

ANNUAL REPORT 2014



- o Milestones & Accomplishments
- o Clinical
- o Training & Educational Outreach
- o Financials

2938 N. 5th Street
Philadelphia, PA 19133

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Prepared by: Bryan Dickey, Director of Operations

Date: March 15, 2015

Period Covered: January 2014 – December 2014

BUDGET NARRATIVE

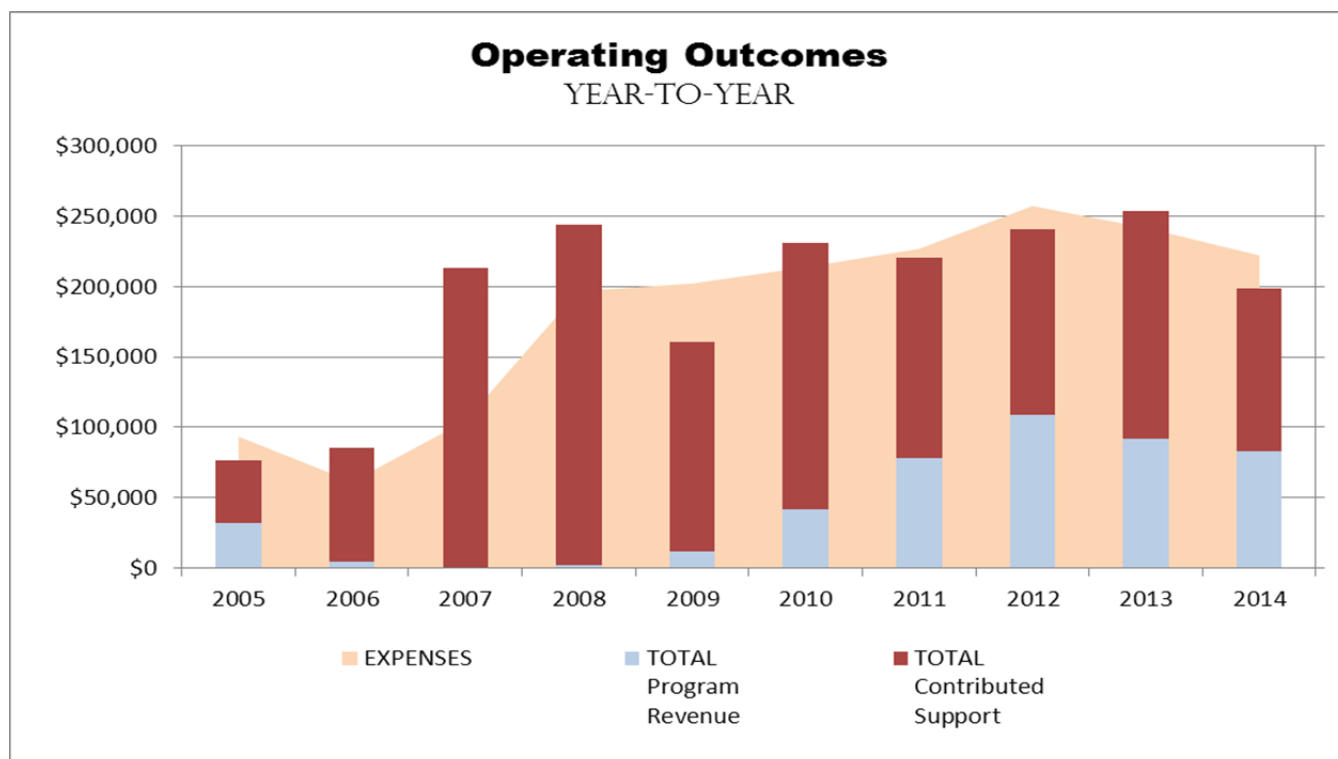
Although we have seen much clinical success as a result of our outreach to the people we counsel, we are committed more than ever to a broader strategic response to address the overall impact of trauma on our North Philadelphia community. The response we propose centers on the recognition that trauma is not only an individual experience, but also has multiple adverse effects on the community as a whole.

We believe that continued investment in creative, innovative ways to bring stability and cohesion to these neighborhoods is our best chance of seeing this corner of the city revitalized and returned to vibrancy. Based on our experience in providing clinical care and trainings in this community, we have found that change, whether economic or social, can be brought about only with the right harmony being struck among the following key elements:

