





Annual Report Fiscal Year 2022



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Letter from the President

Dear Friends of Women's Lunch Place,

As I reflect on the past year, I am awestruck at the dynamic and nimble work of our staff, volunteers, partners, and wide community of supporters. Despite the dire housing landscape, increased food insecurity, and momentous mental health challenges, we have banded together to reach new heights in productivity, service quality, and impact.

The work we do is hard and sometimes a woman's pathway to stability is exceptionally long. We are inspired by the patience, resilience, and determination of our guests. This year, we have made changes in our offerings and our methods of operation in direct response to their needs. WLP's ability to adapt will continue to be critical as we plan for our future. In the following pages, you will read about the larger trends we have seen in our service sector, the steps we have taken to address them, and the context behind significant organizational decisions.

Along the way, you will notice colorful badges that signify a connection to WLP's Strategic Plan:



These badges represent WLP's long-term focus points as we strive to meet the increasing demand for our programs. Rather than replicating existing services, we will develop essential programming and collaborate with partners across the city to fill in the gaps.

Our guests often express appreciation for the generous, non-judgmental support offered at our shelter and advocacy center. This unique environment benefits from and depends on the impact of WLP's valued investors, friends, and neighbors, for whom we are endlessly grateful.

With an optimistic eye to the future and mindful of the many obstacles ahead, it is my pleasure to offer our 2022 Annual Report.

With gratitude,

Marv V. Cartv

President, Board of Directors

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Need + Challenges

The "She-cession" or "Pink Recession" refers to the disproportionately negative effects that the pandemic had on women, including rising dropout rates from colleges and universities, an increase in domestic violence, and an astonishing number of lost jobs in hard-hit sectors like hospitality and food service. Since then, women have made a strong recovery in the job market, yet the rise in women's wages has not kept pace with inflation for line items that constitute the lion's share of budgets for low-wage employees, especially for women of color.

Women who are not able to work due to a disability are facing an even steeper challenge. While housing prices have skyrocketed in the past decade, Supplemental Security Income (SSI) benefit payouts have barely budged and are currently capped at \$841 per month. An annual cost-of-living SSI increase of 8.7% for 2023—higher than any year since 1981 will do little to close this gap. Moreover, the rules governing SSI payouts discourage saving, as benefits can be revoked if a recipient has more than \$2,000 in the bank (which is only half the rent needed for the average one-bedroom apartment in Boston). Meager benefits are just one example of how inflation disproportionately affects people in poverty. Upper and middle-class citizens can shield themselves against the rising cost of living with retirement savings, investments, and home ownership on fixed-rate mortgages. Impoverished, vulnerable populations only experience the negative impacts. Rent, heat, and grocery prices soar, while incomes stagnate.

To that end, the U.S. Bureau of Labor Statistics reported that, in June 2022, the cost of food increased by 12.2% compared to a 5.4% increase in June 2021. This staggering figure was the highest recorded jump in over four decades and came at a time when Bay Staters were already experiencing food insecurity at an alarming rate. One in three adults statewide (1.8 million individuals) struggled with hunger in 2021, with the burden lying disproportionately on Black and Latinx communities and families with children.

Low incomes, inflation, and food insecurity can all lead to homelessness, which is often seen as an



intractable problem without concrete solutions. Yet, in Boston, the number of people sleeping on the streets and in shelters has dropped 25% over two years, largely due to increased advocacy across the city and targeted protections during the height of the pandemic.

While the citywide decrease in homelessness is encouraging, The Boston Foundation's annual Housing Report Card notes that the decline may be temporary. Strong anti-eviction measures have now expired, and foreclosure petitions have increased. As the city attempts to mitigate these barriers and encourage the growth of affordable and supportive housing, WLP has been working closely with the Mayor's Office of Housing to advocate for genderspecific housing developments and explore a partnership to provide critical supportive services.

