



Annual Report — Fiscal Year Ending June 30, 2018



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Dear Friends of Women's Lunch Place,

Thank you for your generous investment in our mission of providing life-changing services to more than 225 women daily. Women's Lunch Place occupies a unique space in the homeless service community. As many overnight shelters require guests to leave during the day, our gifted staff and volunteers welcome women to our day shelter offering safety, nourishment, and access to critical services.

Ninety-three percent of guests are single, unaccompanied women who nationally now outnumber homeless veterans and youth combined. Our holistic approach – more than hunger relief – continues to make a difference in women's lives. WLP meals program and direct care services provide women the opportunity to improve their lives while making healthy choices about food and increasing access to affordable housing, job searching tools, legal assistance, healthcare and behavioral healthcare.

Ninety-two percent of homeless women have suffered from trauma. Our Creative Expressions Program is designed in direct response to the trauma women living in poverty experience. Each day we see women begin to heal and recover from trauma through art, music and movement. These classes, mainly taught by volunteers, opens up a space for joy and beauty to return to women's lives.

Ninety-four percent of our guests report that Women's Lunch Place has made a positive difference in their lives. We are proud that our guests report WLP has impacted their lives in five critical areas: increased housing stability and safety, and decreased hunger, poverty and isolation.

Thank you for your generosity and being a critical part of supporting our guests' journey to a safer and more stable future. Your investment has been wise and the results are tangible.

With much appreciation,

Anthony Leonard

President, Board of Directors



IMPACT – OUTCOME DATA FY18

Your investment has been wise - the impact is tangible

NEED

Homelessness has increased 14% over the past year in Massachusetts

Increased housing costs have caused more housing insecurity (Average Boston rent for studio apartment in 2018 = \$2,316)

Research suggests that poor nutrition costs MA residents over \$2.4 billion

RESPONSE AND IMPACT

HEALTHY MEALS
In FY18, we served 106,201 meals.

ADVOCACY

Our advocates helped 155 women find and maintain safe & secure housing

RESOURCE CENTER

In FY18, our guests visited the Resource Center 26,167 times

BASIC NECESSITIES

Our guests were provided with 4,912 showers, 4,542 loads of laundry, & 3,924 naps

ACCESS TO HEALTHCARE

3,520 visits provided by Health Care Without Walls onsite for our guests

LEGAL ASSISTANCE

Our guests utilized volunteer attorneys during 644 legal consultations

VOLUNTEERS

Our amazing volunteers have logged nearly 32,000 hours (16 FTE) in FY18

GUEST SURVEY

94% of guests reported that WLP made a difference in their lives

What we provide





Women's Lunch Place serves each woman's needs, with dignity and respect.

Our breadth of programs, strong community partnerships, well-trained, dedicated staff and volunteers allow us to tailor our services to meet the individual needs of each woman.

healthy meals program

Combined with stress and fatigue, insufficient nutrition increases a woman's susceptibility to illness and poor health. At Women's Lunch Place (WLP), we look to better our guests' quality of life. The meals program, which includes breakfast and lunch, strives to improve the physical and emotional well-being of our guests. Wholesome, nutritious food is a luxury that most women in our community cannot afford. For many guests, Women's Lunch Place is not only their primary source of food, but their only source or true nutrition. Breakfast and lunch are served six days a week; food preferences are accommodated, with vegetarian alternatives at every meal. Women gain self-confidence and a sense of normalcy as meals are served restaurant-style consistent with 'trauma-informed' care principles to minimize the trauma associated with food insecurity.

advocacy

Women experiencing homelessness and poverty face a myriad of barriers to achieving more stable lives. Our staff assists guests in breaking down those barriers. Skilled advocates provide individualized help with a wide range of complex issues including access to shelter and housing, employment, substance use, domestic violence, medical care, mental health treatment, and legal aid. Volunteer lawyers assist with legal problems and questions. Advocates provide emotional support and guidance to empower women to make healthy decisions.

"A lot of women rely on this place...it is a blessing to be a part of this community."

