MPOWER



2015 Annual Report

EM·POW·ER

(/əm' pou(ə)r/), verb

make (someone) stronger and more confident, especially in controlling their life.

give (someone) the power to do something.

THE POWER **OFWE**

Working together — as individuals, families, and communities we make a difference.

Together, we mpower thousands.



Ric Estrada, President and CEO; Tony Hunter, Board Chair; and Martha Melman, Chair Emeritus

WEARE FAMILY

Nothing is more powerful than family.

It's the simple truth behind everything we do. People together are stronger than any one of us alone.

Since 1857, Metropolitan Family Services has helped Chicago-area families find their strength. We're the beacon of hope they can always count on.

2014-15 was a milestone year in many ways. We've now adapted to the dramatic 50% growth of the previous three years. We strengthened our work with new evidencebased programs and better measurement. We navigated a volatile budget landscape, making tough decisions to prepare for a 2015-16 year that will be even more challenging.

We also gained insight into our standout qualities: our full-service mindset; a knack for building community; the courage to lead; and the stamina to get results. It's a proven approach that helps families succeed, even as they face greater challenges.

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Ric Estrada President and CEO

The question is no longer "what should we do?" It is "how can we do more?"

Your family can be part of the answer, by joining us in the Campaign to Mpower Families, a bold \$25 million initiative to reach more families and strengthen our communities with better services and an even stronger organization.

Together, we can accomplish this by investing in key capital projects, transformational new work, and in the endowment fund that sustains our future. Already, generous investors have brought us nearly halfway to goal. In the next year, we'll launch new initiatives to invite hundreds of new supporters to join the family.

Success never happens in isolation. It takes people working together - the Power of We. On behalf of our board, staff and the 68,435 people we serve, we thank you for your support and look forward to engaging you in the year ahead.

Tony Hunter Board Chair

THOUSAND LVES **M**POWERED



Our Services

Education

We prepare young people and parents for success, from the early years throughout school, and all the way to college.

Economic Stability

We equip strong, self-sustaining families with the tools to find and maintain employment, achieve financial literacy, and build family wealth.

HOLISTIC APPROACH

Emotional Wellness

We encourage healthy and productive lives through counseling and mental health services, violence prevention and intervention, and older adult services.

Empowerment

We help families stand up and be heard by providing legal aid and court advocacy services to the Chicago area's most vulnerable people.

"Metropolitan has a passion for giving back to the community and helping families. They were role models for me. At Metropolitan I saw people do productive things, and got to know what type of life a person should be able to live in this tough world. It was a life-changing experience."

WE INSPIRE

We've known Ryan Reese since elementary school. At 28, he's now a father, a role model and a public servant. When he graduated from the police academy, he invited his caseworker* to the ceremony, and we caught up on his story.

"I grew up in Roseland, the oldest of four siblings. My mother was a single parent. It is extremely hard for a female to teach a man to be a man. There were a lot of things I had to learn on my own. But it's nice when you have Metropolitan Family Services to give you opportunities.

When I was young, Metropolitan offered many services at nearby grammar schools. My mom made sure we participated. We went to programs that promoted family interaction. We did things we couldn't normally do at home when my mom was away working. It helped us enjoy family time and really brought us together.

They presented me with opportunities I didn't even know existed. I had no idea what was going on outside of Roseland. I didn't know about college or what I was going to do after high school. I didn't even know how to interview for jobs. They helped me understand that I could go to college.

In 2008 and 2011, I lost two of my best friends to gun violence. It motivated me to try to make a change in the city of Chicago and help kids growing up. I took on the challenge by becoming a Chicago police officer.

I have a personal motivation to save not only my own child but others' children. Your child. Anyone. That's where it starts. Hopefully, as a police officer, I can have a positive influence in our community.

There are situations where I'm not only an enforcer of the law. I'm a mentor, a helping hand to influence and let people know they don't have to live a negative life.

You can make excuses and use negative stuff to say, "I don't care, I'm going to do whatever I want to do." Or you can use that as motivation to say, "You know what, I'm going to change. I'm not going to be a statistic. I'm not going to get caught up in these streets. I'm not going to do it."