Mental health challenges in our community have only increased in the past year. The proliferation of highly addictive and lethal fentanyl, effects of isolation and trauma, and overburdened healthcare institutions have led to a crisis that is both visible, at the intersection of Mass. and Cass, and invisible, playing out in homes and hiding spots across the city. As a part of the city's effort to de-densify the area around Mass. and Cass and assist the women who are turning to us for help with debilitating substance use disorders and mental illnesses, Women's Lunch Place has worked to increase our clinical capacity, launched a suite of Wellness programming, and forged new partnerships with providers across the city. However, in responding to one set of challenges, we encountered another—the difficulty of hiring and retaining qualified staff members in a difficult market for employers.

Whether on a national, regional, or local scale, the contextual changes outlined above revolve around the needs of our guest community and the many layers of systematic oppression they face on their pathway to health and stability. Our organizational decisions were made in direct response to these trends, with a focus on disrupting the cycle of homelessness and fostering successful outcomes for the women we serve.

FY2022 Achievements

Women's Lunch Place

1,800+

women served annually

\$225,898

value of in-kind food, clothing, and supplies received

Healthy Meals

111,009

meals served with fresh fruit, vegetables, and lean protein

1,200

meals prepared and delivered weekly to communities in need

Direct Care

1,860

2,030 loads of laundry Your investment has been wise – the impact is tangible.

Advocacy

7,648

appointments with guests to help with issues such as fleeing domestic violence, immigration status, housing, and increasing income

815

individual guests were served

65

homeless women were housed

\$208,636

directed to help 197 guests secure or maintain housing or prevent eviction

Volunteers

9,274

volunteer hours

564

trips to deliver meals to guests and community partners

Program Updates

Healthy Meals



To address the rising food insecurity in our community, Women's Lunch Place increased our kitchen output and launched two new initiatives. First, we began offering meals in a Takeaway Dinner program for women who rely on WLP as their primary source of hunger relief, ensuring that they could receive three nutritious meals each day. We continued to build partnerships to enhance our ability to provide locally sourced fare, which improved our guests' health.

Second, we provided daily dinner service for approximately 65 families at St. Mary's Center for Women and Children in Dorchester and hundreds of meals weekly to food-insecure individuals in Roxbury. Going forward, we will continue to build capacity and forge new relationships to expand our Healthy Meals outreach through other agencies around the city.













Direct Care



One meaningful change to our Direct Care programming last year was the implementation of a Direct Care Navigator who manages triage. The Direct Care Navigator was a hub for the swirling activity of the shelter. They organized the wide variety of requests that are made, from essentials like toiletries and laundry to more complicated questions regarding mental health treatment or help with housing.

City leaders who value our safe, gender-specific community began providing daily transportation services that brought vulnerable women from Mass. and Cass and city-run overnight shelters to Women's Lunch Place. The Direct Care team met our new guests with dignity and respect, without requiring them to disclose personal information before receiving assistance. As they built trusting relationships, Direct Care staff facilitated connections to vital Advocacy and Wellness programming.



Advocacy

After a successful Housing Stabilization pilot and in recognition of the gap in external supportive services available to our guests, we launched a permanent Housing Stabilization program. In doing so, we promoted a Senior Advocate to the new role of Housing and Stabilization Manager, a position tasked with providing expertise and oversight to a team of Advocates that determine the type and amount of support each guest needs at any given point in her journey. Partners across Boston began relying on us for these services, and we continued to collaborate with Pine Street Inn to house and stabilize 25 chronically homeless women at the Charles River Inn auxiliary shelter.

Three other changes were implemented within the umbrella of our Advocacy programming:





We added capacity by hiring a Clinical Advocate trained to bridge the gap between mental health treatment and care management, conferring with outside healthcare providers when needed. Our Resource Center was back in full swing with a boutique approach. As was the case pre-COVID, our new Resource Center Coordinator managed many interns and volunteers to assist guests with resumes, job applications, connections to employment programs, financial and technological literacy, and more. We began developing our Legal Services program, recruiting pro-bono attorneys to provide workshops for our Advocates and preparing a stable of pro-bono attorneys to assist guests directly with negligent property owners, complicated benefit applications, and a myriad of other concerns.

