

FACE TO FACE

# Annual Report

2018



# Looking back, looking forward

## A letter from the Executive Director

Dear Community,

Our young people inspire me. I learn a great deal from them every time we interact. And, I am in awe of their young and resilient lives that have been forced to develop too fast due to the complexities of their realities.

Our youth inspire me to do well by them every day, and to make sure I understand their needs. Young people need time and resources with caring and supportive adults. The disruption of such trusting relationships leads to the lack of stability in their lives. It is an honor and a privilege to walk alongside these amazing youth as they build their lives. The last 25 years of my life have been dedicated to working with youth, and I don't see myself doing anything else in the next 25.

What a journey the last three years of my time at Face to Face have been! My first year as the Executive Director of this 46-year-old organization has been rewarding. Being a part of a team with heart-felt dedication and hard work is a dream come true for any leader. In the last few months, we have made a plan to stabilize the organization after a major leadership transition. By increasing internal capacity, we will pave the way for the organization to increase its ability to sustain its important services to the community. We are engaged in strategic thinking involving youth, staff, the board and the community.



We are successfully engaging youth through a group of leaders (the Youth Advisory Council) in working to eliminate systemic barriers perpetuating the conditions that are impacting their lives.

Over 90% of our youth face multiple forms of disparities with their roots—of race, ethnicity, sexual orientation, and gender identity. We are intentionally engaged in the work of acknowledging the disparities faced by our youth. We are, equally significantly, doing our part to recognize Face to Face’s role in creating the opportunity to provide access to wellness for our youth. We are holding space for each other to learn and grow as an organization.

While we have done a great deal in the first year, we have much work ahead. It is my vision that we create communities where non-profits like Face to Face work themselves out of the reasons for their existence. It is in the heart of every one at Face to Face to eliminate the conditions that bring youth to our doors. For that to be a reality, we need you all—our community! Thank you for believing in our youth and their need to have thriving lives.

With gratitude for your unwavering support of our young people,



Hanna Getachew-Kreusser, MA  
Executive Director





## What we do

Face to Face provides medical services, mental health care, and services to homeless and at-risk youth. We help youth overcome their immediate challenges so they can have a healthy, resilient, and productive long-term future.

## How we serve youth ages 11-24



Medical care



Mental health



Homeless support center



Education support



Employment training

## Health services



- General medical
- Prenatal & reproductive care
- Outpatient and in-home therapy
- Health education
- Health system navigation
- Insurance navigation
- Care coordination

## Supportive services



- Case management
- Transitional housing
- Homeless youth street outreach
- Education and job assistance
- Homeless youth drop-in center
- Access to basic needs (food, shower, etc.)



# Who we are

## Our mission

Empowering youth to overcome barriers and strive toward healthy and self-sufficient lives.

## Our story

Since 1972, Face to Face has been serving young people experiencing homelessness or at risk of becoming homeless in Ramsey County. Today, we provide comprehensive medical care, mental healthcare, housing support, case management, employment training and support, and other social services to low-income and insecurely housed youth ages 11 to 24.

Face to Face serves over **3,000 youth** between the ages of 11 and 24 every year. We connect with an additional **5,500 youth** through our health education outreach annually. Eighty-six percent of our young people are people of color and 17 percent identify as part of the LGBTQ+ community.



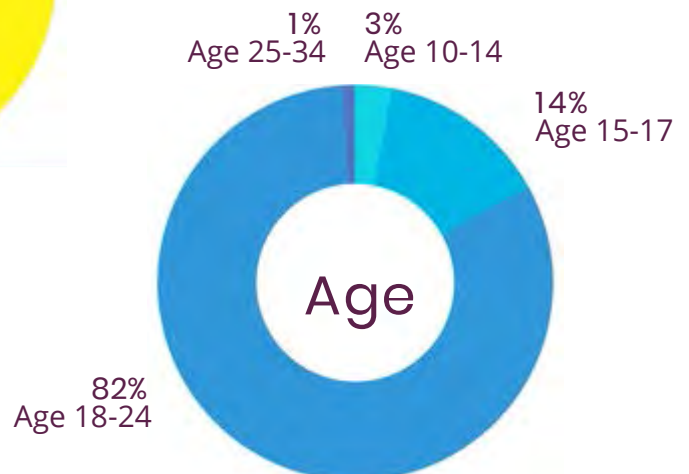
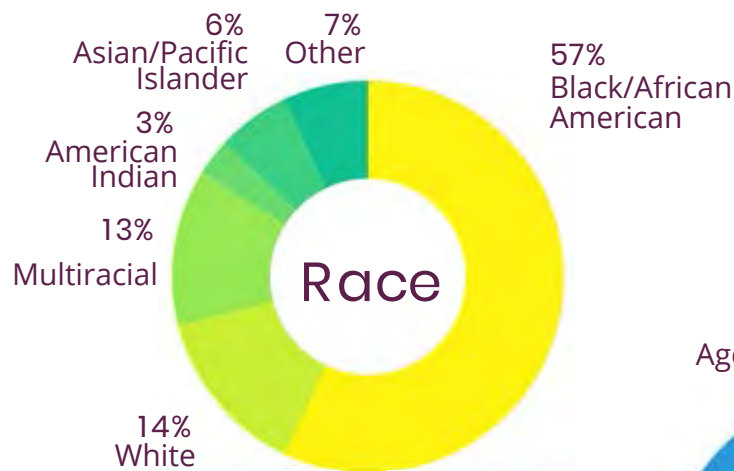
# By the numbers

