Equipment	\$ 2,263,147
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Other Assets	\$ 0
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TOTAL ASSETS	\$ 3,984,147
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LIABILITY & NET ASSETS

CURRENT LIABILITIES

Current portion of long-term debt	55,830
Line of Credit	0
Accounts payable & accrued expenses	226,981
Accrued payroll and taxes	322,023
Contract Advances	0

Total current liabilities	\$ 604,834
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Long-Term Debt, less current portion	\$ 1,768,170
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TOTAL LIABILITIES	\$ 2,373,004
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NET ASSETS

Unrestricted	1,506,143
Temporarily restricted	105,000

TOTAL NET ASSETS	\$ 1,611,143
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TOTAL LIABILITIES & NET ASSETS	\$ 3,984,147
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SUPPORT & REVENUE

Government contracts	2,069,335
Grants	11,500
Behavioral Health Services	5,892,899
Contributions	32,436
Interest income	1
Miscellaneous income	0

Total support & revenue **\$ 8,006,171**

OPERATING EXPENSES

Salaries and wages	3,985,327
Payroll taxes and benefits	768,100
Supplies, contractual, depreciation and others	3,016,101

Total operating expenses **\$ 7,769,528**

Change in Net Assets \$ 236,643

Net Assets, beginning of year **\$ 1,374,500**

Net assets, end of the year **\$ 1,611,143**

SEVEN CORE VALUES

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



www.ifsinc.org



ifsi@ifsinc.org

Intercultural Family Services, Inc.

Diversity in Action®

4225 Chestnut Street | Philadelphia, PA 191 04

 215.386.1298 / 24 Hours | FAX: 215.386.9348

Intercultural Behavioral Health Center – West

4254-56 Chestnut Street | Philadelphia, PA 19104

 215.386.8490 | FAX: 215.386.8494

Intercultural Behavioral Health Center – South

2317 South 23rd Street | Philadelphia, PA 19145

 215.468.4673 | FAX: 215-468.4663

BOARD OF DIRECTORS

- Maria Pajil Battle - Chair
- Beverly Richards, PhD - Vice Chair
- Patrick L. Williams, MBA - Secretary/Treasurer
- Evelyn Marcha-Hidalgo, MS - CEO/Executive Director
- Lawrence F. Bell, MBA
- David R. Burns, MD
- Russell J. Cardamone Jr., PhD
- Robert Haussmann, PhD
- Chris A. Quintanilla
- Cheryl Walker-Robertson



CREDIBILITY • INTEGRITY • ACHIEVEMENT