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**m**etropolitan family services™

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2016 ANNUAL REPORT

## **Our Mission**

To provide and mobilize the services needed to strengthen families and communities.

## **Our Vision**

To be widely acknowledged as a major catalyst and resource for promoting family and community strengths.

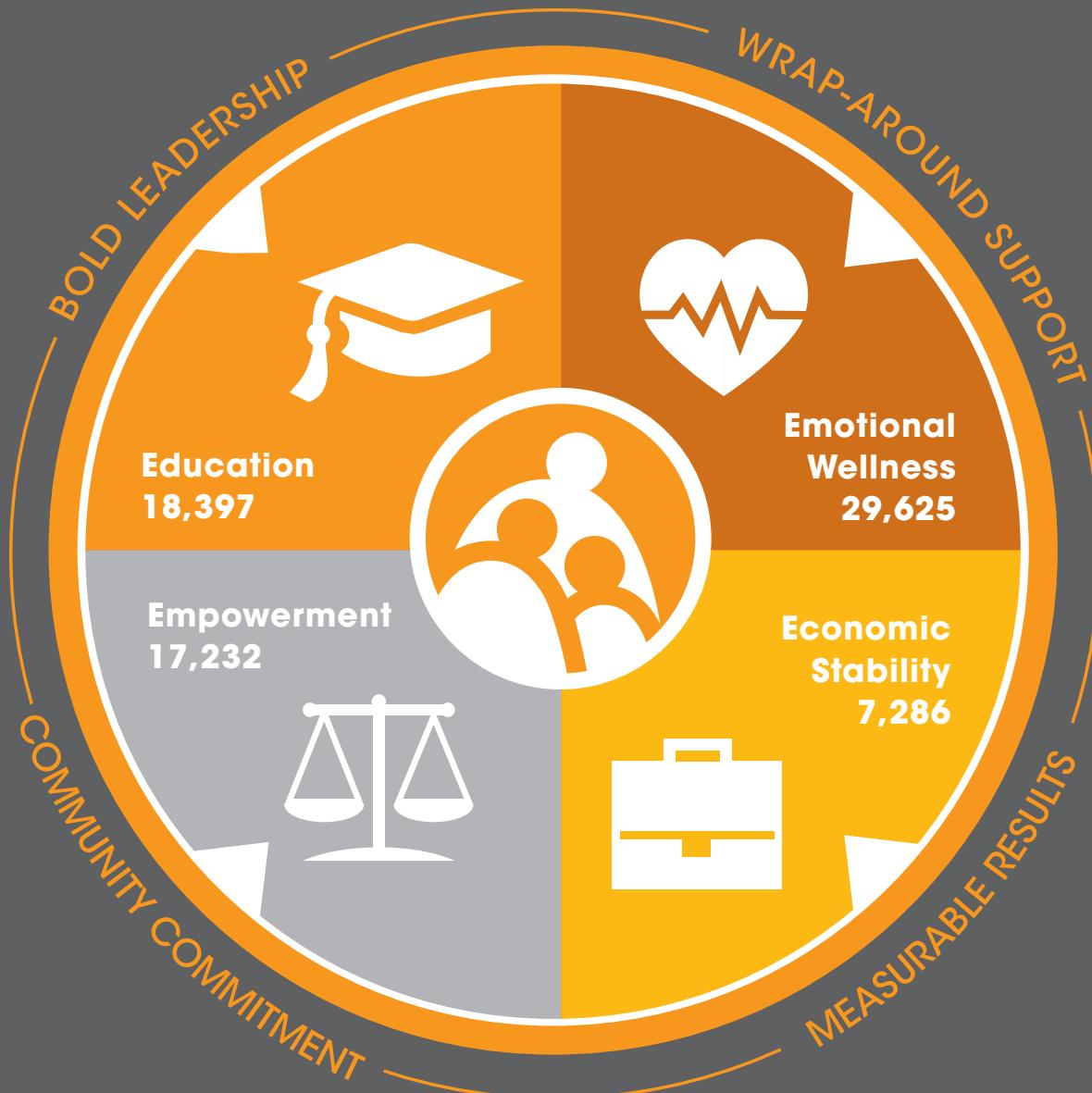
## **Our Values**

We value families and communities, their inherent strengths, their ability to grow, be resilient and find solutions to challenges. We value staff professionalism, ethical service delivery and programs that reflect our compassion for people.

