



# Annual Report

FISCAL YEAR 2004

July 1, 2003 to June 30, 2004

Fiscal Year 2004 was a year of great accomplishment and challenges at Bread for the City. On June 14, 2004 we were awarded a very prestigious accolade, the **Washington Post Award for Excellence in Nonprofit Management**. This award recognizes outstanding management achievements and innovative strategies that maximize the level and quality of service rendered to the community. Bread for the City was recognized for “many examples of high-quality management including: strong organizational culture with core values of dignity and respect; a commitment to planning; fundraising programs including individual giving and a successful capital campaign which enabled the continuation of essential services without interruption.”

During the year we were challenged by a steady rise in demand for our services. Our two Centers, one in Northwest and another in Southeast, are helping more people than ever before. As demand for our services increased, our expenses and the number of staff and volunteers working in our buildings climbed to record highs. Our staff, which finds creative ways to work with an increasingly tight budget, made two rooms out of one, solicited more food drives, explored new sources of funding, trained more volunteers; and began discussions to plan for the future. Poverty in the District remains widespread, the lack of affordable housing is a catastrophe for the poor (and not so poor) wishing to live here, and Bread for the City services were crucial—if not life-saving—for so many of our neediest neighbors.

Throughout FY04 we spent several months crafting the future course of Bread for the City; the process involved input from members of our Board, our senior management team and staff. We were ably guided in the process by consultants from COMPASS, a volunteer consulting group. The result is our Strategic Plan 2005-2009, it established the following key goals for the agency:

- *expand the Northwest Center to reduce overcrowding;*
- *open a third Center in Northeast, DC that replicates our working model;*

- *position Bread for the City's governance framework to support growth and ensure long-term sustainability;*
- *establish Bread for the City as the most desirable nonprofit at which to work and serve;*
- *maintain financial stability.*

## Agency Highlights

In addition to providing valuable services in the community described later, we are proud of these accomplishments:

- *2004 Washington Post Award for Excellence in Nonprofit Management*
- *Received the “Organizational Partner Award in Recognition of Outstanding Collaboration, Support and Dedication to the Work of the Far SE Family Strengthening Collaborative”*
- *Executive Director George Jones was selected to attend the Johnson & Johnson Community Health Care Executive program at UCLA.*
- *Hosted our most successful Art With a Heart fundraiser*
- *Hosted the annual Volunteer Recognition reception, honorees by program were: Food NW: National Children's Center Group, and Abdul Kamara; Clothing NW: Kathryn Ezra; Food & Clothing, SE: Dabrielle Cunningham; Social Services NW: Russ Reiff; Social Services SE: Kimberly Switlick; Legal NW: Ellen Taylor; Legal SE: Kate Lang; Medical: Catherine Kello; Spanish Translations: Elena Alvarez; Development: Heather Zirkle*
- *Completed the 18-month Community Wealth Ventures program, which focused on capacity building and creating a for-profit venture*
- *Benefited from several fundraisers during the year: Noteworthy Occasion, a dinner and recital hosted at the Swiss Embassy, Divas of DC concert held at the State Theatre in Falls Church, The Ann Hand Collection special jewelry sale, Austin Grill First Monday, P Street Whole Foods Halloween Bake Sale, Living Soul Ministries concert, Wellspring, a CD compilation, sales of which benefit BFC, and Washington Wizards food drive*

## 2003-2004 Staff

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## Fellows and Loaned Associates

Desiree Hensley—Arnold & Porter LLP  
Equal Justice Works Fellow  
Jamie Hochman Herz—Skadden Fellow  
(outgoing)  
Sam Heywood—Covington & Burling  
Loaned Associate (incoming)  
Tron Kohlhagan - Graduate Fellow,  
DC Bar Probono Program  
Jen Maranzano—Skadden Fellow  
(incoming)  
Shaun Palmer—Covington & Burling  
Loaned Associate (outgoing)

## Board of Directors FY04

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## Major Contributors Fiscal Year 2004

### Corporations & Organizations

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Quadel Consulting  
Skadden, Arps, Slate, Meagher & Flom LLP  
Skadden Fellowship Foundation  
Skin Cancer Surgery Center  
Sodexo USA

