

Annual Report

2019



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"Face to Face saved my daughter's life."

Dear Community,

Last summer, I received an email from a long-time supporter that made my year! It was written in response to my inquiry about their connection to Face to Face.



"Face to Face saved my daughter's life. My daughter was struggling with addiction for some time. Through the two years of services she received from Face to Face, she has been able to overcome her addiction for the past fifteen years. She is married with three children and owns her own business. I owe Face to Face. I will support this organization as long as I can."

That email was a reminder for us about the impact of our work. What an honor we have in being able to be there for others in such a meaningful way. Face to Face takes this responsibility from the community very seriously. Our young people need our compassionate and dedicated attention as they strive to achieve their dreams.

Together, with all of you, we will have a positive impact on the trajectory of the lives of our youth. Thank you for your continued support of our young people.

Please visit our website at www.face2face.org to learn more about what we do.

Peace,

A handwritten signature in black ink, appearing to read 'Hanna'.

Hanna Getachew-Kreusser, MA
Executive Director



Our mission

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

Our story

Face to Face has been serving marginalized youth since 1972 when the agency began as a walk-in crisis counseling and reproductive health clinic serving youth on St. Paul's East Side. Programming grew to include a full adolescent medical clinic and mental health program.

In 1994, the State of Minnesota asked Face to Face to start a drop-in center to be a safe place for youth experiencing homelessness to get off the street and get connected with resources. The result, SafeZone, is still the only drop-in center in St. Paul for homeless youth.

How we serve youth ages 11-24



Medical
care



Mental
health



Housing
support



Education
support



Youth drop-
in center

Face to Face's unique approach to mental health care

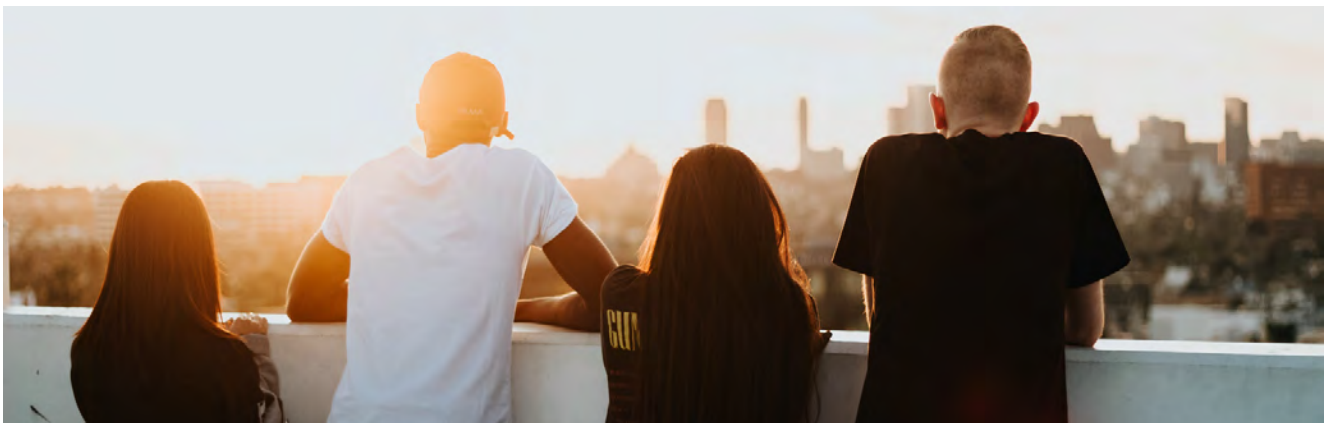
Mental health is part of Face to Face's roots, when it began as a walk-in crisis counseling center in 1972. Today, we offer many types of mental health care to all youth ages 11-24, regardless of insurance status or ability to pay. Youth can see a therapist at both of our locations by walk-in or appointment.

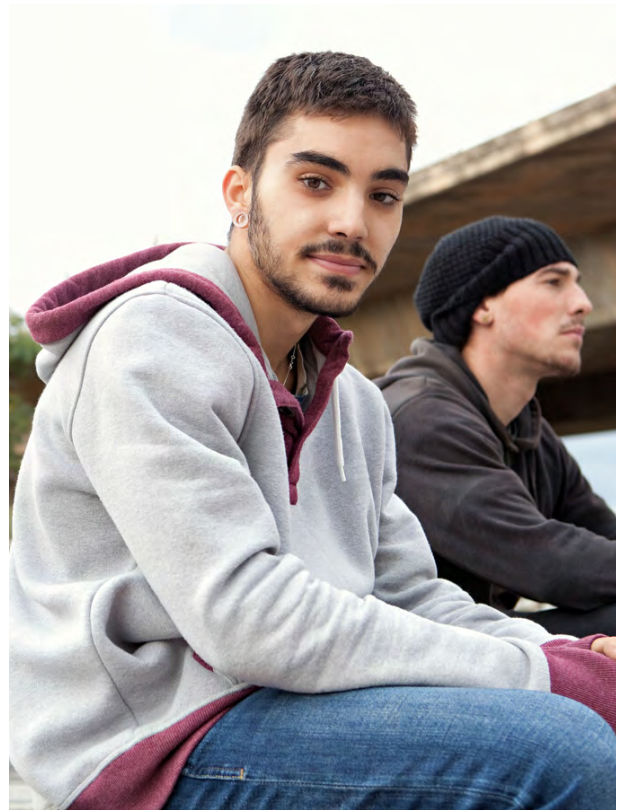
Our mental health program includes one-on-one and couples' therapy at our Arcade location, in-home therapy for families who qualify through Ramsey County, and walk-in therapy with our therapist at SafeZone.