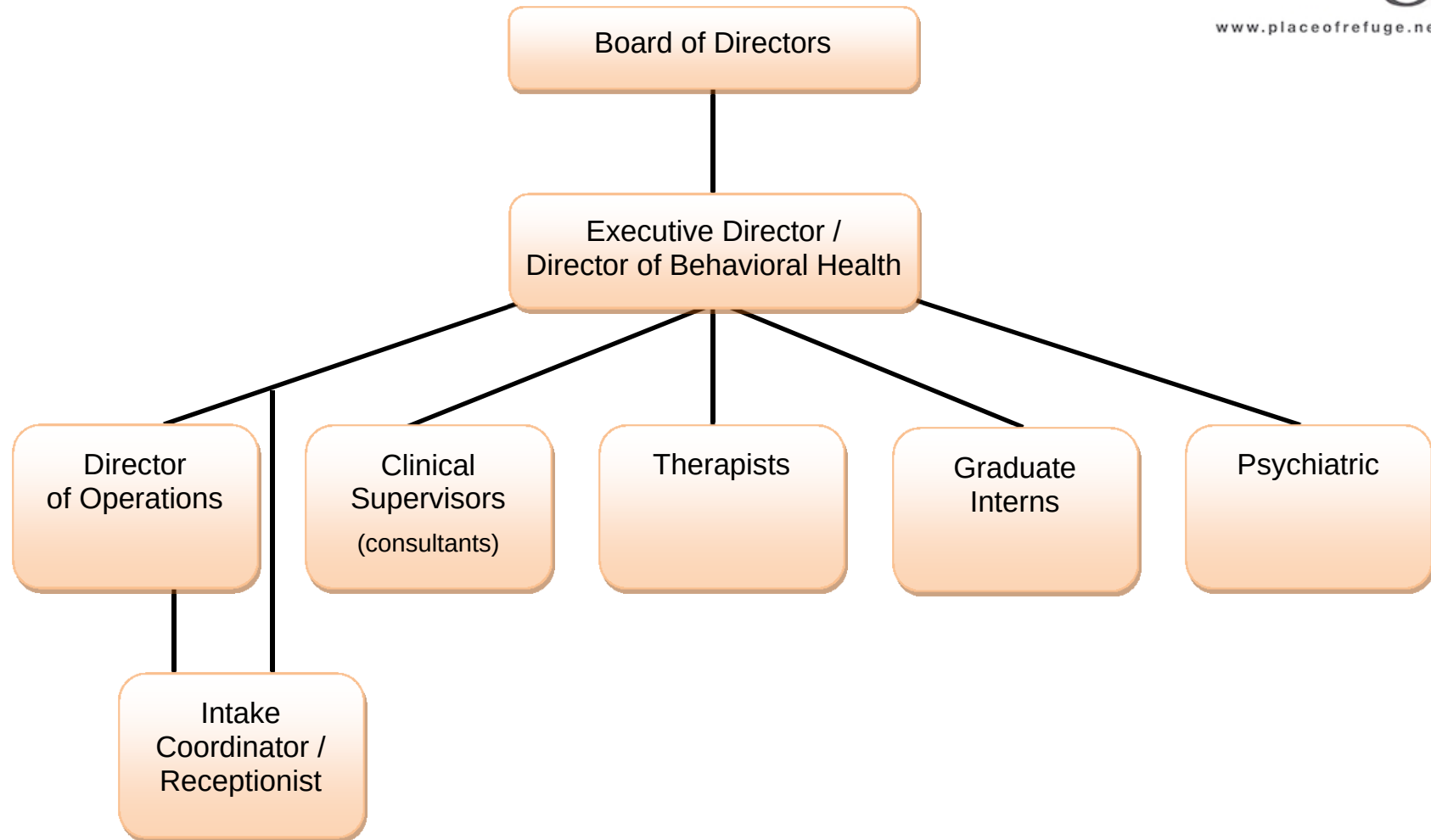
- *Cultural*—efforts must be tailored to the community, and must accept and appreciate the pluralism of those being served;
- *Community*—work in cooperation with other existing institutions of strength;
- *Clinical*—provide services that have sound, tested, professional backing, capable of addressing the depth of suffering in the human experience that will inevitably be encountered; and,
- *Contextual*—a recognition within the spectrum of relationship that we are called to many roles simultaneously: as counselor, consultant, helper, comforter, brother, sister, and friend.

In spite of the profound economic challenges in this community, we believe that avenues to reach the individuals and families who call this neighborhood home do exist—specifically, by leveraging existing institutions of strength such as grassroots non-profits and churches, and by reaching out to indigenous leadership within the faith community. To make this possible, to make deeply meaningful counseling and training on basic mental health topics available in North Philadelphia, concerted support is greatly needed.

Your support is greatly appreciated.



ORGANIZATIONAL CHART



The Place of Refuge - Organic Growth Since 2001

The Place of Refuge was incorporated in 2001 as a Philadelphia-based nonprofit with a mission to bring healing to the urban poor suffering from abuse, trauma, domestic violence, and HIV/AIDS, through culturally-sensitive, comprehensive mental health services. Below, please find an overview of our growth process.

▲ Launch II - Counseling Center

Established Community Counseling Center in North Philadelphia

- Opened community counseling center in the heart of Kensington, Philadelphia neighborhood with support of Community Behavioral Health (February 2008)
- Expanded individual and group counseling services (insurance & sliding-scale)
- Office schedule: Mon-Fri & every other Saturday
- Developed and refined training techniques and programs
- Continuing education and outreach for clients, community, and practitioners

2008

Launch I - Community Sites

Established Community Sites / Education and Outreach Efforts

- Professional development for 60 Non-Profit Leaders / Temple University CSPCD
- Lay Counselor Training: consulting for three neighborhood churches
- Individual (*20 per week*) and family (*10 per month*) Counseling Services (*Main issues: trauma, dealing with neighborhood violence/loss of loved ones*)
- Established local neighborhood offices in partnership with Wyoming Avenue Baptist Church (2005/06) and Olney Baptist Church (2006/07)

2004

Incubation Stage

Established Initial Services / Offered at Community Health Clinic

- Domestic abuse counseling groups - small group sessions for women
- Mentoring of outreach staff & trainers servicing HIV/AIDS infected individuals
- Initial counseling services for 20 Esperanza Health Center patients weekly
- Total served annually: 100+

