

# Metropolitan Family Services

## About Us

Metropolitan Family Services is at the heart of Chicago's city and suburban communities responding to the needs of families. Through seven major community centers, their related locations and public policy advocacy, Metropolitan serves low-income and working-poor families facing a dynamic and ever-changing environment. As an integral part of each community we serve, we listen, actively participate and lead the way in helping families realize their amazing strength.

## Mission

Metropolitan Family Services' mission is to provide and mobilize the services needed to strengthen families and communities. For more than 150 years, Metropolitan Family Services has responded to the evolving and critical needs of Chicago's families. Operating seven centers in communities with underserved populations, Metropolitan provides the help and hope needed to encourage and empower families.

## Families Served

Metropolitan Family Services has more than 500 full- and part-time professional staff dedicated to providing quality services to families throughout Chicago, DuPage County, Evanston, Skokie and the southwest suburbs. Metropolitan serves approximately 43,000 families and individuals, as diverse as the communities in which they live, with 81 percent being part of the working poor or lower-middle class.

## Leadership

**Ricardo Estrada**  
President and  
Chief Executive Officer

**Colleen M. Jones**  
Executive Vice President,  
Chief Operating Officer

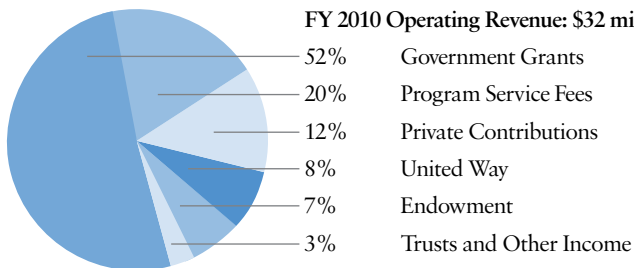
**Denis Hurley**  
Chief Financial Officer

**Dennis Conroy**  
Senior Vice President,  
External Affairs

**Karina Ayala-Bermejo**  
Vice President, Human Resources  
& General Counsel

## Financial Support

**FY 2010 Operating Revenue: \$32 million**



## Programs and Services

Metropolitan Family Services provides a wide variety of programs and services designed to strengthen families and help them realize their potential.

- ▶ Child and Youth Development
- ▶ Counseling
- ▶ Economic Stability
- ▶ Employee Assistance Network (EAN)
- ▶ Legal Aid
- ▶ Mental Health
- ▶ Older Adult Services
- ▶ Parent Development
- ▶ Violence Prevention & Intervention

## Locations

### ADMINISTRATION HEADQUARTERS

#### MAIN OFFICE

One North Dearborn, Suite 1000  
Chicago, IL 60602  
312-986-4000

EMPLOYEE ASSISTANCE NETWORK  
312-986-4249

LEGAL AID SOCIETY  
312-986-4200

### CITY CENTERS

**CALUMET**  
235 East 103rd Street  
Chicago, IL 60628  
773-371-3600

Serving Roseland, Pullman, West Pullman, Riverdale, Washington Heights, Morgan Park, Chatham

*Additional locations:*  
**TRUMBULL PARK HOMES SITES**  
(serving Trumbull Park)  
2413 East 107th Street  
Chicago, IL 60617

2411 East 103rd Street  
Chicago, IL 60617

**MIDWAY**  
3843 West 63rd Street  
Chicago, IL 60629  
773-884-3310

Serving Chicago Lawn, Englewood, West Englewood, West Lawn, Gage Park, Clearing

*Additional locations:*  
**MIDWAY HEAD START**  
6422 South Kedzie  
Chicago, IL 60629

**MIDWAY CHILDREN'S CENTER**  
3215 West 63rd Street  
Chicago, IL 60629

**NORTH**  
(and NORTH CHILDREN'S CENTER)  
3249 North Central Avenue  
Chicago, IL 60634  
773-371-3700

Serving Belmont Cragin, Hermosa, Irving Park, Portage Park

**SOUTHEAST CHICAGO**  
3062 East 91st Street  
Chicago, IL 60617  
773-371-2900

Serving South Chicago, Calumet Heights, South Deering, Hegewisch and the East Side

### SUBURBAN CENTERS

**DUPAGE**  
222 East Willow Avenue  
Wheaton, IL 60187  
630-784-4800

Serving DuPage County  
*Additional locations:* Elmhurst, Naperville, Woodridge

**TREASURE HOUSE RESALE SHOP**  
497 Pennsylvania Avenue  
Glen Ellyn, IL 60137

**EVANSTON/SKOKIE VALLEY**  
820 Davis Street, Suite 450  
Evanston, IL 60201  
847-425-7400

Serving Evanston, Niles, Maine Townships

*Additional location:*  
**SKOKIE**  
5210 Main Street  
Skokie, IL 60077

**SOUTHWEST**  
10537 South Roberts Road  
Palos Hills, IL 60465  
708-974-2300

Serving Calumet, Lemont, Orland, Palos and Worth Townships; Blue Island and Oak Forest

*Additional location:*  
**BLUE ISLAND**  
13136 South Western  
Blue Island, IL 60406

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### CHILD AND YOUTH DEVELOPMENT

Promotes academic achievement and social and emotional development among children, youth and families to foster their success in life.



### COUNSELING

Provides support to individuals and families challenged with personal, phase-of-life and transitional issues.



### ECONOMIC STABILITY

Provides support and education to economically challenged families so they may improve their quality of work, lifestyle and financial situation.



### EAN (EMPLOYEE ASSISTANCE NETWORK)

Provides counseling services that help workers achieve a better balance in their lives and be more productive on the job.



### LEGAL AID

Provides legal assistance in the areas of domestic violence, family and elder law, housing and consumer issues to low-income individuals.



### MENTAL HEALTH

Provides psychiatric evaluation, case management and crisis intervention to help children and adults with chronic mental illness recover and be productive.



### OLDER ADULT SERVICES

Provides counseling and caregiver respite to assist older adults and their families in meeting the challenges and opportunities of later years.



### PARENT DEVELOPMENT

Supports parents in acquiring skills that promote the healthy growth and development of children.



### VIOLENCE PREVENTION & INTERVENTION

Provides services to address violence in homes and schools to keep individuals and families safe.