-WLP GUEST







creative expressions

Our Creative Expressions program offers classes in painting, drawing, creative writing, photography, jewelry-making, sewing, knitting, crocheting, quilting, yoga, and much more. Guests who have experienced trauma find healing, confidence, and empowerment while discovering their artistic talent. Guests display their artwork at local shows and events at the shelter. For some, the items they make with Creative Expressions have become a source of income.

guest services

There are a variety of basic needs that every woman has, no matter her situation. Women's Lunch Place offers: showers, laundry, toiletries and hygiene items, emergency clothing, and much more. Guests have access to a nap room for resting and medical services provided by Health Care Without Walls. Birthdays are celebrated each month, honoring those women born in that month with a special birthday gift and birthday cake for all. Holidays are celebrated throughout the year with a special focus on Mother's Day.

resource center and library

The State Street Resource Center allows for self-advocacy, as women use the computers to search for jobs and housing, write resumes and cover letters, and stay in touch with family and friends. Many guests use 67 Newbury Street as their home address to receive mail. This is especially important when applying for jobs and housing. Guests can send and receive faxes, make phone calls, and use resource guides created specifically for Women's Lunch Place. The Susannah Waldo Wood Reading Room is a quiet place to sit and read a book. Guests have the opportunity to attend classes on a variety of topics including literacy, computer skills, housing and legal issues, employment, financial literacy, nutrition, and stress reduction.

"WLP is a place where you can come to get back in the game."







After decades on the street, Meredith is home



Suffering from addiction and surviving any way she could, Meredith struggled with homelessness for 30 years. She came to Women's Lunch Place for a meal and was soon connected with our supportive services. Advocates helped her enroll in MassHealth, get a T pass, register for and receive social security benefits, obtain a lifesaving cell phone through Safelink and learn how to use her new phone.

After decades on the street, Meredith could not remember the last time she had been to a primary care doctor and was anxious to see what a doctor would find. We connected her with a provider and were by her side when she received the news that she was in very good health. Meredith

was able to manage her only health issue - high cholesterol - by creating a plan and working with WLP to improve her diet through our Healthy Meals Program.

Now off the streets, Meredith has been safely and securely housed in her home for four years. She continues to check in at WLP and is proud to share her newest triumph with the advocates: despite having never received an education or learning to read or write, Meredith is working hard to improve her skills by participating in the literacy class taught by WLP volunteers.

Community, art, skill building, while waiting for a home

A note from a guest - I attribute part of my development as an artist to the Creative Expression program at Women's Lunch Place. I was homeless for 18 months and I took art classes there three or four days a week. I would only miss an art class to participate in literacy class. I knew the wait for housing was outside of my control and that my health wouldn't allow me to work. I didn't want to become dull and Women's Lunch Place gave me several resources to stay sharp. They invested in me through their partnership with the Boston Center for Adult Education. I've taken three intensive Adobe classes through this partnership and since have coded my own business website. I've sold jewelry and watercolors I made at WLP. Sometimes God sends angels to help, but this time he sent me to Women's Lunch Place to get the help I needed.













Karen, WLP Donor & Volunteer

Karen Vachon got involved with Women's Lunch Place after moving to Boston about six years ago. Volunteering with St. Cecilia Parish during their monthly ice cream social, Karen quickly fell in love with "the energy and spirit of WLP" and got involved in the Welcome Center. As a Welcome Center volunteer, Karen gets to greet first-time guests, new volunteers, and generous supporters dropping off donations. With all the hustle and bustle of the shelter, Karen values her ability to make someone's day by helping them get a warm shower, safe nap, or simply saying hello with a smile.

Karen's support of WLP has grown over the years. She has sponsored several events and was a table host at our Spring Luncheon, eat LUNCH give. This past fall, Karen organized a shopping event at All Too Human. The event combined a shopping spree, donation drive, and light bites and included friends, WLP supporters, and community members. The result was a fun & successful event! Karen appreciates WLP supporters and recognizes that whether you are a donor, volunteer, or board member, "everyone plays a vital role in continuing to give all our guests the dignity and safety they deserve."

Philip, WLP Volunteer & Young Professional Leadership



Philip Lam got involved with Women's Lunch Place in 2013, when Boston College's volunteer group, 4Boston, started partnering with WLP. He was drawn to the organization after seeing how staff and volunteers worked with the guests, noting that "WLP feels much more like a family than a soup kitchen."

A member of the Tuesday breakfast crew, Philip always looks forward to catching up with his fellow volunteers while preparing a healthy & hearty breakfast for our guests. Philip enjoys walking the plates to each guest and seeing "how food can really brighten a person's day and bring a

whole community together." When he volunteers on Saturday mornings and helps prepare pancakes, Philip spreads a little joy by adding whipped cream smiley faces before serving the guests.