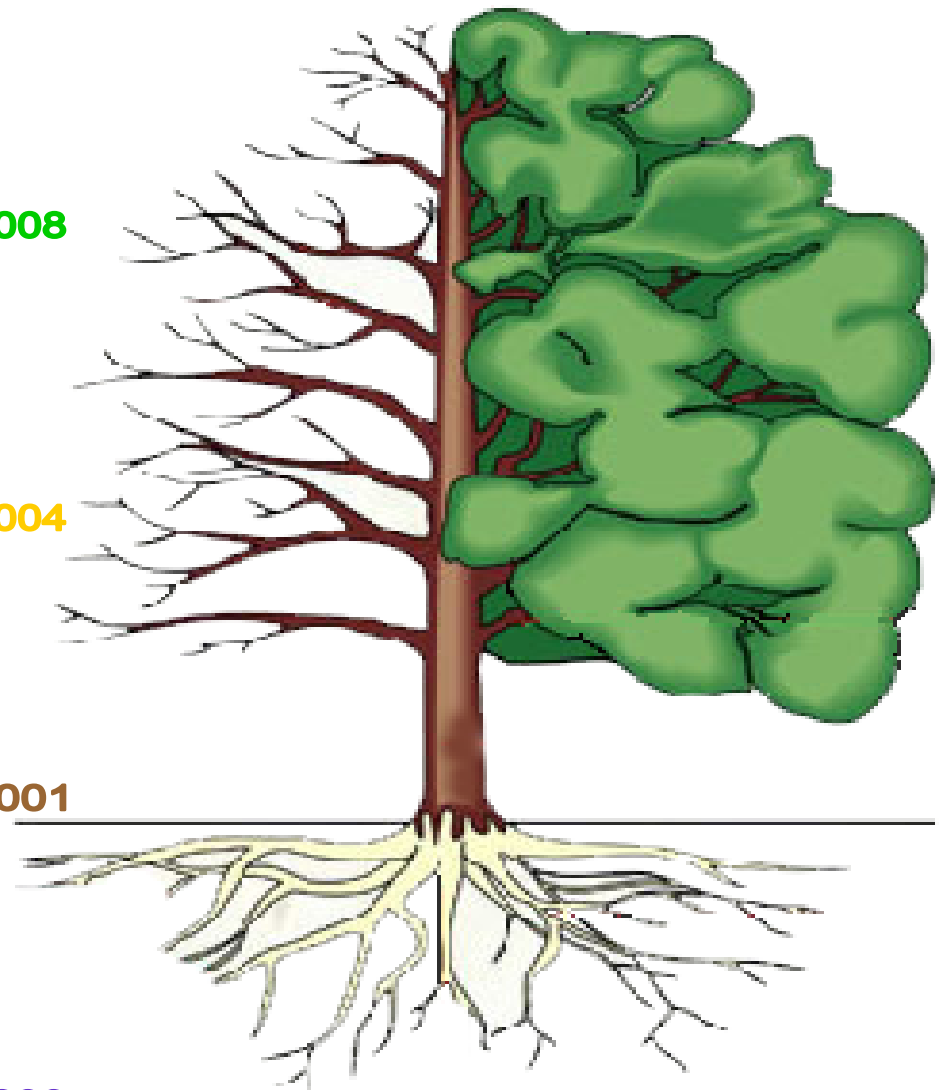
2001

Seeding the Vision

Observed Need for Culturally Sensitive, Comprehensive Mental Health Approach / Place of Refuge Conceived and Incorporated

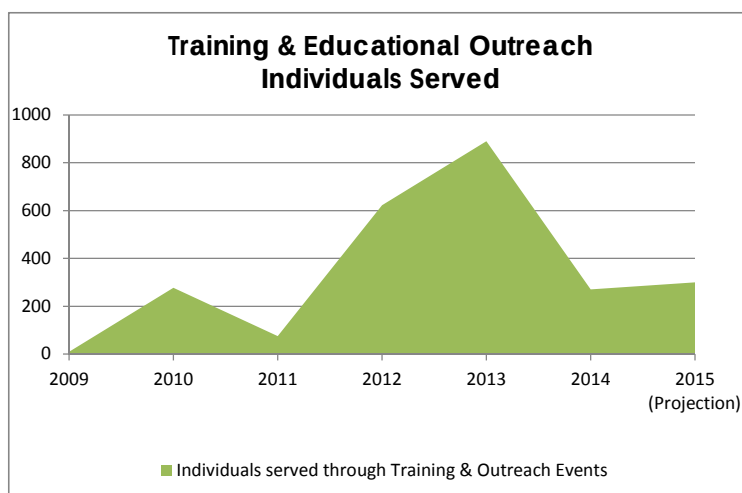
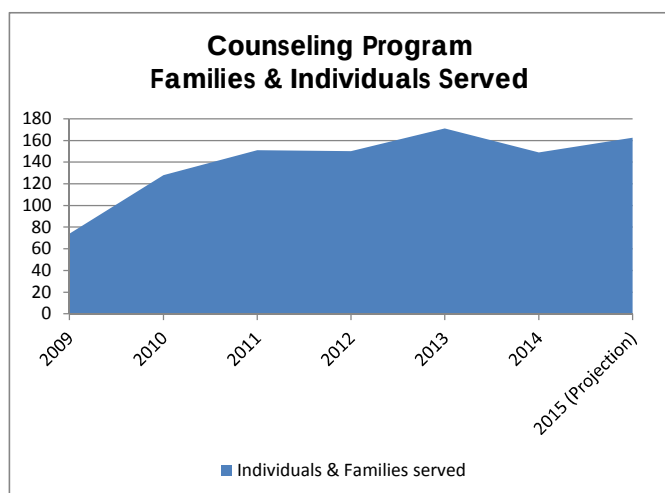
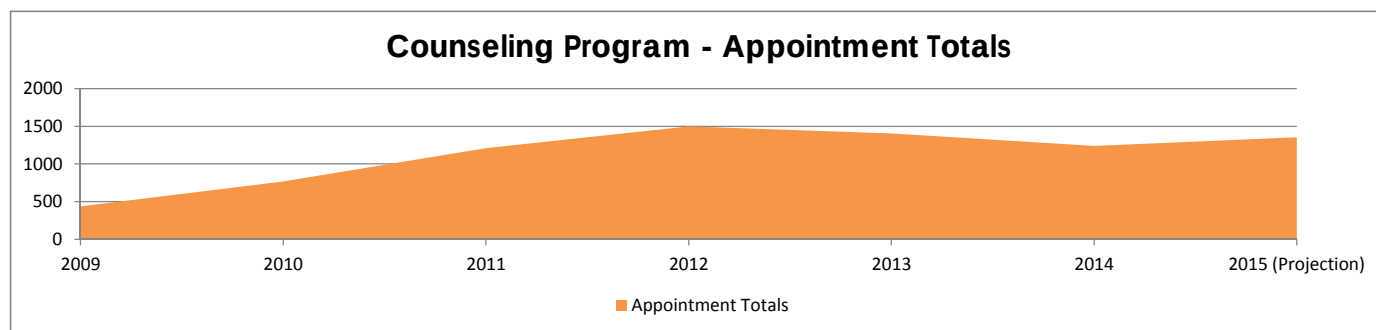
- Practice Research: observed patterns of need over 12 years of clinical services
- Recommendations: published 2 studies on best practices for mental health in North Philadelphia community and participated in WHYY coverage on the topic
- Resolution: established The Place of Refuge to address service gaps

1999



1. MILESTONES & ACCOMPLISHMENTS

	IMPACT	2009	2010	2011	2012	2013	2014	2015 (PROJECTION)
COUNSELING SERVICES	Individuals & Families served	74	128	151	150	171	149	162
	Appointment Totals	438	769	1211	1496	1406	1241	1353
	No-Show Rate (%)	11%	12%	16%	13%	16%	15%	15%
	New Families Starting to Receive Services	26	55	87	90	96	75	82
	Individuals served through Referral Coordination	76	85	95	144	78	52	57
MENTAL HEALTH EDUCATION & AWARENESS	Individuals served through Training & Outreach Events	10	277	75	622	890	270	300
	Event Totals	1	7	1	6	15	5	5
	Event Partners	1	6	1	6	13	4	4
	Event Hours	2	14	1	32	34	8	8
TARGETED COMMUNITY-BASED TRAINING	Professionals, Clergy, and Lay-Leaders trained	0	0	0	21	20	0	0
PROFESSIONAL & CLINICAL TRAINING	Counseling and Psychiatric Internships	1	2	2	2	4	5	4
TOTAL NUMBER SERVED		161	492	323	939	1163	476	523



