



broad street
LOVE

We Practice Radical Hospitality

(215) 735-4847 BROADSTREETLOVE.ORG

2024 IMPACT REPORT



A WORD FROM OUR BOARD CHAIR

Every day, we are inspired by the resilience and sense of community that flourishes in our shared space. It reminds us to be humble and to recognize that no single organization or individual can do this work alone. That's why we continue building deep partnerships with expert nonprofits—because together, we can provide more care, more resources, and more hope.

At the heart of our work are three guiding pillars: affirmation, intention, and accountability. We affirm the dignity and worth of every person who walks through our doors. We approach this work with intention, ensuring that every meal, every act of care, and every moment of connection is grounded in love. And we hold ourselves accountable—to our mission, to our community, and to the ever-evolving needs of those we serve.

These pillars also remind us to be adaptable and creative. The challenges of hunger, housing insecurity, and trauma are complex, and there is no one-size-fits-all solution. But through shared wisdom and a commitment to Radical Hospitality, we navigate these uncertainties together.

Our staff and board draw strength from the community around us. Your generosity, resilience, and belief in this mission fuel us as we step into another year of service. Every meal served, every moment of care, and every step forward happens because of a wide circle of people—like you—who show up in the best way they can.

So thank you for being part of this, for standing with us, and for believing in the power of love in action. We are honored to be on this journey with you.

Shahrukh Tarapore, Board Chair



A WORD FROM OUR CEO

As we welcome 2025, the Broad Street Love team is filled with gratitude and excitement. This year is particularly special as it marks our 20th anniversary of providing dignified and Radically Hospitable services to our guests.

Over the years our work has evolved to meet the complex needs of our guests with new strategic partnerships, expanded programming and a deepened unwavering commitment to love as a form of community care. Twenty years ago we embarked on a journey to create a space where love, compassion, and connection could flourish. Those same core values drive our mission today.



Looking ahead, we're more inspired than ever to continue serving Radical Hospitality into the next decade and beyond. With new partnerships, exciting events, and new opportunities to get involved, we can't wait to share these moments with you and to hear your ideas for how we can deepen our impact in the years to come.

Thank you for being an essential part of our story. Here's to celebrating 20 years of love and looking forward to a bright and meaningful future together.

With heartfelt gratitude,

A stylized, handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke.

Laure Biron, CEO

WHO WE ARE

Broad Street Love (BSL) is a creative social service nonprofit dedicated to helping Philadelphians facing deep poverty stabilize their lives. Through the practice of Radical Hospitality, BSL helps guests move from superficial transactional interactions to supportive transitional connections and into deep, holistic transformational relationships—fostering dignity, connection, and self-sufficiency for those in need.



OUR VISION & MISSION

BSL envisions a Philadelphia where everyone has the resources they need to live with dignity and contribute to their community. Many of our neighbors experience trauma, poverty, housing insecurity, and stigma. By offering Radical Hospitality to our neighbors in need, Broad Street Love creates connection and community, restores hope and dignity, and increases security and self-sufficiency.

OUR APPROACH: RADICAL HOSPITALITY

At Broad Street Love, we practice love through the lens of Radical Hospitality. This means we go beyond traditional social service norms to create an open, welcoming, and safe space for everyone, offering empathy and care to each person. Radical Hospitality isn't just about how we show up—it's about recognizing the unique strengths, gifts, needs, and challenges every person brings to the table. All are welcome at Broad Street Love, without barriers or requirements, to give and receive physical, mental, spiritual, and practical support.

OUR NEW NAME

On May 14, 2024, Broad Street Ministry officially unveiled its new brand identity—Broad Street Love. This transition reflects the organization's enduring commitment to fostering connection, community, and dignity through Radical Hospitality. While the name has changed, the mission and services remain steadfast, reinforcing the core principles upon which the organization was built. It is a powerful statement that love and hospitality are not radical in the sense of novelty, but rather in the sense that they are the most fundamental elements of a just and compassionate society. Through this new identity, Broad Street Love continues to be a beacon of hope, ensuring that every individual who walks through our doors is met with dignity, care, and love.