Metropolitan offers a great opportunity to get a different perspective on life. There's more to the world than just the neighborhood. The faster people realize this, the more lives will be saved."

* Ryan's caseworker is still with us: Audrena Spence is now Executive Director of our Calumet region.

WE INVEST IN COMMUNITIES

Metropolitan Family Services has been an engine of change since 1857, empowering families to reach their greatest potential and create positive change in our communities. We invest our \$50 million budget in the communities we serve, with 896 employees, and hundreds of volunteers who bring the Power of We to life every day.

Locations and Clients Served

Headquarters 9,695 Clients

1 North Dearborn St, Ste 1000 Chicago, IL 60602 312-986-4000

The Legal Aid Society 312-986-4200

Employee Assistance Network 312-986-4249

Calumet 14.367 Clients

235 East 103rd St, Chicago, IL 60628 773-371-3600

Serving Beverly, Chatham, Englewood, Morgan Park, Mount Greenwood, Pullman, Riverdale, Roseland, Washington Heights, Washington Park, West Pullman and Woodlawn

DuPage 10,377 Clients

222 East Willow Ave, Wheaton, IL 60187 630-784-4800

Serving 33 DuPage County communities

Evanston/Skokie Valley 2,061 Clients

5210 Main St, Skokie, IL 60077

820 Davis St, Ste 218, Evanston, IL 60201 847-425-7500

Serving Des Plaines, Evanston, Golf, Lincolnwood, Morton Grove, Niles, Skokie

Midway 16,583 Clients

3843 West 63rd St, Chicago, IL 60629 773-884-3310

Serving Brighton Park, Chicago Lawn, Clearing, Englewood, Gage Park, New City, West Englewood and West Lawn



North 2,638 Clients

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DuPage

3249 North Central Ave, Chicago, IL 60634 773-371-3700

Serving Belmont Cragin, Hermosa, Irving Park and Portage Park

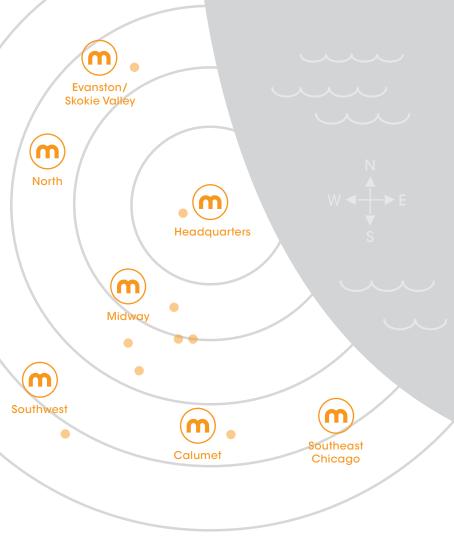
Southeast Chicago 4,233 Clients

3062 East 91st St, Chicago, IL 60617 773-371-2900

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



Metropolitan Family Services



S	Southwest
	10537 South Roberts Rd, Palos Hills, IL 60465 708-974-2300
k	13136 South Western Ave, Blue Island, IL 60406 708-974-5800
S	Serving Ashburn, Beverly, Blue Island, Calumet, Lemont, Orland, Mount Greenwood, Oak Forest, Palos, Lower Stickney and Worth Townships



"I thought I would lose my mind. Coming to Metropolitan saved me. I was a person I didn't even recognize. Now I'm so much stronger."

A Trauma-Informed Agency

'Trauma' can describe many things – a serious injury, physical or emotional abuse, or an unexpected change that makes life suddenly seem precarious.

Whatever the source, trauma makes a deep impression. It does not need to be experienced first-hand to be painful. Children who witness violence often carry scars into adulthood. Even therapists must pay attention to self-care as they find ways to provide support to others.

Our Trauma 101 workshops, offered annually, provide staff with tools to be grounded in the basics. We're also raising the bar by working with our peers in the Illinois Child Trauma Coalition and the National Child Traumatic Stress Network.