Last year, after speaking with some WLP staff, Philip learned about WLP Young Professionals and joined the group. Young Professionals help the organization through volunteer work, event assistance, and fundraising. Philip enjoys "seeing...young adults caring about the community" and feels inspired to work alongside such passionate members. Through his work on the Leadership Board, Philip has helped coordinate and host Young Professional events, such as the Spaghetti Dinner After Party.

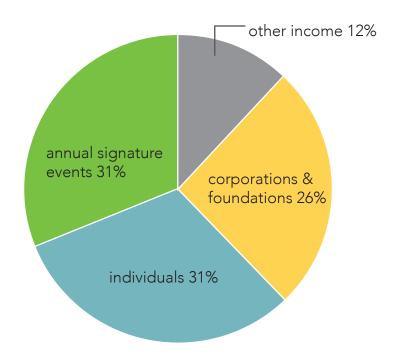
Philip would like to express his utmost gratitude to all WLP supporters. He appreciates being able to work with our incredible women and feels that everyone who helps "gives a little bit of dignity and joy... to the people we serve." Like the whipped cream smileys on his pancakes, Philip knows how the small things we do at WLP – while not seeming like much – can really make someone's day.

financials

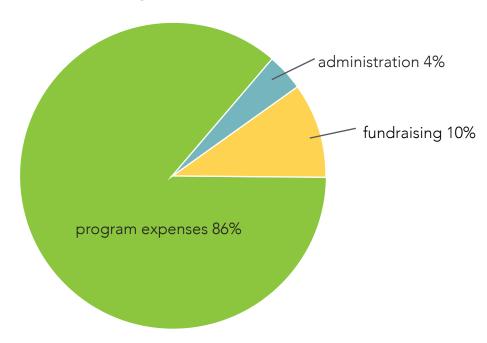
consolidated statement of activities

revenue and support		FY 2018
	Signature Annual Events	\$895,193
	Individuals	\$862,851
	Corporations and Foundations	\$744,823
	Other Income	\$340,914
	TOTAL INCOME	\$2,843,721
	plus	
	In-Kind Donations	\$1,176,502
	TOTAL REVENUE AND SUPPORT	\$4,020,223
exper	ses	
	Program Expenses	\$3,343,074
	Administration and General	\$165,414
	Fundraising	\$391,541
	TOTAL EXPENSES	\$3,900,029
increase (decrease) in net assets		\$120,194
net assets begining of the year		\$4,127,261
net assets end of the year		\$4,217,455

revenue and support



expenses



donors

It is with deep gratitude that we recognize the people, organizations, and foundations that have supported the work of Women's Lunch Place between July 1, 2017 – June 30, 2018, our Fiscal Year 2018. Listed below are all donors who contributed a total of \$500 or more during Fiscal Year 2018.

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get involved!













donate

Women's Lunch Place relies solely on the generosity of individual donors, corporations, and foundations. Here are a few ways you can support our mission:

- Support our annual events: Spaghetti Dinner, eat LUNCH give, and Mother's Day cards
- Help our guests through monthly/annual giving, corporate matching, and legacy gifts
- Celebrate a loved one by making a gift in their honor
- Sponsor a lunch or breakfast
- Mark a special occasion with a donation in lieu of gifts
- Host an event to benefit WLP

in-kind donations

Toiletries, birthday gifts, and seasonal items are always needed by our guests. Visit our website for a current list of needs.

volunteer

We welcome individuals and groups to volunteer in food preparation, serving meals, assisting in the Welcome Center, Resource Center, and more.

partner with us

Host a collection drive of items for our guests, invite a WLP speaker to your next gathering or meeting, or help us sell Mother's Day cards for our Mother's Day Campaign.

To learn more about getting involved with Women's Lunch Place, please email us at development@womenslunchplace.org.











Experienced WLP staff builds lasting relationships with guests through patience, empathy, and respect. By supporting and empowering every woman who walks through our doors, we cultivate a community where women feel emboldened to make positive changes in their lives.



Mission

Women's Lunch Place is a safe, welcoming day shelter community, providing nutritious food and individualized services for women who are experiencing homelessness or poverty. We meet our guests where they are and treat them with dignity and respect.

Vision

Women's Lunch Place will be a Boston Leader in providing hope, healing and dignity to women who are experiencing homelessness and poverty.

core values

- We believe that no individual should have to be hungry or homeless.
- We believe all human beings should be treated with dignity and respect.
- We meet each woman where she is, and we base and adjust our services according to her needs.
- We offer our services in a gracious, comfortable, and safe environment, offering both physical and emotional sustenance.
- We create a community of understanding and acceptance among guests, staff, volunteers, and board members.