IT'S A PRIVILEGE TO HELP NEW AUDIENCES BETTER SEE BROAD STREET LOVE FOR WHO THEY ARE – RADICAL CHANGE MAKERS. TO ME, RADICAL HOSPITALITY MEANS DIGNITY IN SERVICE. THE WAY BROAD STREET LOVE APPROACHES THEIR WORK IS MOVING AND UNCONVENTIONAL, AND AS A RESULT, THEIR STANDARDS ARE MY NEW BENCHMARK. IT WAS A TRANSFORMATIVE EXPERIENCE TO SEE RADICAL HOSPITALITY IN ACTION, FROM HOW THEY SERVE THEIR GUESTS MEALS, TO PROVIDING MAIL SERVICES TO THOSE WHO NEED IT MOST. I'M MOST PROUD OF THE WEBSITE – THIS OPPORTUNITY REALLY BROUGHT THE REBRAND TO LIFE, ILLUSTRATING THE POWER OF LOVE AND COMMUNITY.

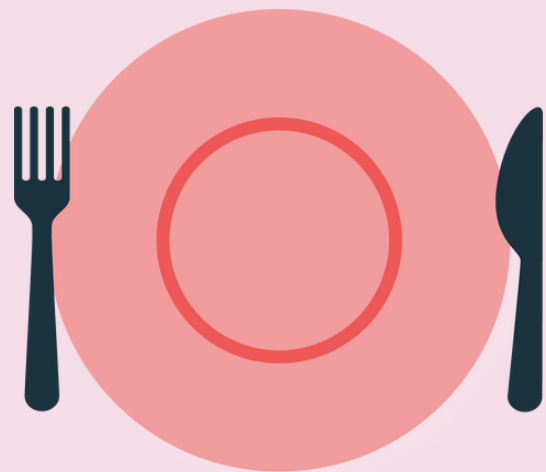
SUZY GRIMBERG, ASSOCIATE CREATIVE DIRECTOR, AGENCY M

A PLACE AT THE TABLE

At Broad Street Love, we take pride in serving nutritious meals in a welcoming, secure space. Guests gather at round tables, fostering community with one another and our volunteer wait staff in our beautiful sanctuary. Kitchen Takeovers bring top local restaurants to our kitchen, adding diversity to our menu and raising awareness of our work. Thanks to our partnership with Carversville Farm Foundation, every dish features fresh, organic, locally-sourced ingredients.



SANCTUARY LUNCH



A wholesome lunch served restaurant-style in our beautiful sanctuary daily provides nutrition with a side of dignity.

86,580

MEALS SERVED

OVER

23,940

POUNDS OF
FRESH FOOD

Have you ever thought, “Where can I go for lunch? I’m broke. What am I going to do?”

Well, I know a nice place you would love. It’s called Broad Street Love. They have amazing chefs and make delicious meals. I know because I’ve been eating there for over 4 years.

When I became homeless around the end of 2020, a friend at the shelter saw and heard me reading a sign that said “Broad Street Ministry.” Then she told me about how nice the people are, how they can help you, and their delicious meals. She told me at just the right time, too, because I was really hungry, lol. So she took me there, and we went upstairs to eat. The first time I tried the food, it was delicious. And when I say “delicious,” I mean so, so good, to the point you will ask for more. And ever since then, I have been going to Broad Street Love for lunch.

I also love that they have vegetarian/vegan options, especially since I’m a vegetarian. They will always do their best to find a way to provide a meal that fits your needs. All the chefs are very kind and talented. They come up with a good variety of meals each week. Lots of times I ask for seconds, and they kindly remind me that Radical Hospitality means making sure there’s enough for everyone to eat.

I don’t know how I can ever thank them. They do this from their hearts.

Marisol O., guest

I DIDN'T EXPECT THE LANGUAGE OF "GUEST" TO COME NATURALLY, BUT IT HAS. WHAT WE DO HERE, WHAT MY TEAM — DARNELL, ROBIN, AND HASSAN — DOES, INSPIRES ME TO DO BETTER, TO LOVE MORE DEEPLY, AND TO EXTEND RADICAL HOSPITALITY TO EVERYONE.

CHEF JONCARL LACHMAN, DIRECTOR OF CULINARY

THANKS TO OUR FOOD PARTNERS


Broad Street Love is deeply grateful for our partnerships with Carversville Farm Foundation (CFF) and Philabundance, whose shared commitment to nourishment and dignity strengthens our mission of Radical Hospitality. CFF provides our guests with fresh, organic produce and proteins, ensuring every meal is both nutritious and thoughtfully prepared. Philabundance, a leader in the fight against hunger, helps us serve our neighbors with care and respect. As CFF's co-founder Tony D'Orazio reminds us, this work is about more than just feeding bodies—it's about fostering community and honoring every person's dignity. Together, these partners donate nearly 50,000 pounds of food annually, helping us create a sense of abundance and belonging for all.