Adult Mental Health Goals

- Experience positive change and growth
- Build on strengths and capacity for change
- Promote productive, independent living in the community



of clients say our staff make them feel welcome, understood, heard and respected

WE CREATE HOPE

Angela Love was a straight-A business student until a series of traumatic events led her to confine herself to her room. After surviving two attempted assaults, a home invasion and the loss of her unborn child, Angela Love was severely depressed.

"I thought I would lose my mind. Coming to Metropolitan helped save me. I was a person I didn't even recognize. Now I'm so much stronger."

Angela found help at our Southeast Chicago center. With comprehensive care from our adult mental health team, she recovered from post-traumatic stress disorder and life-threatening depression.

"Metropolitan saw me right away," Angela shared. "I felt safe. I talked to a psychiatrist, and he said medication and therapy would help me. He was right."

"I was a mess when I started treatment. They gave me a therapist and recommended group classes. Three years, later I'm no longer on meds. I'm happy."

"We provide a full range of rehabilitative services," explains Program Director Jean Xoubi. "Our clients often are very, very ill when they come to us."

It's the holistic approach that makes the difference. On any given month, we may offer over a dozen group options, in addition to individual counseling and psychiatric care. Some groups focus on specific practices like dialectical behavior therapy. Others build life skills, like cooking, budgeting and wellness. Angela made the most of every opportunity. "It was wonderful. It's so freeing ... like a burden has been lifted. "It's amazing when you're able to overcome something. I graduated from the program this summer and I'm so happy."

"I've been asked to become a peer mentor," she continues. Mentors go through formal training to help others who face similiar challenges. She's also taking classes to become a certified recovery specialist.

"I want to bring a grief and loss ministry to my church." Any loss -- a loved one, a job, the home -- can trigger grief, she explains. "You wonder, 'How am I going to cope?' It helps to have somebody safe you can talk to."

Angela has also become an advocate. Her story was featured in a March *Sun-Times'* article about the elimination of state funds for psychiatric care. Unless funding is restored, the entire mental health practice is at risk, because only doctors can prescribe medication or diagnose medical conditions.

So Angela is taking a stand. She has experienced the pain, and with appropriate care, she recovered. She knows that for many Illinois families, the stakes are life or death.

It's a serious matter, but she emanates hope.

"Too many people at Metropolitan care about your success for you to fail." She smiles. "I've never seen a place where so many people root for you."

WE INNOVATE AND ADAPT

Good parents anchor strong families.

Parenting can be tough in any scenario, and our families can face challenges that are as diverse as the communities they live in: economic stress, forming a new family through birth or adoption, or parenting as teenagers.

We help with a range of programs to meet different family needs. We use only proven, evidence-based curricula, and draw on our own expertise and experience to help parents get results. These options allow us to meet family needs as they are – with home-visiting programs for new parents, intensive services for families with special risk factors, and ongoing support as children get older.

We get results. Eighty percent of parents in our Parents as Partners and Healthy Families programs showed positive change in attitudes and behaviors that placed their children at a higher risk for abuse. Given the heavy stress these parents face - 7 in 10 face employment challenges, ten percent report past abuse in the family the differences can be profound.

Other programs, like Mentor Moms Plus provides intensive help for parents with special challenges – like teen mothers who've experienced child abuse themselves. These parents may use the same evidencebased curriculum, but also get clinical services and other help to strengthen their emotional resilience and build their ability to chart a healthy course for their families.

In 2015, we added Parenting Fundamentals to our portfolio, welcoming a comprehensive, evidence-based model that can help all parents raise healthy, productive and creative children. It supports families all the way through the high school years. Like our other programs, Parenting Fundamentals is built around research on child development and school readiness, and brings a track record of results.

Parenting is hard work. Yet with quality options to meet family needs, the Power of We helps parents succeed every day.





Parenting Programs



Universal

Skills and tools to help parents understand child development and use positive behavior strategies.

Parenting
Fundamentals

Targeted

Home-based, oneon-one services to help at-risk families address individual needs.