- *Hosted a successful SE community cookout for over 500 neighbors, guests included Washington Mystics players Kiesha Brown and Nakia Sanford, volunteers and food provided by Whole Foods*
- *Participated in the Fannie Mae Help the Homeless Walkathon and coordinated educational activities at schools*
- *BFC supported community partners by providing space in our Centers: we host Workers Rights Clinics of Employment Justice Center in NW and SE Centers, Unity Health Care Good Hope Clinic is in our SE Center, Family Medical & Counseling Services offers HIV screening in SE Center, DC Bar Advice and Referral Clinic is held at NW Center, AARP's Legal Council for the Elderly Self-Help Office at SE Center, Legal Aid Society assistance offered at SE Center, Naylor Road School PTA meets at SE Center, AA meeting at NW Center, Shaw Eco Village garden at NW Center*
- *Northwest Center building, which is over 100 years old, was included in the Shaw House Tour for the first time*

## Program Service Accomplishments

### Social Services Program:

Provided a wide range of counseling, referral and case management services. Our social workers and volunteers helped clients apply for public benefits like SSDI and Medicaid, provided individual counseling, served as representative payees, and helped clients identify and access a wide range of services such as employment training, substance abuse treatment and housing assistance.

We conducted 6,579 intakes to assess client needs. During this computer-guided interview, staff gathered information about the client's needs and interest in the services we offer while screening for available benefits. We met with clients 4,590 times for casework, therapy, and walk-in consultation; staff assisted clients to complete 1,169 applications for various benefits, and staff opened 132 new case management cases. This year saw the highest percentage of all cases closed for meeting goals—a tremendous accomplishment. A member of the social services staff was always “on-call” to answer phone inquiries or to assist other program staff with client needs. The NW and SE Centers continued to integrate services and referred clients to special programs offered in-house.

The New Opportunities for Women (NOW) program was created as a voluntary support group offered to women enrolled in BFC

case management. The goal of this program is to work toward enhancing relationships by building trust and camaraderie, with both group and individual goals. The first class graduated in June. The Representative Payee Program grew tremendously, serving nearly 500 participants by year's end. Staff activities included joining the Workforce Organization for Regional Collaboration (WORC), participating in the Fair Budget Coalition, running focus groups on housing needs, participating in community meetings about inclusionary zoning, attending numerous workshops and networking events.

### Food Program:

We continue to feed hungry DC residents, during FY04 we fed an average of 4,459 households each month. This is a 1,000 household a month increase over the prior year, a huge increase in volume. Each bag we distributed consisted of a nutritious, three-day supply of groceries adjusted to suit the household size. Eligible clients had incomes of 125% or less of the federal food stamp guidelines and most food clients were elderly, disabled or families with children at home. Eligible clients could receive food once a month. In response to the great increase in food clients, we cut the number of bags we distribute to groups serving the homebound from 800 bags a month to 400.

Our Holiday Helpings program provided 6,970 turkey dinners with all the trimmings during November and December. All of the turkeys and groceries needed to provide these holiday meals to our clients were made possible by the generosity of individuals, corporations, faith communities, school groups and volunteers; leading the way was the very generous staff of the law firm Dickstein, Shapiro, Morin and Oshinsky.

Secretary of Agriculture Ann Veneman visited Bread for the City in September to kick-off the National Nonprofit Humanitarian Initiative, a new USDA program that provided surplus non-fat dry milk to nonprofits.

### Clothing Program:

Our clothing room was stocked throughout the year with seasonally appropriate clothing for adults and children. Clothing comes entirely from donations and is distributed to persons with valid identification. A selection of professional attire for clients with new jobs or upcoming interviews was also available. Last year we distributed over 176,000 articles of clothing to our clients for themselves and their families.

## Thank You From a Client

“Thank you so much for the assistance and patience you showed me today. I really don’t know if you realize how much that special attention means to a person like me, in my situation. If no one thanked you today for all that you do and your tireless efforts, please allow me to do so at this time. Today for the first time in a long while I did not feel like I was judged. Oftentimes individuals in the position to help are insensitive and short, and sometimes careless about the client’s feelings. Believe me it is not easy to be homeless and in need of so many things that the average person takes for granted on a daily basis. Today you, a total stranger, but a person truly committed to the cause made the difference for me. Yesterday, everything went wrong, and it appeared as though all doors were closing as I approached.

Today you restored my faith in the human race, and allowed me to regain the self-respect and dignity that I thought I had lost over the last few months. I realize that sometimes you may think you have a ‘thankless’ job, but rest assured that I appreciate your sincere kindness and help with the deepest gratitude. Thanks again.”