Recent Program Highlights for Prior Years

2014

Fulfilling our Mission

- Nurtured municipal and grassroots partnerships, building credibility and reputation around strong clinical standards, faith-based specialty, and trauma-informed care
- Enhanced coordination with key partners, which led to increased collaboration on services to the underinsured and completely uninsured—the most at-risk segments of our service population
- Further refined clinical care, supervision and outcomes evaluation processes
- Developed capacity for expanded Training and Educational Outreach activities
- Trimmed expenses and expanded graduate internship program

Families and individuals served through counseling services	149
Individuals served through trainings and outreach events	270
Appointment total	1241

2013

Growing our Outreach

- Significant growth of families served through counseling as well as training and educational outreach efforts
- Lay-counseling training core curriculum was refined into eight module training manual: *Lay-Counseling for Urban Helpers*—blending three significant threads of work: 1) trauma research, 2) practice-generated knowledge about trauma interventions, and 3) lessons learned from survivors—the voices of the people we serve
- Conducted training and educational outreach for 13 partner agencies across Philadelphia

Families and individuals served through counseling services	171
Individuals served through trainings and outreach events	890
Appointment total	1406

2012

Recruiting Talent, Refining our Infrastructure

- 2012 was a year of enormous program growth, but also required infrastructure tightening
- Piloting of our first workshop series ran from March-May 2012 with group of 21 lay-leaders
- Developed new partnerships, which enabled significant growth and diversity of referrals

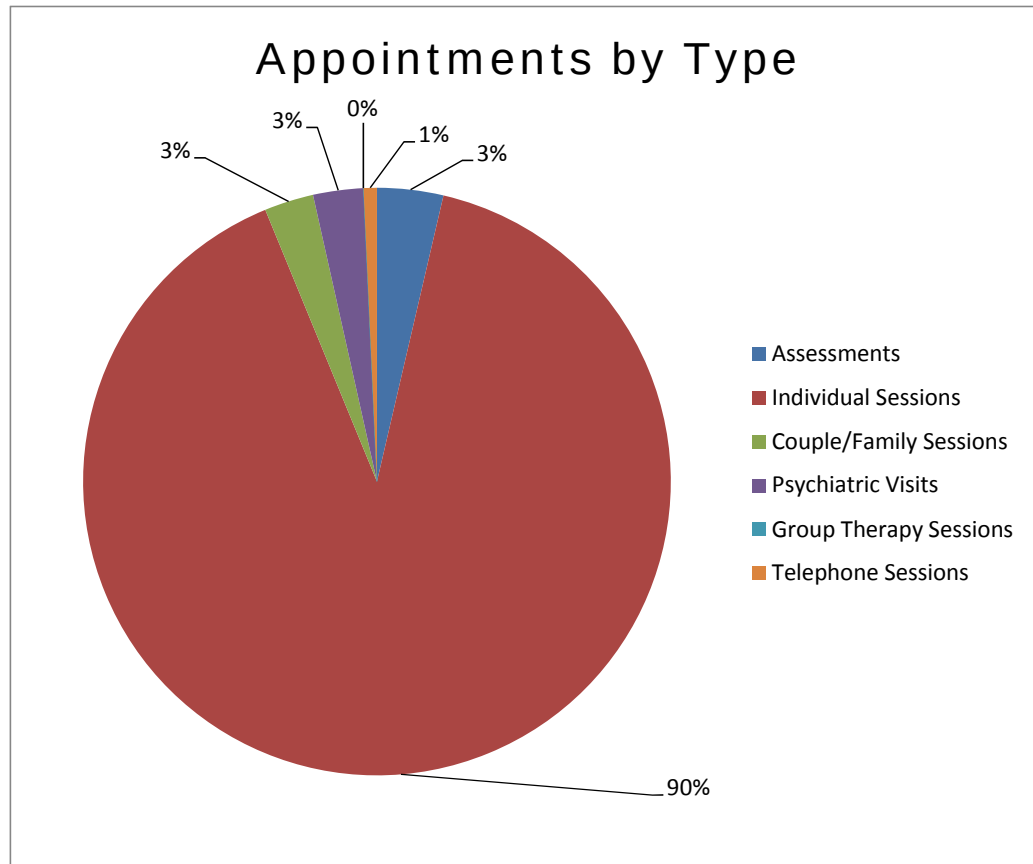
Families and individuals served through counseling services	150
Individuals served through trainings and outreach events	622
Appointment total	1496

2. CLINICAL

Appointments by Type

THE PLACE OF REFUGE

Reporting Year	2014
Total Clients Served	149
Total Appointments	1241



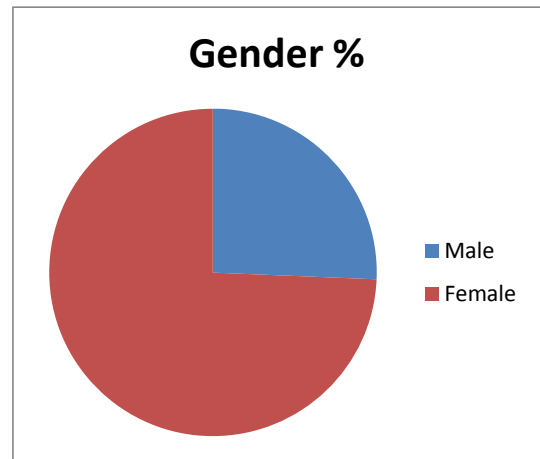
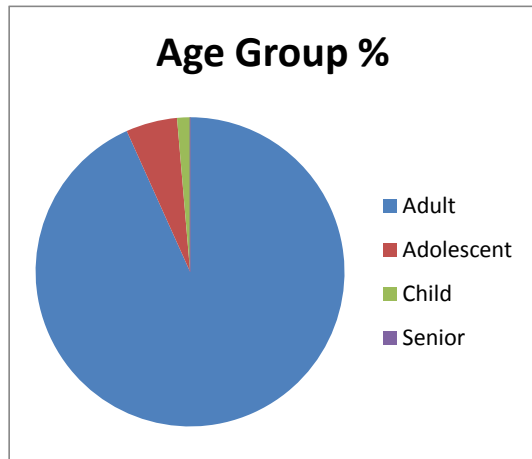
Appointment Details	Count
Assessments	45
Individual Sessions	1118.5
Couple/Family Sessions	33.5
Psychiatric Visits	34.5
Group Therapy Sessions	0
Telephone Sessions	9
TOTAL	1241