Face to Face's mental health services are individually tailored to each youth and offer a variety of approaches to help youth stabilize and develop coping skills. Staff develop treatment plans with each client and track progress on treatment goals. Depending on the young person's situation, goals might focus on:

- Enhancing coping skills, ability to tolerate stress and working through past trauma
- Increasing positive communication in relationships
- Establishing and stabilizing positive peer relationships
- Creating relationships that lead to increased school attendance

Our services are tailored to the unique needs of youth and young adults. We continuously gather feedback from youth about their needs and hopes, incorporating the feedback into our programming. We offer a confidential, youth-friendly environment, flexible hours and staff who are experts in working with adolescents. Our approach is compassionate and non-judgmental.





Face to Face's mission is "Empowering youth to overcome barriers and strive toward healthy and self-sufficient lives." We strive toward this mission through following evidence-based principles to helping youth overcome homelessness. We believe youth are on a journey, and all of our interactions with youth are filtered through that journey perspective.

These principles guide all of our work and shape our interactions and relationships with the community and youth. We also provide a team approach to all of our youth—be they clinic patients who also receive case management services and basic needs at our drop-in center, or in-home mental health clients who also access Ramsey County Children's mental health case management. Our mental health team specifically works intensively with youth and families doing wrap-around care and providing family-driven therapy and case management services.

Face to Face offers youth a place where they can develop a sense of community and form positive relationships with adult staff, volunteers, and other youth. Because so many of the youth we serve have experienced complex trauma, we work hard to develop an atmosphere of safety and support. We accomplish this by listening to youth; creating opportunities to build relationships through support groups; and providing ongoing training to enhance self-care and compassion toward others.

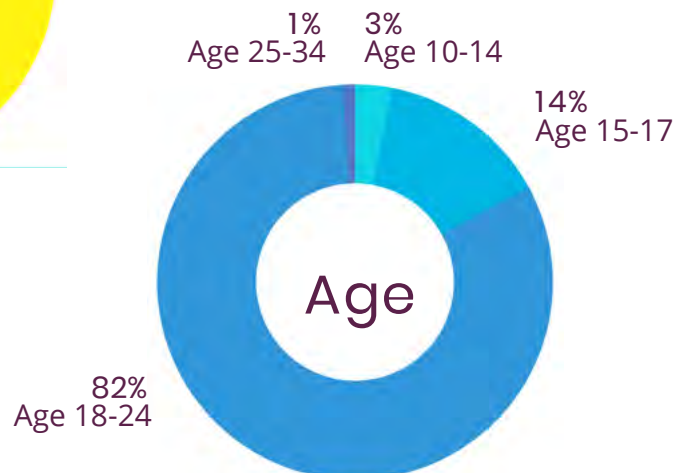
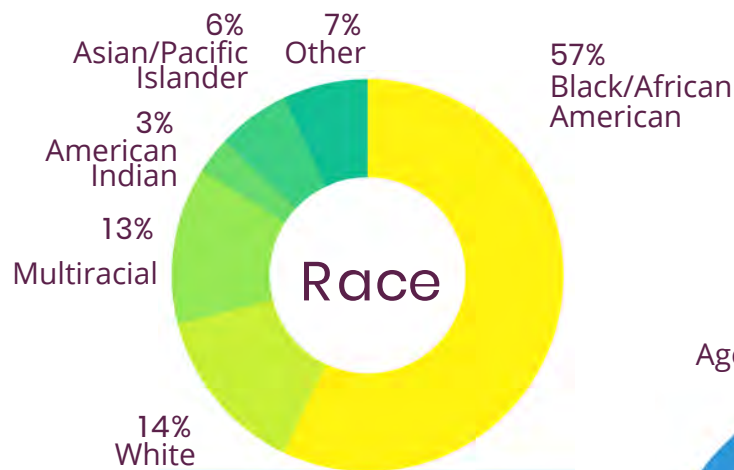
By the numbers

3,000
youth utilized
the services of
Face to Face.

16,889
meals
were
served.