**CARVERSVILLE FARM
FOUNDATION**



BASIC NEEDS, BASIC DIGNITY

The background image shows the storefront of 'broad street LOVE MAIL SERVICE'. The sign features the organization's name in a mix of blue, red, and green fonts, flanked by two blue envelope icons. Below the sign, a group of people is seen from behind, standing in a line inside the service area. The walls are decorated with colorful paper cutouts of birds and a large silhouette of a person with arms raised. A sign on the right wall reads 'Face Masks are Optional' with a blue circular icon of a face and a mask.

At Broad Street Love, we offer a suite of restorative services that restore guests' dignity by meeting basic needs and affirming the full personhood of each guest. We offer restaurant-quality meals, a secure mailing address, personal care products, and a free clothing boutique, all defined by the love of Radical Hospitality.

MAIL



A secure mailing address helps guests access benefits, apply for jobs & housing, and reconnect with their loved ones.

4,211

**NEW MAILBOXES
OPENED**

I came here for the food and now I use the mail, too. The mail is really cool because a lot of times in my life I needed an address and didn't have one. I'm going to use this address tomorrow to get emergency food stamps. Food is really important right now. The kids, they're uncomfortable and my daughter already knows how to go to sleep hungry.

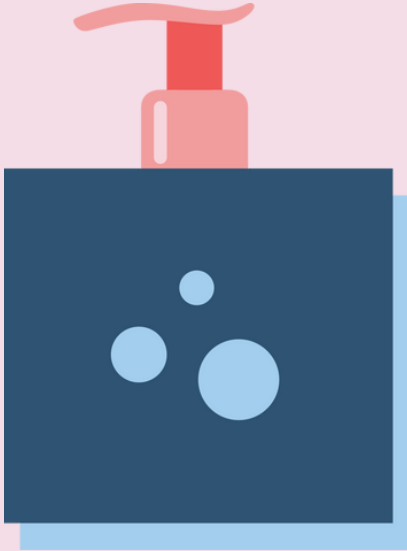
I'm not gonna give up; that's why I'm glad I bumped into this place. Sanctuary, you feel it here, you just really know it. It makes me want to cry. It's a big feeling. I felt it as soon as I walked in the door.

Eliana, guest

A MAILING ADDRESS IS MORE THAN JUST AN ENVELOPE DESTINATION--IT'S A KEY TO OPPORTUNITY, STABILITY, AND DIGNITY.

SHAHID GUYTON, DIRECTOR OF RESTORATIVE SERVICES

CLOTHING & HYGIENE



Year-round access to a seasonal inventory of free clothing and personal care essentials helps guests build confidence and reclaim their health and dignity.

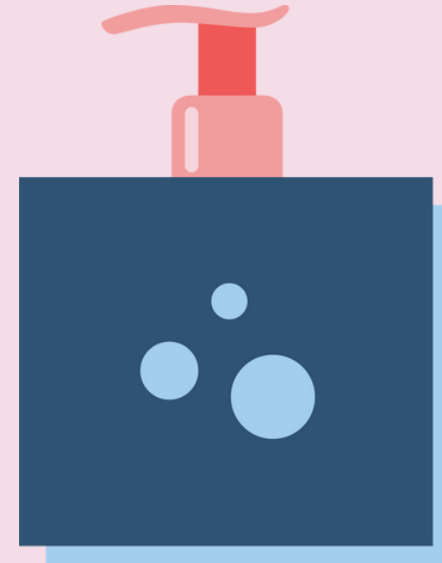


Jovan W has been a guest at Broad Street Love for about 3 years. One thing that brings him back is the quality of humility provided by our staff and volunteers. Jovan shared that he doesn't feel overlooked when he's here. That makes a big difference, especially when living in a society where the unhoused population is often viewed as having something wrong with them. The clothing boutique is a big benefit for him and others within the unhoused community. Jovan loves that he is able to choose from a decent rotation of clothing and he's able to share the items he chooses with others within the unhoused community. When he has an overflow he can share or donate them to other organizations. Jovan shares, "The clothing boutique has been a tremendous help. Being recognized as a human and treated with dignity goes a long way."