Wellness



Last year, Women's Lunch Place launched a suite of Wellness services that proactively engaged the women we serve, catalyzing their self-sufficiency. Offering these services in a safe, gender-specific environment was critically important, as domestic violence is a leading cause of homelessness for women. By participating in our Wellness programming, guests began to regain their emotional regulation and life skills, which have largely been eroded through their experiences of trauma.

These services are otherwise unavailable for our guests, yet integral to advancing their lives and achieving stability. They include:

"Eight Dimensions of Wellness for Recovery,"

a group that centers on

emotional well-being, as

occupational conditions

Primary health care,

well as environmental and

screenings, harm reduction,

and more are provided free of

charge by our on-site partner, Boston Health Care for the Homeless Program (BHCHP)

education, vaccine clinics,

physical, spiritual, and

Mental Health and Substance Use Disorder Recovery programming, offered in partnership with Boston Medical Center (Metro Boston Recovery Learning Community)

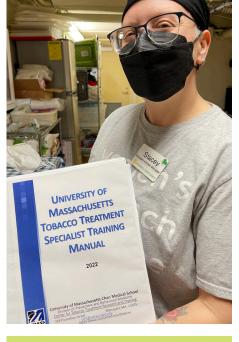


Food Security services, in which we review eligibility for SNAP, About Fresh, Project Bread, and other vital resources to ensure optimal benefits and permanent solutions





Therapeutic Expressions, like Yoga, meditation, and Tai Chi, which are specifically designed to boost our guests' mind-body connection, improve their mental health, and develop their emotional regulation



"No Butts" Smoking Cessation Group, weekly meetings held to help guests stop smoking through a collaboration with Boston Medical Center and BHCHP

Individual counseling, community field trips, and group workshops, where we teach guests how to shop to maximize their benefits, establish Food is Medicine principles in their diets, and prepare vitamin-rich ingredients





The guests of Women's Lunch Place cannot be stereotyped with a one-size-fits-all description. Some women come to us with a long history of neglect and abuse, and others have lived completely conventional lives yet still find themselves in extremely difficult situations. This story is about Brenda*, who falls into the second category.

Brenda was 61 years old when she first came to Women's Lunch Place. She had worked in the nonprofit sector for decades, proud to be the primary breadwinner as she and her late husband raised their children. One day, a standard physical led to a shocking diagnosis—lung cancer—and Brenda's life was turned upside down. She had never smoked a day in her life.

Just two months after Brenda received the news, her elderly father fell ill. He moved in with her and she became his full-time caretaker. Brenda forged ahead, working 40-hour weeks, juggling doctor's appointments, and returning home to help her father in the evenings. She was exhausted and overwhelmed, and the symptoms of her cancer started to take a toll.

After one particularly difficult day, Brenda came home to an eviction notice from her landlord. Like many property owners in her formerly affordable neighborhood, he wanted to gut-renovate the units in his complex, hike the rent, and attract higherearning tenants.



She took the paper inside and decided not to show her father. Brenda had never been homeless, and now she had two weeks to find a new apartment. If she failed, they would have to go to an overnight shelter, where she might be separated from her father.

This moment marked the first time in Brenda's life that she needed support from a shelter and advocacy center. She swallowed her pride and came to us with two requests: figure out how to apply for paid medical leave and find a new apartment in the rapidly gentrifying neighborhood where she had lived for twenty-three years. Brenda was matched with a WLP Advocate, who provided expert guidance and encouragement as they navigated the challenges in front of her.

First, her Advocate utilized connections with local property owners to find a new space for their small family. Together, they organized her medical documents to create a compelling application. Miraculously, Brenda and her father were able to move before the two weeks were up. At the same time, she successfully applied for paid leave, with her Advocate providing a steady hand through the many bureaucratic complications.