We believe in effectively managing the contributions of our donors and funders through maintaining sound fiscal policies while striving for excellence.

We value expeditious decision making and informed risk taking in pursuit of our mission and strategies.

# HOLISTIC STRATEGY TO EMPOWER FAMILIES



## EDUCATION

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

## EMOTIONAL WELLNESS

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

## ECONOMIC STABILITY

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

## 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.

# MADE FOR EXTRAORDINARY TIMES

These are extraordinary times. Prior to last year, few could imagine that public funding for human services would cease for 11 months, impacting thousands of people and service providers throughout Illinois. Yet in crisis we at Metropolitan Family Services rose to the challenge.

This past year staff and clients rallied for fair human services funding, and spoke with state legislators in Chicago and Springfield to stress why human services are essential for a strong society. We spoke at Chicago's leading public affairs forum to highlight the human toll that budget gridlock was taking on working families and our city. And we joined 97 of our fellow human services agencies across the state in Pay Now Illinois, seeking monies owed for services rendered.

Through it all we continued focusing on empowering families. Our services effectively helped more than 72,000 people, ranging from early learning, after school and parenting programs to workforce development, legal aid and mental health services – the latter especially challenged by the state budget impasse.

Fiscal Year 2016 also was a year to celebrate new beginnings and expansion. Through an innovative partnership with Addison School

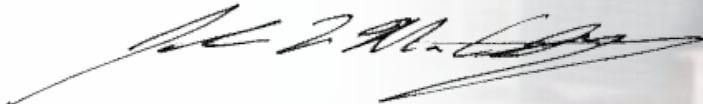
District 4, the Addison Children's Center opened – the first facility of its kind in the area that brings top-quality, bilingual Head Start services to children and their families. Our Parenting Fundamentals program grew to equip more than 400 parents throughout Chicago and the suburbs with parenting tools. And we joined with Erie Family Health Center to bring integrated behavioral health services to Evanston and Skokie youth, helping them address and overcome emotional obstacles.

We also continued our future focus with the *Campaign to Mpower Families*, which with your backing, is more than halfway to its goal of raising \$25 million to strengthen families and communities by investing in Metropolitan's people, systems and endowment.

Tough times can bring out the best in us. Despite this year's extreme challenges we are constantly inspired by the tenacity of the families we serve. They are amazing people made for extraordinary times. Your support has been central to their success. We at Metropolitan thank you and are excited about the opportunities the future will bring.