Anita Nutter, Clothing & Hygiene Program Manager



CLOTHING & HYGIENE

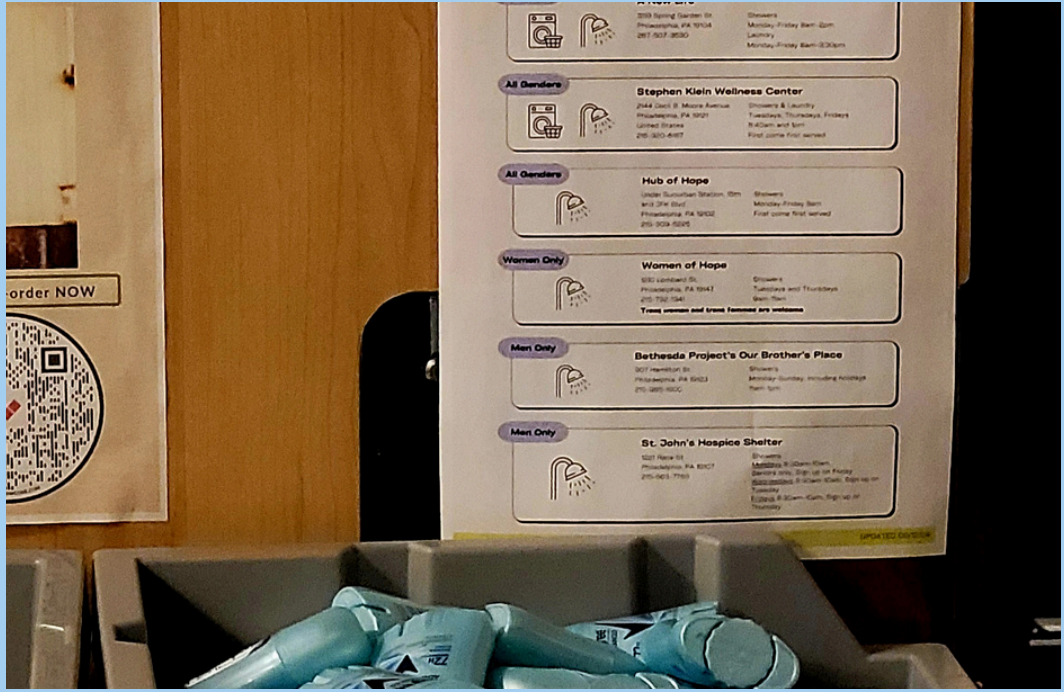


67,103
PERSONAL CARE
ITEMS

7,223
GUESTS RECEIVED
PERSONAL CARE
PRODUCTS

Within the capacity of the Clothing Boutique and Community Hygiene Department, a unique opportunity has emerged to extend our services beyond the walls of Broad Street Love. Recognizing the challenges faced by guests enrolled in drug and alcohol intake programs, who are unable to visit our facility in person, we have implemented a personalized approach to ensure their needs are met. By taking individualized hygiene and clothing requests via email and delivering them directly to counseling centers, we are bridging gaps in access and demonstrating our commitment to holistic care. This initiative not only supports our guests during a critical phase of their recovery but also strengthens our partnerships with local counseling centers, fostering a collaborative network of support for our unhoused community.

Anita Nutter, Clothing & Hygiene Program Manager



IT'S NOT JUST ABOUT DONATIONS—VOLUNTEERING AND REFERRALS MAKE A HUGE DIFFERENCE. RADICAL HOSPITALITY IS FOR EVERYONE. THIS COMMUNITY IS FOR EVERYONE.

ANITA NUTTER, CLOTHING & HYGIENE PROGRAM MANAGER

PERSONALIZED SUPPORT



Many of our guests carry the weight of trauma, poverty, racism, and the stigma of behavioral health challenges. It is our duty—and our privilege—to meet them with compassion and dignity. Through Radical Hospitality, we build trust and create a foundation for healing. Our clinical services provide personalized behavioral, medical, legal, spiritual, and creative care, supporting each guest's journey toward stability, resilience, and hope.

CONCIERGE CASE MANAGEMENT



Dedicated one-on-one support helps guests identify their goals, plan a way forward, and connect to the services and tools they need to achieve their versions of success.

2,377
GUESTS SERVED

I first came a few weeks ago. I was walking around, admiring the architecture in the Sunday School Room after lunch, and you kindly encouraged me to go down and speak to a concierge. Well, I did! They helped me apply for 3 jobs and connected me with clothing so I'd have what I needed for my interviews. The Menders hemmed my slacks so I would look presentable. The Concierges helped me with SEPTA passes so I could get to my interviews. I was offered two jobs, and I've accepted both! I will be working in the restaurant 4 or 5 days per week and as a hotel concierge one day. I'm going to save up so I can get out of the shelter and into my own place.