Brenda could finally breathe. However, in the months ahead, she may need a new healthcare provider or a change in insurance. As always, we will be there for her. Brenda's Advocate will listen carefully and calmly guide her through the paperwork.

Just as Brenda has been a consistent force in her community and a vital presence in her father's life, Women's Lunch Place will stand by her as she navigates her diagnosis and works to further her health and stability. The future is uncertain, but our support is evergreen.

*Brenda's name has been altered to protect her privacy.

Partnerships



Successful collaborations are crucial for us to be effective without duplicating services available through other local agencies. Our partners share our commitment to supporting women living on or beyond the margins. WLP has strategically assembled a wide range of partners in the following key areas:

Emergency Shelters

Amal Women's Shelter Bristol Lodge DOVE Eliot Community Center's Safe Haven Program Green Street Shelter Pine Street Inn Queen of Peace Shelter St. Patrick's Shelter Woods Mullen Shelter

Finance

CAPIC payee program ETHOS Rent Secure Urban Edge Credit Counseling

Healthy Meals Program

Area farms and restaurants Cambridge School of Culinary Arts Community Servings Fenway Victory Gardens Food Project Lovin' Spoonfuls Meals on Wheels Northeastern University Project Bread's Foodsource Hotline Rescuing Leftover Cuisine The Greater Boston Food Bank

Housing

Affordable Movers **Beacon Communities** New Lease for Homeless Families Boston Housing Authority Boston Public Health Commission Boston's Metrolist **Brookline Housing Authority** Cambridge Housing Authority Caritas Communities **Clarendon Residences** Commonwealth Land Trust CSI Co-ops East Boston Community Development Corporation Elders Living at Home Program **Everett Housing Authority** Heading Home Hearth HomeStart Malden Housing Authority Metro Housing Boston Newton Housing Authority **Peabody Properties** Pine Street Inn Quincy Housing Authority Revere Housing Authority Somerville Housing Authority St. Francis House Villa Victoria

Job Readiness

Boston Career Link Boston Center for Adult Education Community Work Services Dress for Success Boston Found in Translation Jewish Vocational Services Massachusetts Rehabilitation Commission New England Center for Arts & Technology New England Center for Homeless Veterans Project Hope Project Place SPAN Inc. Tech Goes Home Training Inc. Women@Work Plus

Legal

Boston Homeless Court Boston University School of Law Chelsea Collaborative Greater Boston Legal Services Holland + Knight Julie Dahlstrom Immigrant Rights and Human Trafficking Program at BU School of Law Lawyers Clearinghouse Moriarty Troyer & Malloy LLC Rian Immigrant Center

Material Assistance

American Friends Service Committee Bob's Discount Furniture's Charitable Giving Program Boston Share Network **Dignity Matters** Dignity U Wear Hope and Comfort Household Good Recycling of Massachusetts Massachusetts Coalition for the Homeless Mission of Deeds New Life Furniture Bank One Roof Program and A Bed for Every Child

Medical

Barbara McInnis House Boston Health Care for the Homeless Boston Medical Center Fenway Community Health Center Massachusetts General Hospital Network Health South End Community Health Center

Specific Elder Services

Elders Living at Home Executive Office of Elder Affairs Executive Office of Health & Human Services Hearth S.W.A.N. Society

Substance Use &

Mental Health Treatment Bay Cove Human Services Boston Emergency Services Team (BEST) Boston Health Care for the Homeless Program Boston Public Health Commission Freedom Trail Clinic Ignatian Spirituality Project MGH Hope Clinic Mom's Project/MORE Program PAATHS Pine Street Outreach Team **Project Respect** The Department of Mental Health's Outreach Team Victory Programs Vinfen