6,885
medical or
mental
health visits
occurred.

15,292
visits to the drop-in
center, SafeZone,
occurred.



Revenue

\$1,826,669

Government grants & contracts

\$969,386

Contributions and grants

\$814,734

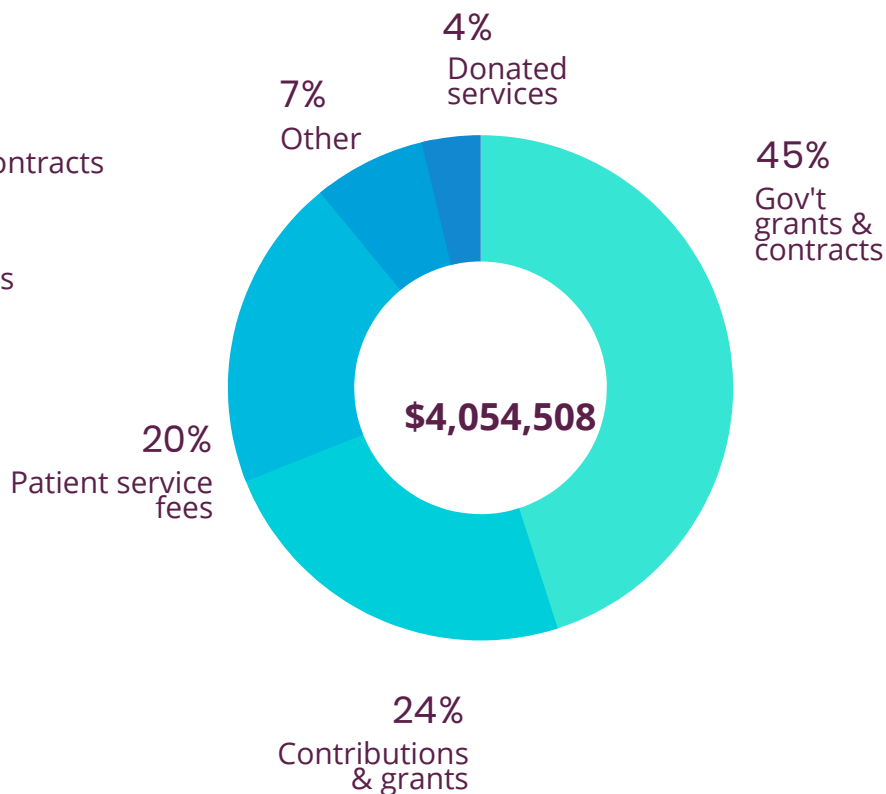
Patient service fees

\$291,444

Other revenue

\$152,275

Donated services



Expenses

\$1,603,735

Clinic program expenses

\$1,147,047

Homeless youth program expenses

\$716,344

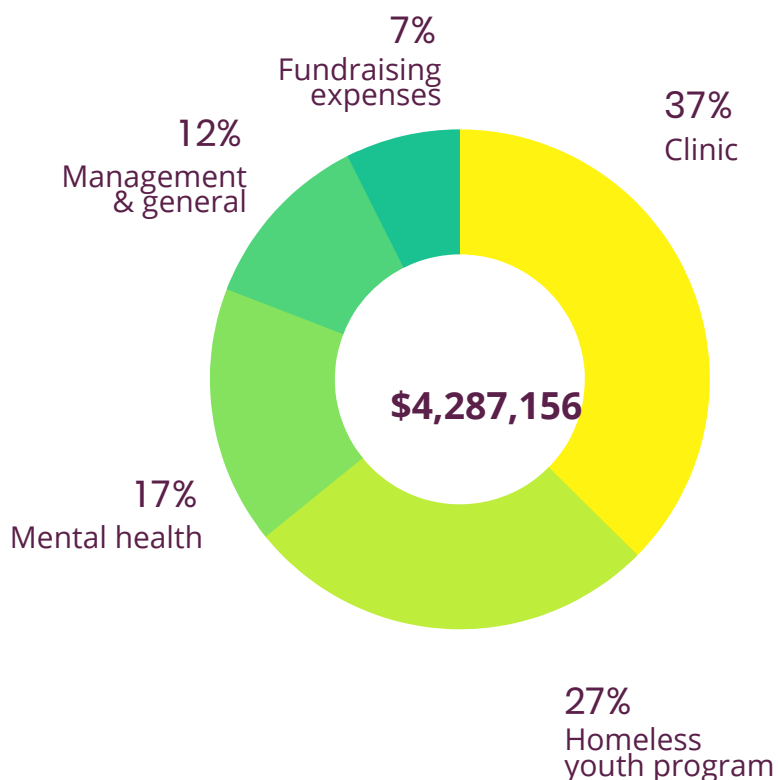
Mental health program expenses

\$501,718

Management & general expenses

\$318,312

Fundraising expenses



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\$100,000+

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