Demographic Data

THE PLACE OF REFUGE

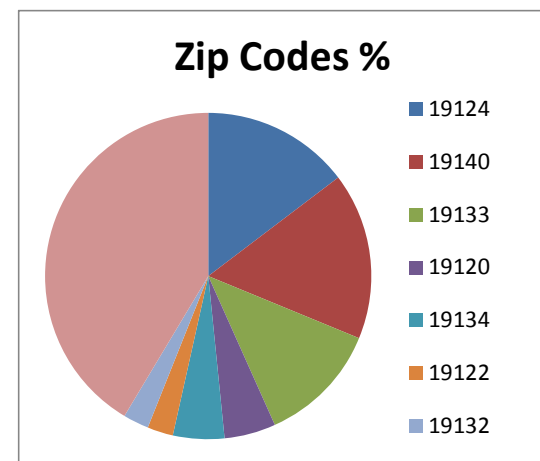
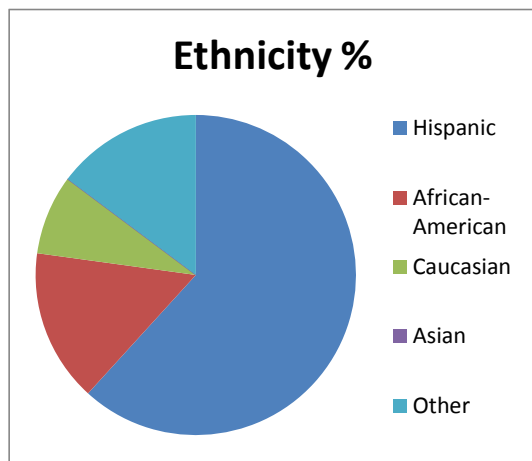
Clients Served

Reporting Year	2014
Total Clients Served	149
Total Appointments	1241



Age Group	Percentage
Adult	93%
Adolescent	5%
Child	1%
Senior	0%

Gender	Percentage
Male	26%
Female	74%



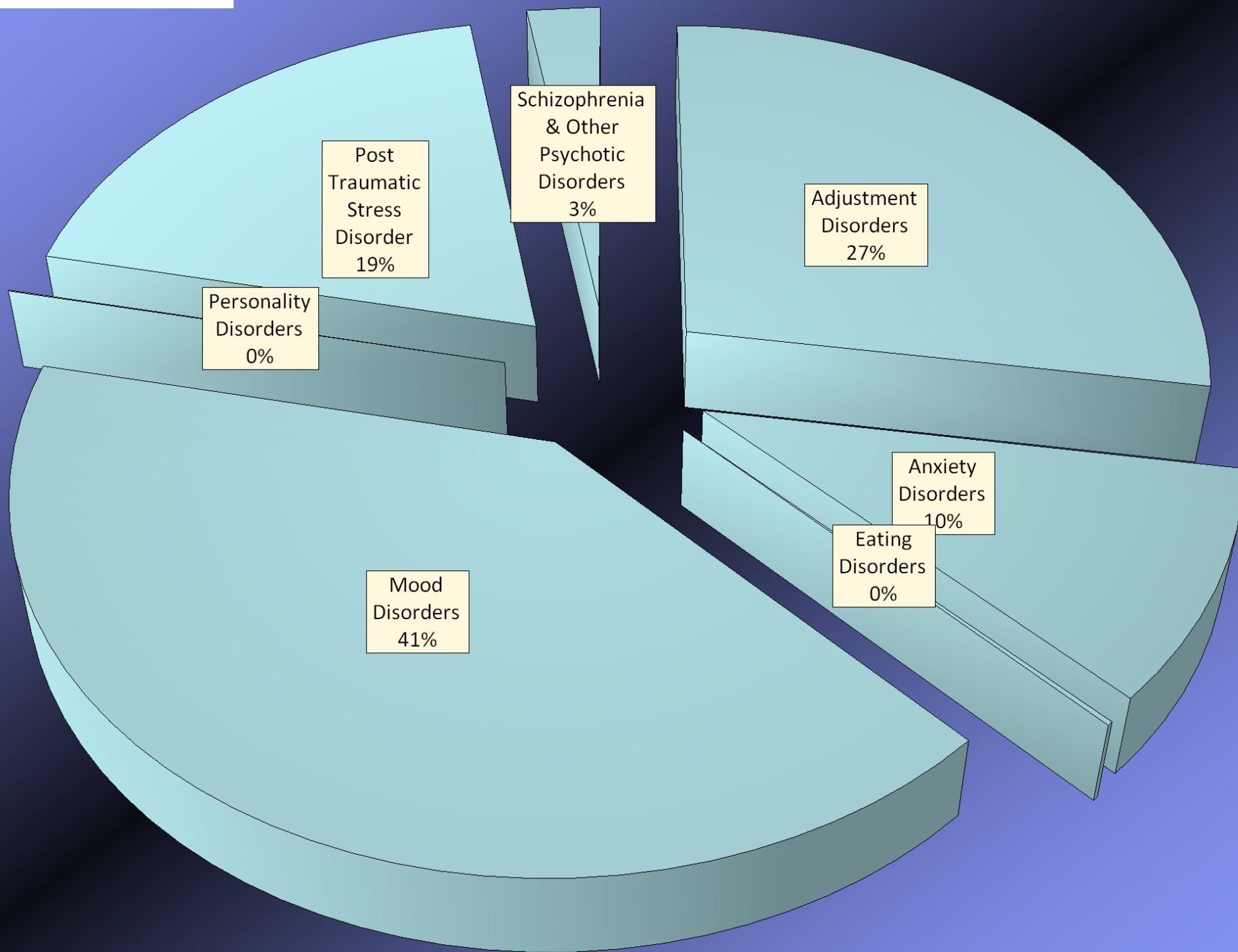
Ethnicity	Percentage
Hispanic	62%
African-American	15%
Caucasian	8%
Asian	0%
Other	15%