**3,271**  
youth utilized  
the services of  
Face to Face  
in FY18.

**16,889**  
meals  
were  
served.

**8,825**  
medical or  
mental  
health visits  
occurred.

**17,611**  
visits to the drop-in  
center, SafeZone,  
occurred.



# Audited financials

## Revenue

**\$1,664,491**

Government grants & contracts

**\$1,127,201**

Patient service fees

**\$868,802**

Contributions & grants

**\$266,322**

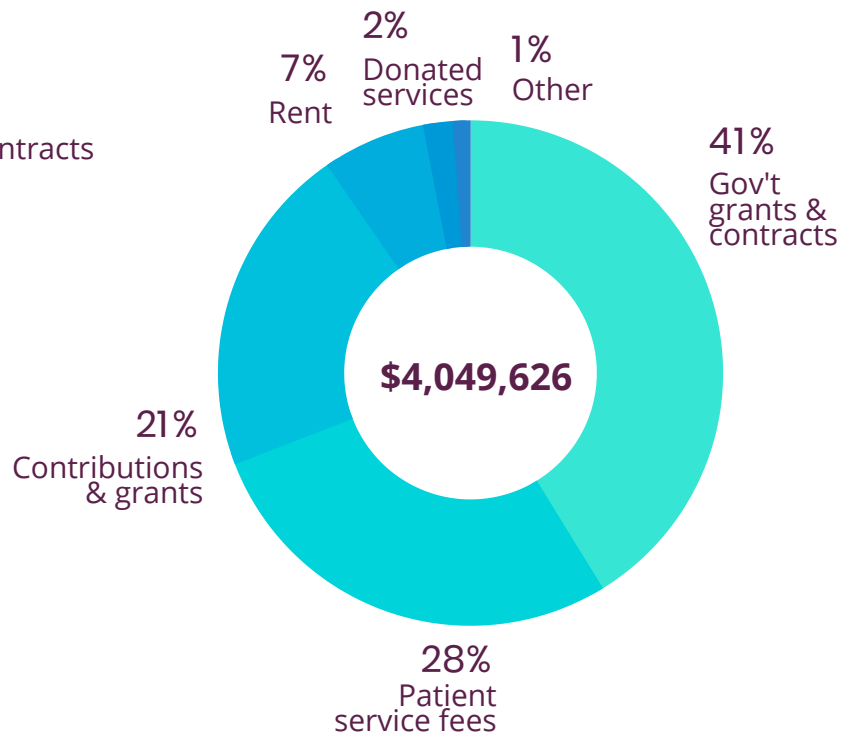
Rent

**\$77,246**

Donated services

**\$44,934**

Other revenue



## Expenses

**\$1,692,194**

Clinic program expenses

**\$1,004,836**

Homeless youth program expenses

**\$948,608**

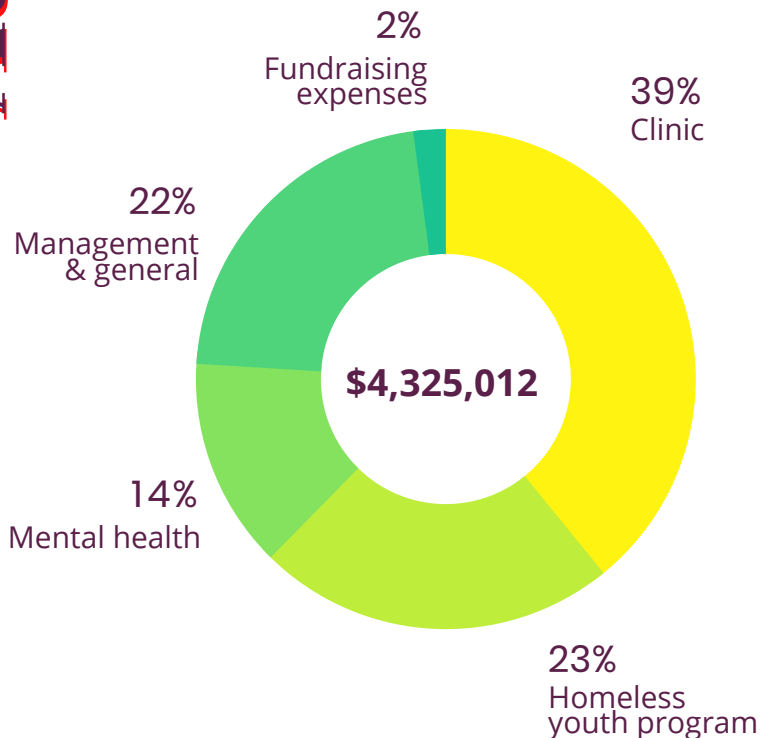
Management & general expenses

**\$588,997**

Mental health program expenses

**\$90,377**

Fundraising expenses



# Our supporters

\$100,000+

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\$25,000-99,999

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