## Medical Program:

The clinic provided primary medical care to uninsured children and adults. It also provided medications, lab tests and referrals at no charge. Last year we provided 5,886 medical visits for 2,207 individuals. During the year we expanded our professional staff and hired a full-time Registered Nurse; she assisted clinic physicians and provided medical advice on the phone to patients. The clinic continued to host health professional students as part of their clinical education, including medical students and residents from George Washington, Georgetown, and Howard Universities, and a resident from the Washington Hospital Center. Volunteer doctors, nurses, P.A.s and N.P.s worked in the clinic, including doctors from the American College of Obstetrics and Gynecology.

The clinic was awarded a grant as a pilot project in the Robert Wood Johnson Foundation funded project “Covering Kids and Families.” This grant enhanced the clinic’s ability to educate families about their health insurance options and assist them to enroll in the most suitable program.

## Legal Program:

Bread for the City attorneys represented and advised clients in landlord-tenant disputes, and claimants who have been denied Social Security disability benefits; advocated in fair hearings for other public benefits; and represented clients in family law matters including child custody, child support, civil protection orders, and divorce. During FY04 attorneys opened 215 new cases and received 751 applications for service. The legal clinic streamlined its activities by coordinating intake hours and moved away from site-based management to more functional law practice management.

Legal clinic staff played a lead role in city-wide initiatives including: revamping the Landlord and Tenant Resource Center at the DC Superior Court to better assist unrepresented tenants in their cases and have trained pro bono

attorneys to assist the pro se litigants; Child Support Task Force to ensure that both wage withholding orders are issued in a timely fashion and that non-custodial parents are fully informed of the importance of meeting their child support obligations pending the establishment of wage withholding; creating an informational brochure to help kinship caregivers facing difficulty enrolling children in DCPS; providing several trainings at other nonprofits on topics including immigrants’ access and eligibility for public benefits, divorce and custody in domestic violence cases, and landlord tenant matters. Staff had ongoing meetings and provided testimony to the DC Housing Authority regarding regulations governing admissions and occupancy of public housing tenants.

The largest group of cases we had involved landlord tenant matters and Clinic staff conducted significant tenant education and community outreach to teach tenants their legal rights. Staff represented (or found pro bono representation) for tenants facing the loss of their homes in individual cases as well as entire buildings.

Steptoe & Johnson LLP  
Sutherland Asbill & Brennan LLP  
Tyson Foods  
The Washington Post Company

## Faith Community

Blessed Sacrament Catholic Church  
Cedar Lane Unitarian Universalist Church  
Christian Reformed Church  
Dahlgren Chapel  
First Baptist Church  
Fort Meyer Memorial Chapel  
Foundry United Methodist Church  
Leonard Neale House Jesuit Community  
MAZON: A Jewish Response to Hunger  
Potomac Presbyterian Church  
Shrine of the Most Blessed Sacrament  
St. Alban’s Parish  
St. Bartholomew’s Catholic Church  
St. John’s Evangelical Lutheran Church  
St. Patrick’s Catholic Church  
St. Rose of Lima Parish  
St. Thomas’ Parish  
Temple Sinai  
Women of Christ Church  
Zion Baptist Church

## Foundations

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Lester Poretsky Family Foundation  
Roy & Ellen Rosenthal Family Foundation  
SBE&S Clients’ Consolidated Charitable Foundation  
Schoenbaum Family Foundation  
The Wilbur S. Smith Foundation  
Alexander & Margaret Stewart Trusts  
United Way Community Service Fund  
Venable, Baetjer and Howard Foundation

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**Summary of Revenue and Expenses, Fiscal Year 2004 (July 1, 2003–June 30, 2004)**

Revenue		Expenses	Cash	In-kind Donations
Contributions & Grants	2,869,361	Food Program	658,568	445,329
Investment & Miscellaneous Income	101,177	Clothing Program	173,667	439,477
<b>Total Cash Revenue</b>	<b>\$2,970,538</b>	Medical Clinic	333,621	490,599
Donated Food, Clothing & Medication	930,726	Legal Clinic	550,715	115,567
Donated Professional Services	560,949	Social Services Program	749,220	-
<b>Total In-Kind Revenue</b>	<b>\$1,491,675</b>	Fundraising	443,336	-
		General & Administrative	44,465	703
		<b>Total</b>	<b>\$2,953,592</b>	<b>\$1,491,675</b>