Transitional Housing Betty's Place

Urgent Needs

Action for Boston Community Development Barrier Busters Boston Area Rape Crisis Center Boston BullPen Department of Transitional Assistance Family Aid Howard Benevolent Society Lend A Hand Society Safelink Domestic Violence Hotline Salvation Army Social Security Administration St. Anthony's Shrine Food Pantry S.W.A.N. Society





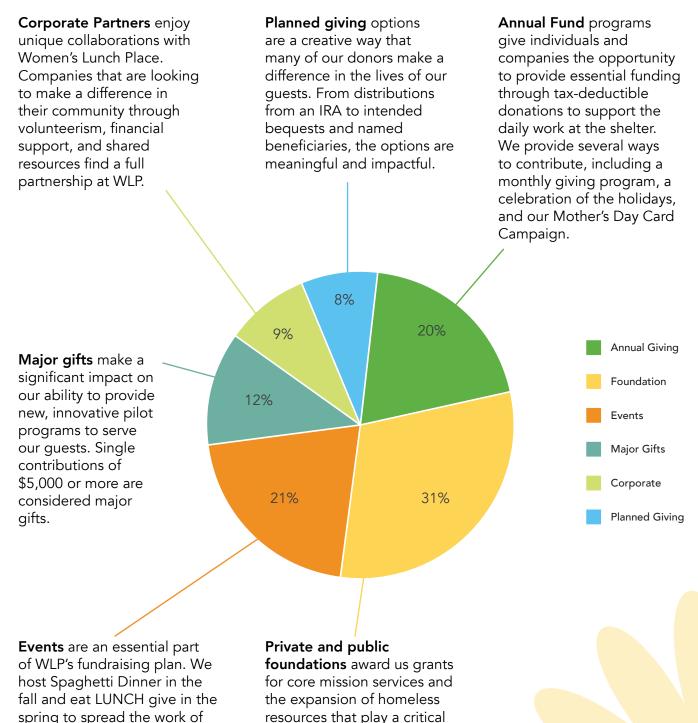
Prior to COVID, the nonprofit industry was facing a two-decade trend of declining donors in the US, resulting in a 17% drop in philanthropic investments since 2000. During the height of the pandemic (2020-2021), the country saw a wave of new giving, resulting in an overall giving increase of 11%. Much of this funding was from new, one-time donors who typically have relatively low retention rates. As a result, in 2022 there was a rapid decline in philanthropy across the country, with average non-profits experiencing a regression, back to pre-2019 levels. In addition, there were persisting supply chain challenges for direct mail—which is one of the most powerful vehicles for individual giving. Labor strikes, employee shortages, paper and print supply issues, and transportation and shipping delays all had a negative effect on philanthropy across the country.

At the same time, the rising rate of inflation, food costs, and lack of affordable housing in Boston created a steep increase in demand for the services of Women's Lunch Place. Thanks to the unwavering support from our donors in 2022, Women's Lunch Place received a total of \$5,385,281 in charitable giving, a 27% increase in fundraising over 2021. This level of commitment from our funders has allowed us to expand our programming and meet the increased needs of our guests. We could not do our work without the support of our generous donors. Thank you for your help.



FY2022 Giving Breakdown

Volunteering – throughout the year, we hosted regular online orientations for new volunteers. WLP relies on members of the community to supplement the incredible amount of work done at the shelter each year. **Community groups** from the Boston area held golf tournaments, dinner parties, auctions, and peer-to-peer fundraising campaigns to raise awareness and much-needed funding for our work. In-kind – thousands of necessary items that keep our guests' dignity and stability intact are donated each year. \$225,898 worth of food, clothing, services, and other supplies were donated in FY22.



for core mission services and the expansion of homeless resources that play a critical role in sustaining and growing the programs that further our mission.

the shelter, share stories, meet

new friends, and raise funds

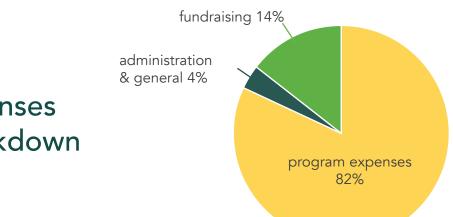
through fun and engaging

celebrations.