Spanish Only	22%
Bilingual	17%
English Only	60%

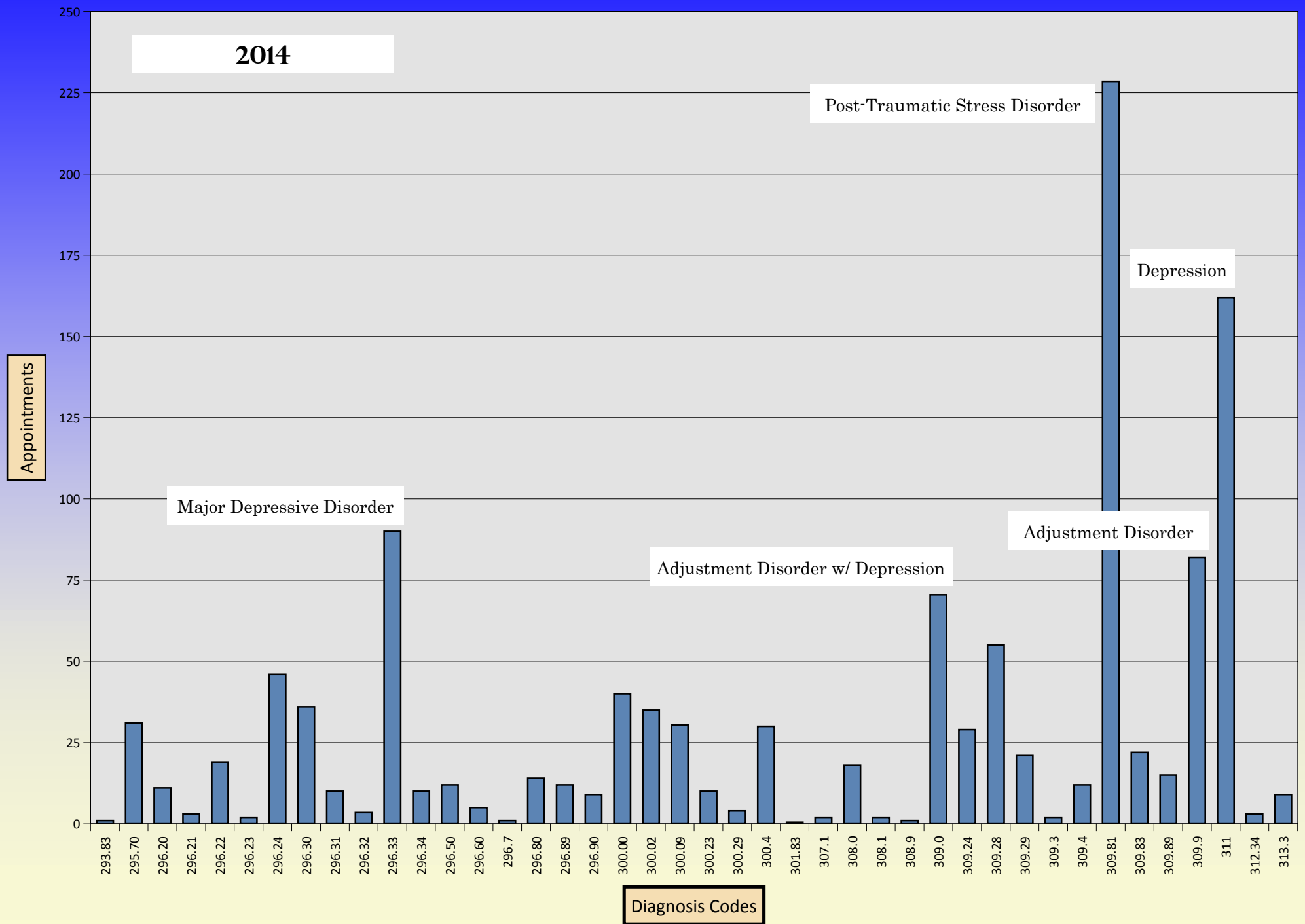
Zip Codes Serving	Percentage
19124	15%
19140	17%
19133	13%
19120	5%
19134	5%
19122	3%
19132	3%
Other Zip Codes	44%