Today, I'm here to check my mail—my birth certificate should be here, so I'll head over to PennDOT to get my ID this afternoon.

This place is the puzzle piece that is helping me put my life back together. I talk about it all the time, to all sorts of people. I tell them, 'Just come here! They have everything!'

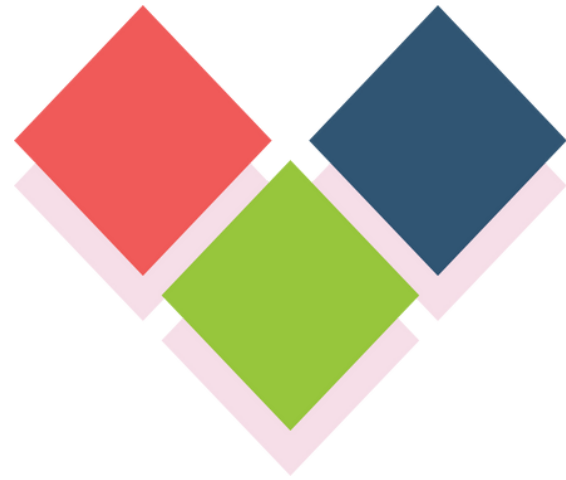
Joshua W., guest



JERRY H. CAME IN FOR HELP ACTIVATING HIS AT&T PREPAID CARD FOR A NEW PHONE HE BOUGHT FROM A THIRD-PARTY VENDOR. AFTER TWO DAYS OF TEAMWORK, WE SUCCESSFULLY GOT EVERYTHING RUNNING AND CELEBRATED WHEN MY TEST CALL RANG!

JUSTUS HOWELL, AVENUE OF THE ARTS OUTREACH CONCIERGE

GUEST RELATIONS



Our Guest Relations & Community Safety team practices Radical Hospitality through trauma-informed care and specialized training. By building strong, trusting relationships, they de-escalate crises with compassion, support guests in accessing services through close coordination with the Concierge team, and provide gentle accountability—often walking with guests to partner appointments.

I've been coming here for a minute. Since I first came here, y'all have helped me turn things around. I got a job. I'm not on the street anymore. I got health insurance. That was huge for me. That and the communication with the staff are the two most helpful things.

The staff here is just magnificent. They greet me at the door, ask if I need anything, go out of their way to help. I won't change anything about the staff—God has blessed this place with the most beautiful people.

I want people to know, if there's anything you want or need, this is the place to come.

Elvin J., Guest

It's the same for me. Folks here help you the best they can. I worked mostly with Michelle, Don, and Jarrell, and now I've got a new place, but I still come to get my mail here so I can see y'all. We need all the support you can give. It makes a huge difference.

Jeff K., Guest

BSL MAKES GUESTS FEEL WELCOME AND ACCEPTED. WE ALLOW THEM TO EXPRESS THEMSELVES, AND TRY TO ACCOMMODATE THEM IN THE BEST WAY WE CAN.

TAJ MCINTOSH, GUEST RELATIONS AND COMMUNITY SAFETY SPECIALIST

WHAT MAKES BSL DIFFERENT FOR THE GUEST IS OUR ABILITY TO CONNECT AND FOSTER RELATIONSHIPS WITH THEM. I'VE HAD GUESTS COME TO ME NUMEROUS TIMES JUST TO EXPRESS GRATITUDE FOR THEIR WONDERFUL EXPERIENCE HERE. FOR MANY OF THEM, IT'S THE "FAMILY VIBES" THAT THEY FEEL THAT ULTIMATELY KEEPS THEM COMING BACK.

SHARIF CUSTIS, MERCY HEALTH GUEST RELATIONS AND COMMUNITY SAFETY SPECIALIST

CIVIC ENGAGEMENT

Being involved in registering people to vote and educating them about the candidates on the ballot has been such a rewarding journey.

Before working with Broad Street Love, I didn't know much about civic engagement. Now, thanks to this experience, I have a deeper understanding and appreciation for the process. Thank you for allowing me to contribute to such meaningful work and for inspiring me to keep learning and advocating for positive change.