- Healthy Families
- Empowering Families
- Parents as Partners

Intensive

Specialized services for parents who need more support, such as intensive case management and clinical services.

Mentor Moms Plus

STATEMENT OF ACTIVITIES

Amounts in 000's

Operating Revenue	2015	
Government Grants	30,737	31,350
Program Service Fees	8,285	8,319
Contributions	6,239	5,397
United Way	1,581	1,352
Endowment Payout	1,567	1,679
Income from Trusts & Other Income	1,487	1,272
Total Operating Revenue	49,896	49,369

Operating Expenses

 \smallsetminus

Program Expenses		
Education	19,564	18,525
Emotional Wellness	14,484	13,753
Economic Stability	6,502	7,795
Empowerment	1,907	2,140
Total Program Expenses	42,457	42,213
Management & General	5,254	5,149
Fund Raising	1,931	1,611
Total Operating Expenses	49,642	48,973
Operating Surplus (Deficit)	254	396

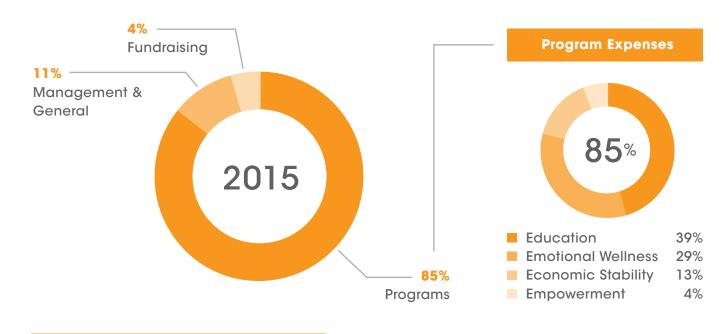
Other Changes in Net Assets

Depreciation & Amortization Net Investment Gains (Losses)	(621) (68)	(646) 6,646
Change in Pension Liability Change in Market Value of Interest Rate Swap Other	(608) (274) 2,468	1,113 (124) 101
Non Operating Activity	897	7,090
Total Change in Net Assets	1,151	7,486
Net Assets at Beginning of Year	54,286	46,800
Net Assets at End of Year	55,437	54,286
Contributions for Goods and Services	3,184	4,199

Years Ended June 30, 2015 and 2014

Breakdown of Expenses

Financial resources support our mission to provide and mobilize services needed to strengthen families and communities. We're more focused than ever, investing in work that directly empowers individuals and families.



Statement of Financial Position

Assets	2015	2014	Four-Star Rating
Cash	128	230	
Receivables	11,088	8,550	
Investments	41,855	43,305	
Interest in Trusts	16,427	15,272	
Property and Equipment	16,531	16,938	
Other	541	597	
Total Assets	86,570	84,892	
Liabilities and Net Assets	2015	2014	Charity Navigator's
Accounts Payable and Accruals	3,954	3,555	highest four star rating
Line of Credit	3,950	4,200	indicates Metropolitar
Notes Payable	1,045	1,102	exceeds industry
Bonds Payable	12,700	12,700	standards and
Pension Liability	5,317	4,709	outperforms most
Other	4,167	4,339	charities. Charity
Total Liabilities	31,133	30,605	Navigator is the nation
Net Assets	55,437	54,287	largest and most-utilize
Total Liabilities and Net Assets	86,570	85,892	evaluator of charities.



current

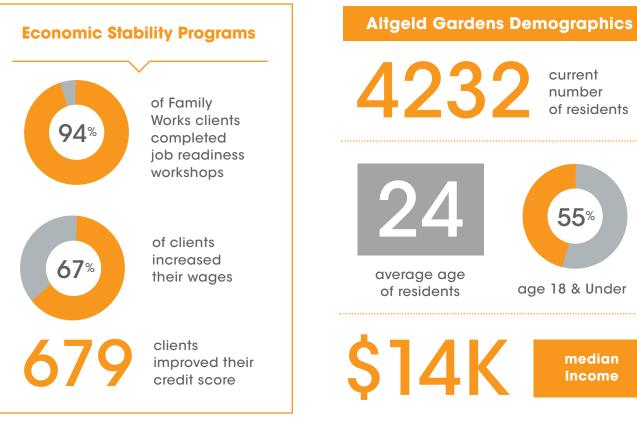
number

55%

median

Income

of residents



Altgeld Gardens residents pictured above from left to right: Arishay, 14; Sharhonda Batts, 31; Kamiah, 9; Ciarra, 10; Tyrese, 13; Kiarra, 11; Joshay, 12