2014

Primary Diagnosis Groupings Report

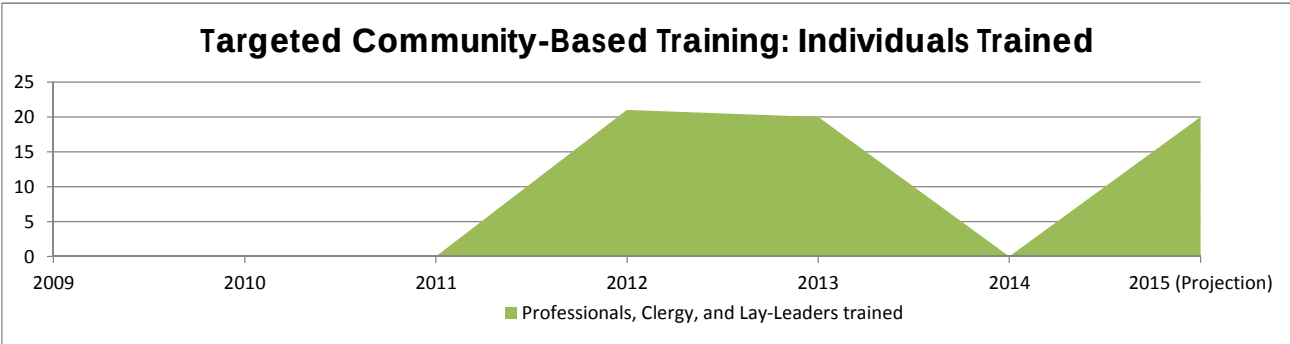
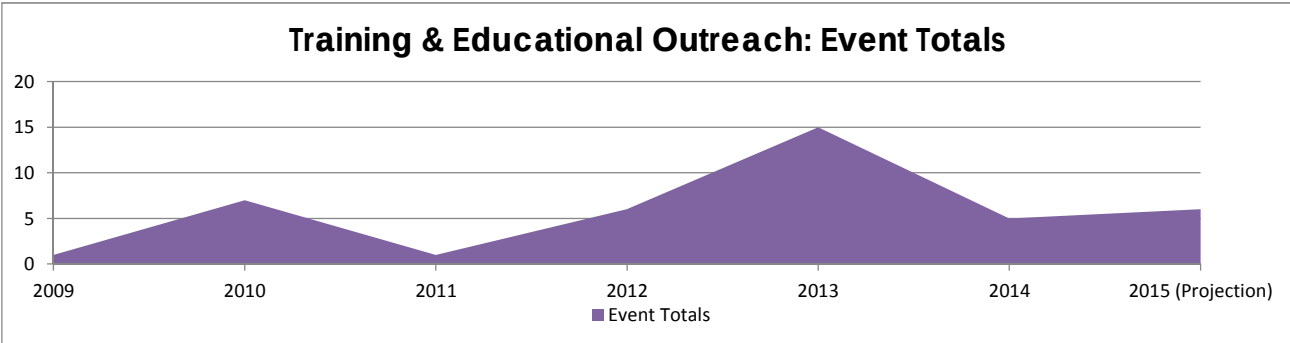
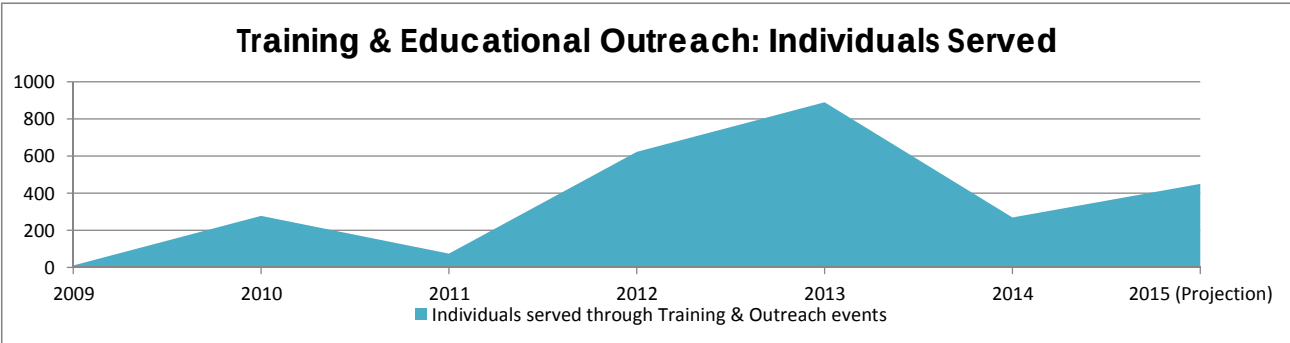


PRIMARY DIAGNOSIS CODES REPORT: ICD-9 CODE MANUAL



3. TRAINING & EDUCATIONAL OUTREACH

	IMPACT	2009	2010	2011	2012	2013	2014	2015 (PROJECTION)
MENTAL HEALTH EDUCATION & AWARENESS	Individuals served through Training & Outreach events	10	277	75	622	890	270	450
	Event Totals	1	7	1	6	15	5	6
	Event Partners	1	6	1	6	13	4	6
	Event Hours	2	14	1	32	34	8	15
TARGETED COMMUNITY-BASED TRAINING	Professionals, Clergy, and Lay- Leaders trained	0	0	0	21	20	0	20
PROFESSIONAL & CLINICAL TRAINING	Counseling and Psychiatric Internships	1	2	3	3	5	5	6
TOTAL NUMBER SERVED		11	279	78	646	915	275	476



The Place of Refuge - Training and Education Outreach Report

2014

Total Events for Period:

5

Total Served for Period:

270

Total Hours for Period:

8

Education Outreach

Training Date	Title of Training	Hosting Organization	Location	Organization Type	Population	Head Count	Hours
10/5/2014	You Matter	Barnabas Transformation Ministry	Barnabas Transformation Ministry	Church	Non-Professionals	60	1
9/7/2014	Trauma and Urban People	Summer Medical Institute	Tenth Presbyterian Church	Non-Profit	Non-Professionals, Professionals	40	2
4/23/2014	Finding Your Balance: When to turn it off and disconnect	Department of Behavioral Health	Philadelphia Convention Center	Government	Non-Professionals, Professionals	70	1
4/23/2014	Finding Your Balance: When to turn it off and disconnect	Department of Behavioral Health	Philadelphia Convention Center	Government	Non-Professionals, Professionals	30	1

Other

Training Date	Title of Training	Hosting Organization	Location	Organization Type	Population	Head Count	Hours
9/20/2014	On Becoming Women of the Word	Maranatha Christian Fellowship	Hilton Garden Inn, Valley Forge	Church	Non-Professionals	70	3

4. FINANCE

The Place of Refuge
BUDGET VS. ACTUALS: OPERATING BUDGET - FY14 P&L
January - December 2014

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Income				
4 Contributed Support	116,146.31	140,108.00	-23,961.69	82.90 %
4999 Uncategorized Income		0.00	0.00	
5 Earned Revenues - Program	84,905.97	107,004.00	-22,098.03	79.35 %
Total Income	\$201,052.28	\$247,112.00	\$ -46,059.72	81.36 %
Gross Profit	\$201,052.28	\$247,112.00	\$ -46,059.72	81.36 %
Expenses				
7200 Salaries & Related Expenses	144,679.41	148,988.00	-4,308.59	97.11 %
7500 Other Personnel Expenses	30,181.50	46,215.00	-16,033.50	65.31 %
8100 Non-Personnel Expenses	10,472.27	9,656.00	816.27	108.45 %
8200 Occupancy Expenses	21,568.19	21,504.00	64.19	100.30 %
8300 Travel & Meetings Expenses	2,009.99	252.00	1,757.99	797.62 %
8400 Depreciation & Amortization Expense	3,433.36	5,890.88	-2,457.52	58.28 %
8500 Misc Expenses	6,341.08	7,323.00	-981.92	86.59 %
8600 Business Expenses	3,486.36	3,900.00	-413.64	89.39 %
Total Expenses	\$222,172.16	\$243,728.88	\$ -21,556.72	91.16 %
Net Operating Income	\$ -21,119.88	\$3,383.12	\$ -24,503.00	-624.27 %
Net Income	\$ -21,119.88	\$3,383.12	\$ -24,503.00	-624.27 %