Financials

consolidated statement of activities

revenue and support	FY 2022
Annual Signature Events	\$956,723
Contributions and Grants	\$4,325,737
Other Income	\$235,643
TOTAL INCOME	\$5,518,103
plus	
In-Kind Donations	\$640,375
TOTAL REVENUE AND SUPPORT	\$6,158,478
expenses	
Program Services	\$3,917,186
Administration and General	\$187,290
Fundraising	\$681,355
TOTAL EXPENSES	\$4,785,831
ncrease (decrease) in net assets	\$1,372,647
net assets beginning of the year	\$5,748,789
net assets end of the year	\$7,121,436



expenses . breakdown

Diversity, Equity, and Inclusion (DEI)

Thoughtful planning for both program design and talent strategy demonstrates WLP's commitment to social justice for our guests and for our staff. Investments in personnel are intended to reflect our core values as reflected in our DEI statement:

Dignity is everything.

Honoring and supporting individual journeys to empowerment and stability is central to the mission of Women's Lunch Place. Our greatest impact is achieved by the inclusion of all voices, informed by the diversity of race, culture, and lived experience of our staff. The executive team is committed to the ongoing implementation of equity-based policies and benefits, hiring diverse talent, and investing in professional development to ensure every staff member reaches their full potential and future leadership reflects the diversity of our community.

From the Non-Profit Quarterly: "Rather than fund services based on the actual cost of providing high-quality services and fairly compensating a welleducated workforce, contracts are set at the lowest price possible. This system has forced nonprofits to operate at extremely slim margins and reduces the possibility of human service workers earning wages and benefits that are on par with comparable positions in the public or private sectors." The National Low Income Housing Coalition report "Out of Reach 2022," which detailed housing wage data by state, disclosed that an affordable housing wage in Massachusetts for a one-bedroom apartment is \$30.92/hour and \$37.97/hour for a two-bedroom apartment.

WLP is fortunate to have a diverse staff in race, culture, language, age, and lived experience. We understand the impact of the lack of access to the Social Determinants of Health, including education and living wages, for our guest population. The reality is that many of our staff face similar challenges. As a women-centered, women-led organization, WLP leaned into this issue with creative responses. In FY22, we implemented a multi-year budget process to step up the base pay rate. In recognition of the importance of economic security in retirement, especially for women, we transitioned our 403b plan to establish universal participation with a 5% WLP contribution to all staff members regardless of personal contribution to the plan. Additionally, we implemented paid internships to ensure we attract students from lower socioeconomic backgrounds who are unable to take unpaid internship opportunities.

Finally, knowing the importance of our staff continuously developing their skills and capabilities, we established a Tuition Reimbursement benefit to support professional development through degree programs and standalone courses that relate to the business of WLP and the skills required for an employee's success.



National Women's Shelter Network

In FY22, Women's Lunch Place Executive Director Jennifer Hanlon Wigon became a founding member of the Steering Committee of the National Women's Shelter Network (NWSN) which has been established to draw attention to the unique challenges of women experiencing homelessness and poverty across the nation. The NWSN aims to codify best practices and innovation, conduct and share research, offer training and capacity building, develop informed public and social policies, raise public awareness and education, and advance solutions to end and prevent homelessness.

Jennifer leads regional recruiting and communication efforts to advance a robust network, establish a national directory of women's shelters, and develop an impactful database of information to produce the first national report on women's shelters. By June 2022, the NWSN included 54 shelters with a goal of convening 100 shelters for a national conference consisting of diverse experts, stakeholders, influencers, providers, and government leaders to help guide the network's objectives.