WE BUILD COMMUNITY

What does it take for a community to thrive? To empower many people, not just a fortunate few? What can families teach us about neighborhood change?

In Altgeld Gardens on Chicago's far South Side, Metropolitan works to strengthen the family-community connection every day. Thanks to a \$2.3 million Chicago Housing Authority investment, we became the area's Family Works provider in early 2015. Family Works provides comprehensive support to help public housing families succeed in the workforce.

Our story in Altgeld Gardens is still emerging. Yet it draws on practices we've been developing since since 1857. It's the Power of We in action.

Holistic Family Services

Metropolitan brings a full-service approach to support the entire family, because every member of a family affects each other. Parents can't work if grandparents or children aren't cared for. The entire family feels the effects of depression or domestic violence. Even basics like access to healthy food or transportation put stress on a family.

"A lot goes into working with a family before they can be job-ready," says the Chicago Housing Authority's Mary Howard, who oversees Family Works. "Metropolitan serves as a champion for the family, and brings a very on-the-ground, unique approach. They get residents engaged."

"There is no service we don't provide or try to find for clients," agrees Program Director Carrie Pullie, who leads an Altgeld Garden team that includes many local residents. "Our people really care. There's no substitute for that."

Employment is the focus, but Family Works goes further, linking clients to mental health services, legal help, youth programs and opportunities for seniors. If we can't address a need, we work with our partners to come up with a soution. Whatever it takes.

"My experiences have been spectacular," says Rashida Mason, who is enrolled in a GED course that helps residents bolster their job credentials. "Any services they have, they make them available. They do their part."

Clients like Sharhonda Batts do their own heavy lifting. She discovered her passion for helping others as she provided roundthe-clock care for her ailing mother, while raising her own children. After her mother passed away in 2014, she went back to school to earn a medical assistant certificate. She did the work, but needed other tools to land a job.

"Metropolitan showed me how to be confident, to think of the employer as just another person, and ask them questions," she explains. With coaching, job interviews that once made her nervous are now an opportunity to show her talent."I wouldn't have done that before. I'd have just sat there."

Community Commitment

Altgeld Gardens has deep historical roots. The area once served as a stop on the Underground Railroad. It is Chicago's oldest public housing community, built for African-American veterans of World War II. Nearby factories supported generations of working families.

When the factories closed, their land sat vacant and isolated the community. As jobs left, crime moved in. Buildings deteriorated. It's easy to see why residents felt forgotten.

The seeds of change were planted in recent years, with CHA investments in infrastructure, efforts by residents and nonprofits to strengthen services, and a push by community leaders to bring in jobs.

"One need was social services," says Alderman Anthony Beale. "That's where Metropolitan Family Services comes in." Our services and track record made Metropolitan a logical choice, and Beale points to our collaboration skills as an added bonus. "When we are all singing the same song, there is nothing a community can't accomplish."

Servant Leadership

At Metropolitan, we believe hard work and listening are essential leadership skills.

"Ms. Pullie and her team came with open arms. They are resident friendly," says Local Advisory Council President Bernadette Williams. She praises our ability to meet needs like mental health services, but it is our approach that won her over. "They are driven, and on the ground."

"Many residents felt their needs weren't met," says Carrie Pullie. "So we decided to knock on every door in Altgeld Gardens. We wanted people to know we are here to help."

"Metropolitan Family Services has been a wonderful addition," observes Kim Zalent of BPI, a public interest policy organization that convenes a local early childhood coalition. "They jumped right in."