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The Place of Refuge

PROFIT AND LOSS

January - December 2014

	JAN - MAR, 2014	APR - JUN, 2014	JUL - SEP, 2014	OCT - DEC, 2014	TOTAL
Income					
4 Contributed Support	9,793	24,881	31,041	50,431	\$116,146
5 Earned Revenues - Program	18,565	25,961	22,050	18,330	\$84,906
Total Income	\$28,358	\$50,843	\$53,091	\$68,761	\$201,052
Gross Profit	\$28,358	\$50,843	\$53,091	\$68,761	\$201,052
Expenses					
7200 Salaries & Related Expenses	36,303	35,999	38,937	33,440	\$144,679
7500 Other Personnel Expenses	1,823	3,009	3,572	21,778	\$30,182
8100 Non-Personnel Expenses	2,485	3,571	1,890	2,526	\$10,472
8200 Occupancy Expenses	5,279	5,155	5,406	5,729	\$21,568
8300 Travel & Meetings Expenses	80	735	430	765	\$2,010
8400 Depreciation & Amortization Expense				3,433	\$3,433
8500 Misc Expenses	2,209	1,434	273	2,425	\$6,341
8600 Business Expenses	930	759	653	1,144	\$3,486
Total Expenses	\$49,108	\$50,662	\$51,162	\$71,240	\$222,172
Net Operating Income	\$ -20,750	\$181	\$1,929	\$ -2,479	\$ -21,120
Net Income	\$ -20,750	\$181	\$1,929	\$ -2,479	\$ -21,120

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The Place of Refuge

BALANCE SHEET

As of December 31, 2014

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
1010 Abington Bank - Old Checking (deleted)	0.00
1015 Operating Checking - Wells Fargo - x0568	9,629.26
1017 Payroll Checking - Wells Fargo - x0678	361.21
1018 Payroll2 Checking - Wells Fargo - x9877	0.00
1020 Checking - Abington Bank	0.00
1023 Savings - Wachovia	0.00
1025 Savings - Wells Fargo	0.00
1030 Savings - Abington Bank	0.00
1040 Petty Cash	318.43
Total Bank Accounts	\$10,308.90
Accounts Receivable	
1110 Accounts Receivable	6,488.29
Total Accounts Receivable	\$6,488.29
Other current assets	
1299 Undeposited Funds	4,245.00
1310 Employee & Trustee Receivables	0.00
1320 Notes / Loans Receivables	0.00
1450 Prepaid Expenses	0.00
1460 Deposits	1,000.00
Total Other current assets	\$5,245.00
Total Current Assets	\$22,042.19
Fixed Assets	
1630 Leasehold Improvements	46,011.00
1640 Furniture, Fixtures, & Equipment	49,804.54
1660 Construction In-Progress	0.00
1735 Accum Amort - Leasehold Improvements	-46,011.00
1745 Accum Deprec- Furn, Fix & Equip	-47,805.06
Total Fixed Assets	\$1,999.48
Other Assets	
1900 Collections - Art, etc.	2,713.54
Total Other Assets	\$2,713.54
TOTAL ASSETS	\$26,755.21
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Credit Cards	

2050 Credit Card	76.60
2052 Credit Line - Wells Fargo - x...0729	12,381.12
2054 Credit Line - Wells Fargo - x...3665	0.00
Total 2050 Credit Card	12,457.72
Total Credit Cards	\$12,457.72
Other Current Liabilities	
2100 Payroll Liabilities	0.00
2110 Accrued Payroll	12,380.09
2130 Accrued Payroll Taxes	1,458.33
2150 Accrued Expenses - Other	6,864.32
Total Other Current Liabilities	\$20,702.74
Total Current Liabilities	\$33,160.46
Total Liabilities	\$33,160.46
Equity	
3001 Opening Balance Equity	49,124.83
3010 Unrestricted (Retained Earnings)	-34,410.20
Net Income	-21,119.88
Total Equity	\$ -6,405.25
TOTAL LIABILITIES AND EQUITY	\$26,755.21

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REVENUE

TOTAL	\$ 310,000
DESCRIPTION	2015 BUDGET
EARNED REVENUE	
Government contracts: Medical Assistance counseling (CBH)	71,900
Other earned income: Counseling agreements (Third-Parties)	20,000
Counseling fees (Out-of-Network Sliding-Scale & Scholarships)	9,700
Training fees	2,500
Investment income	-
Miscellaneous revenue	500
Subtotal	\$ 104,600
CONTRIBUTED SUPPORT	
Government grants	-
Foundations	37,900
Corporations	-
United Way and other federated campaigns	-
Church support	21,200
Individual contributions	139,800
In-Kind support from staff	-
In-Kind support from volunteers & other	6,800
Subtotal	\$ 205,700

EXPENSES

TOTAL	\$ 240,000
DESCRIPTION	2015 BUDGET
EXPENSES	
Salaries, wages and benefits	153,200
Insurance and other taxes	5,000
Consultants and professional fees	32,400
Supplies	1,700
Equipment	1,300
Printing and copying	800
Telephone, fax and internet	4,900
Postage and delivery	700
Travel	2,000
Rent and utilities	18,500
Depreciation & amortization expense	1,700
In-kind expenses	6,800
Other: audit services	5,000
Other: miscellaneous expenses	5,600
Subtotal	\$ 239,600

DIFFERENCE

DESCRIPTION	2015 BUDGET
REVENUE	310,000
EXPENSES	240,000
Difference: Surplus (Deficit)	\$ 70,000

5. BOARD OF DIRECTORS

THE PLACE OF REFUGE - BOARD OF DIRECTORS

Rev. Luis Centeno
Pastor and Community Organizer
Chair

Odir Chavez, C.I.A.
Internal Auditor
Treasurer

Rev. Raul LeDuc
Pastor and Community Leader
Member

Morris Scott, Esq.
Attorney at Law
Member

PRIMARY CONTACT

Elizabeth Hernandez, D.Min.
Executive Director