Mael B., Volunteer

640
PARTICIPANTS

24
WORKSHOPS

202
VOTERS
REGISTERED

I just want to say a big thank you for letting me lead the Broad Street Love guest community at our bi-monthly art table! It's been such a joy to connect with everyone and share in these creative moments together. Each session is filled with fun art projects that bring smiles and relaxation, and working with the awesome BSL staff—especially Chyna Parker—has been a true pleasure!

I love making sure that everyone feels welcome, no matter their skill level. Watching guests create artwork that reflects their own ideas is so pride and accomplishment. The conversations around the table really help foster a sense of community.

Our art table is all about creativity and civic engagement. Activities like collaging, origami, and drawing offer a relaxing and grounding experience and a break from stress. Our projects and conversations encourage guests to think about important issues like voting and climate change.

Many guests keep their creations or share them with loved ones, and we use some to beautify BSL's public spaces.

I can't wait to continue this journey in 2025!

Lisa H., Volunteer



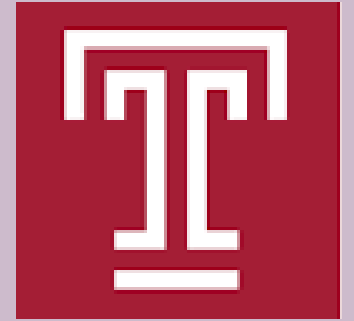
The background image shows the interior of Broad Street Love. On the left, two staff members, a woman in the foreground and a man behind her, both wearing face masks, are looking down at a laptop. On the right, a man in a black jacket and cap stands with his hands in his pockets, looking towards the staff. The room has a colorful mural on the left wall and a sign that says "Voter Registration" in the background.

A CONTINUUM OF CARE

Broad Street Love's unique approach to care is made possible in large part by a community of partners who work, onsite at BSL's location, in collaboration with our own programs. By providing an extended range of services—behavioral, medical, legal, spiritual, and creative—in one welcoming space, guests experience a holistic, low-barrier support system that meets guests where they are.

OUR PARTNER-PROVIDERS

CONTINUUM OF CARE



A COMMUNITY OF SUPPORT

Broad Street Love's Radical Hospitality thrives because of a generous community that believes in the dignity of every guest. Individuals, businesses, and foundations come together—sharing their time, resources, and financial support—to create a welcoming space where no one is turned away. Through volunteering, donations of clothing and hygiene supplies, and financial gifts, our supporters help transform meals into moments of connection, services into lifelines, and our sanctuary into a place of hope and belonging.

DEVELOPMENT

300 +
GIFTS IN KIND

43
GRANT AWARDS

90
MONTHLY SUSTAINING
SUPPORTERS

572
NEW DONORS

793
RETURNING
DONORS

The work of Radical Hospitality doesn't just come from one program, person, or place. It comes from all of us: a community of people who come together to give generously of our time, talents, advocacy, and financial resources in the spirit of loving our neighbors.

Our gifts, made even more powerful with those of others together, offer stability and abundance to those with the deepest need. I can't imagine a more meaningful or important mission at a time like this.

On behalf of all who seek affirming, compassionate care and resources at Broad Street Love, thank you for showing up when and where it's needed most, and for your part in providing hope and dignity to our neighbors every day.

Diana Ramsay, Chair, Development Committee

VOLUNTEERS

1,437

INDIVIDUALS

16,623

HOURS

88

CORPORATE, CHURCH,
& STUDENT GROUPS

When I first started volunteering at BSL, I was in a bad place mentally. I didn't have a lot of examples of good, kind people in my life, and I really had no model for how to work toward wellness. I'm an introvert, so it's pretty easy to get isolated. But since I started volunteering here, I have friends and colleagues who share my values and who have been here as I navigated treatment. This place, the guests and staff, are very real. There's no BS, no pressure to conform.

Radical Hospitality means being kind regardless of anything. Kindness can spark a change, help people feel they've got some worth. It's not a religious thing, though there are probably some ties to a Christian understanding of hospitality, and some of the guests relate to BSL through a religious lens. I mean, I'm not religious, but I've found community and belonging here.

It was easy to volunteer--you just sign up on the website, and BSL provides the training you need. There's no long application process. Just sign up and show up.

Espand J., Volunteer

THANK YOU, VOLUNTEERS!

Broad Street Love is deeply grateful for our dedicated volunteers. You help us provide stabilizing social services to our guests — not just serving meals, mending clothes, or sorting mail, but bringing the warmth of human connection to those who need it most. You are the driving force behind our programs, providing life-changing services and building meaningful relationships.



2024 BOARD OF DIRECTORS

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