She points to a summer camp for 100 Altgeld youth as an early success. Metropolitan joined several agencies to help organize the camp on a tight budget, and contributed clinical services and resources.

New investors are taking notice. In August, the federal government announced a multi million infrastructure investment in Altgeld Gardens that can support similar collaborations for several years.

A Sustained Focus for Results

Real change takes time. The early signals from Altgeld Gardens are positive, though it's too early to gauge long-term goals like employment stability.

We're confident, because our work is built on real experience of savvy leaders like Carrie Pullie, and from similar work in other communities. We've partnered for years to achieve a bigger impact.

Our work in West Chicago shows the possibilities. At nearly a decade old, WeGo Together For Kids is one of our longeststanding collaborations. What began as a conversation among school leaders, Metropolitan and a few other providers has matured into a proven network of 43 partners that supports a 'community schools' vision.

WeGo has generated insights about what it takes to generate impact on a large scale: structures to help partners work together; measurable goals and solid data; accountability to make course corrections as needed; and a commitment that outlasts seed dollars. Whatever it takes.

In Altgeld Gardens, the pieces are in place. We have an anchor program to drive our wrap-around approach. Strong community connections. Respectful leaders who pitch in and collaborate. And trust - the basis of any strong relationship.

"Metropolitan has done exactly what they've said they would do," says Rashida Mason. "If you are trying to get somewhere in life and can be affiliated with them, it's worth it."

THE FAMILY TRUST

The Family Trust recognizes those who have made a special designation in their estate plans for Metropolitan Family Services. Thank you for demonstrating your commitment to empowering families.

Establish Future Gifts In Your Estate Plan

To learn more, contact: Dennis Conroy Sr. Vice President, External Affairs (p) 312-986-4123 (e) conroyd@metrofamily.org

Special Thanks to The Stehney Family

Virginia Stehney volunteered at our DuPage center's thrift shop, Treasure House. Through her years of service, she and her husband, Andrew, grew deeply devoted to our mission. Each made provisions for Metropolitan in their estate planning, which resulted in generous distributions from their trusts of more than \$50,000. Their kindness and generosity is memorialized at our DuPage center with a plaque installed in loving memory of the Stehneys.

Family Trust Members

Patricia Ashbrook Mrs. Theodore C. Buenger Jennifer Straub Corrigan Emily and John Costigan Marie and Craig Duetsch Jan and Jerry Erickson Robert and Anne Faurot

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Patrick J. Schauer Eileen P. Scudder and Laurie and Jim Shults John Stitzell Donna and David Tropp

WE MAKE A DIFFERENCE

Every year, hundreds of generous contributors provide resources that enable us to support families and transform communities.

We thank every investor for being a part of our Metropolitan community. Together we mpower.

Government Funders

AgeOptions Calumet Woodlawn Choice Neighborhood Initiative Capital Development Board Chicago Board of Education Chicago Cook Workforce Partnership Chicago Department of Family Support Services Chicago Department of Housing Chicago Department of Public Health Chicago Housing Authority Chicago State University City of Elmhurst City of Evanston City of Naperville Cook County DuPage County DuPage County Community Services and Community **Development Services** Elmhurst School District Illinois Attorney General Illinois Criminal Justice Information Authority Illinois Department of Children & Family Services Illinois Department of Commerce and **Economic Opportunity** Illinois Department of Human Services

Illinois Department on Aging Illinois School Board of Education **Illinois Violence Prevention** Initiative Niles Township Northeastern Illinois Area Agency on Aging Southwest Youth Collaborative U.S. Dept of HHS U.S. Dept of Justice U.S. Dept. of Education Village of Orland Park Woodridge School District

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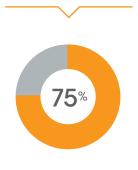
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of Illinois

Mental Health Juvenile Justice (MHJJ) provides counseling, case management, and other services to youth of the juvenile justice system who display serious mental health concerns



It costs 75% less for youth to receive our services vs. incarceration

savings per child compared to incarceration

\$100 to \$249

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