NWSN



Get Involved

Donate

- Support our guests with gifts to our Annual Fund
- Provide nutrition and comfort to our guests by sponsoring a day of meals
- Celebrate a loved one by making a gift in their honor
- Purchase guest-designed cards for the holidays or Mother's Day
- Remember us with a legacy gift in your estate plan
- Check to see if your employer matches gifts

In-Kind _

- Host a collection drive for essential items for our guests such as toiletries, gift cards, or emergency items
- Donate supplies to our Resource Center or Therapeutic Expressions program
- Check our website for an updated list of guest needs

Engage .

- Involve your company with WLP through philanthropy, community support, volunteerism, leadership, and institutional advancement. WLP will work with you to develop the most beneficial experience for your team!
- Engage with the WLP Young Professionals group for networking events, wellness activities, and volunteering
- Become a Mother's Day Card Ambassador by selling cards, spreading the word, or purchasing cards for your network

There are many ways you and your network can get involved and support the critical mission of WLP. We are looking forward to working with you and customizing a fun, informative, and impactful engagement activity for you and your coworkers, friends, or family!

Volunteer

- Assist with food preparation in our kitchen, help deliver meals to community partners, or assist guests in the Welcome Center or Resource Center
- Use your skills for small group activities such as volunteering for our Workforce Development programming or leading a Therapeutic Expressions class

WLP Events

- Become a sponsor or purchase a ticket to a WLP Fundraiser (eat LUNCH give or Spaghetti Dinner)
- Donate unique items or experiences for our event auctions
- Join an event committee to support the event planning process
- Fundraise for WLP by joining us in wider community events including Ride for Food, Winter Walk Boston, or by running for WLP in the Boston Marathon!

Host a Fundraiser

- Host an in-person or virtual event with your group or co-workers to spread the word and raise critical funds for WLP! Possibilities include:
 - Social media campaign or Facebook fundraiser - leverage your network to support WLP
 - Book Club we can recommend a book, and members can donate in-kind items
 - Charity fitness class ask friends to sponsor you in a spin-a-thon or yoga retreat
 - Lunch and Learn come in with your group for a tour and lunch at the shelter
 - Cocktail hour invite some friends and we will provide a WLP Host Kit with materials

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

WLP in the News



Women's Lunch Place staff member Doris Romero was featured on Channel 5 as she prepared to run the Boston Marathon to generate fundraising support and awareness for our mission. "Running 26.2 miles is nothing compared to what our ladies go through on a daily basis," said Doris.



Executive Director Jennifer Hanlon Wigon appeared on "Greater Boston" to discuss the vital resources Women's Lunch Place offers with guest host Sue O'Connell. The segment highlighted the unique needs of women experiencing homelessness in Boston, including those relating to trauma, safety, and mental health.

The Boston Blobe

Women's Lunch Place earned a front-page feature in the Metro Section, detailing our work in providing recovery services for guests who have substance use disorders and mental illnesses. The piece included two interviews with longtime WLP guests who enrolled and benefitted from this new programming.

©CBS NEWS BOSTON

Marketing and Communications Manager Henry Morris appeared on the Saturday morning news to promote our Annual Mother's Day Card Campaign, where he highlighted our guest artist and volunteer collaboration and explained how the beautiful, collaged cards help women in need.



Reporter Rosabri Mejia profiled Women's Lunch Place in two segments last year, focusing on our support for women in need during difficult winter months and interviewing staff members. The segments were broadcast to millions of individuals throughout the country.







l want to thank WLP for being here as an oasis and help center. - WLP guest





Mission

Women's Lunch Place inspires hope and supports the development of selfsustaining skills for women experiencing hunger, homelessness, and poverty. We create a safe, welcoming day shelter community in which we respect the dignity of our guests. We build trusting relationships to provide individualized, integrated services focused on nutrition, health, housing, and economic empowerment.

Vision

In the effort to eradicate hunger, homelessness, and poverty among women, Women's Lunch Place is a visionary, collaborative leader and partner in Greater Boston. With a unique, relationship-driven service model, we provide women with a path to self-sufficiency, improved health, housing, and financial stability.

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.











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