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

Together, we empower thousands.
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 evidence-based 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.

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.
**68 THOUSAND 435 LIVES mPOWERED**

**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.

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

- **DuPage**
  - 222 East Willow Ave, Wheaton, IL 60187
  - 630-784-4800
  - Serving 33 DuPage County communities

- **Evanston/Skokie Valley**
  - 5210 Main St, Skokie, IL 60077
  - 847-425-7500
  - Serving Des Plaines, Evanston, Golf, Lincolnwood, Morton Grove, Niles, Skokie

- **Midway**
  - 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**
  - 3249 North Central Ave, Chicago, IL 60634
  - 773-371-3700
  - Serving Belmont Cragin, Hermosa, Irving Park and Portage Park

- **Southeast Chicago**
  - 3062 East 91st St, Chicago, IL 60617
  - 773-371-2900
  - Serving Calumet Heights, East Side, Hegewisch, South Chicago and South Deering

- **Southwest**
  - 10537 South Roberts Rd, Palos Hills, IL 60465
  - 708-974-5800
  - Serving Ashburn, Beverly, Blue Island, Calumet, Lemont, Orland, Mount Greenwood, Oak Forest, Palos, Lower Stickney and Worth Townships

**Community Center**

- **Satellite Location**

**70+ Communities**
**896 Employees**
**933 Volunteers**
**68,435 Lives Powered**
“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.

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 saved 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 … I couldn’t speak for two years. 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 similar challenges. She’s also taking classes to become a certified recovery specialist.

“I want to bring a grief and loss ministry to my church,” she says. “Any loss – a loved one, a job, the home – can trigger grief. I’ve witnessed the pain firsthand.”

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.”
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 evidence-based 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.

### WE INNOVATE AND ADAPT

**Home-Visiting Programs**

577 Parents Served through Empowering Families, Parents as Partners and Healthy Families

**Parenting Programs**

**Universal**

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

**Targeted**

Home-based, one-on-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
STATEDMENT OF ACTIVITIES

Operating Revenue .......................... 2015 .......................... 2014
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 Program Expenses 49,896 49,369
Management & General 42,457 42,213
Fund Raising 5,254 5,149
Total Operating Expenses 49,642 48,973
Operating Surplus (Deficit) 254 396

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 Expenses

Other Changes in Net Assets
Depreciation & Amortization (621) (646)
Net Investment Gains (Losses) (68) 6,646
Change in Pension Liability (608) 1,113
Change in Market Value of Interest Rate Swap (274) (124)
Other 2,468 101
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.

Program Expenses

Statement of Financial Position

Assets ........................................ 2015 .......................... 2014
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
Accounts Payable and Accruals 3,954 3,555
Line of Credit 3,990 4,200
Notes Payable 1,045 1,102
Bonds Payable 12,700 12,700
Pension Liability 5,317 4,709
Other 4,167 4,339
Total Liabilities 31,133 30,605
Net Assets 55,437 54,287
Total Liabilities and Net Assets 86,570 85,892

Charity Navigator's highest four star rating indicates Metropolitan exceeds industry standards and outperforms most charities. Charity Navigator is the nation’s largest and most-utilized evaluator of charities.
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.”

Clients like Sharhonda Batts do their own heavy lifting. She discovered her passion for helping others as she provided round-the-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.”

“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 solution. 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.”
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. “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 longest-standing 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 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.”

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Robert and Darden Carr
Donnis Conroy
Jennifer Shaub Corrigan
& Patrick Conroy
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Lawrence Howe
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Richard L. Jones
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Donna and David Trapp

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) 312-986-6123
(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 Stehenys.

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$3,985

Our early childhood education programs provide center and home-based programs for children and families.

Child served 

$2,315

Child meet or exceed national standards

$2,315

Return on investment for every child served *

*Every $1 invested in early childhood education provides a return of $7.9.
$2.6M were accepted and awarded to students for success.

Community schools create conditions for learning success.

Students do better in school.

Students get along better with classmates.

Participate more in class.

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Students do better in school.

Students get along better with classmates.

Participate more in class.
OUR BOARDS

Metropolitan Family Services has been honored with hundreds of leaders whose philanthropic efforts empower our communities. Through their generosity and contributions, Metropolitan continues to empower thousands. Thank you.

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