**Ric Estrada**  
President and CEO

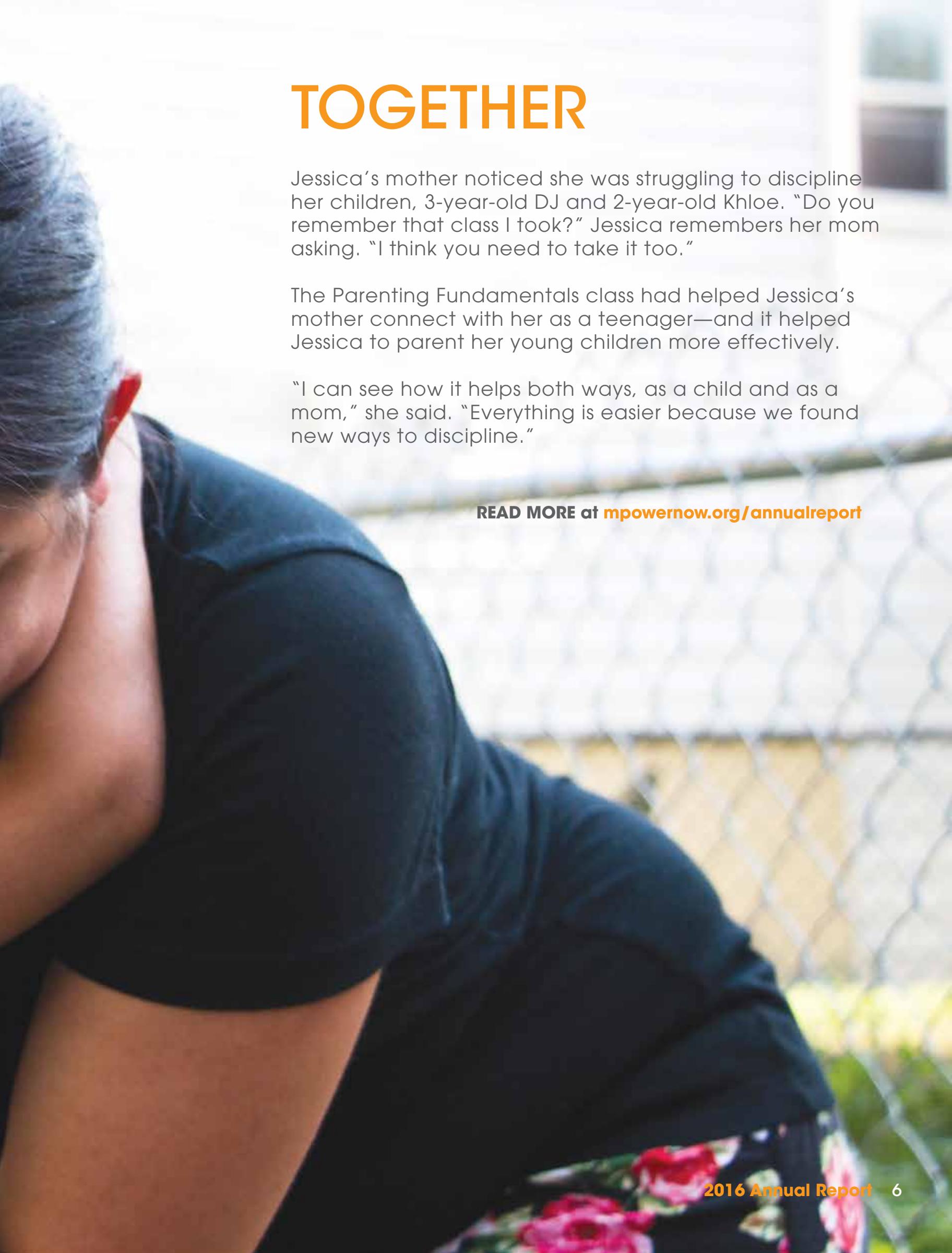


**John MacCarthy**  
Board Chair





# TOGETHER



Jessica's mother noticed she was struggling to discipline her children, 3-year-old DJ and 2-year-old Khloe. "Do you remember that class I took?" Jessica remembers her mom asking. "I think you need to take it too."

The Parenting Fundamentals class had helped Jessica's mother connect with her as a teenager—and it helped Jessica to parent her young children more effectively.

"I can see how it helps both ways, as a child and as a mom," she said. "Everything is easier because we found new ways to discipline."

**READ MORE at [mpowernow.org/annualreport](http://mpowernow.org/annualreport)**





## Powerful

When the Illinois state budget crisis jeopardized human services funding we took action. From participating in testimonies before state legislators to making our voices heard in Springfield, we shared stories about the life-saving difference human services make every day.

**READ MORE at [mpowernow.org/annualreport](http://mpowernow.org/annualreport)**



# RESILIENT

Elizabeth's husband abused her oldest daughter and then disappeared with their money—leaving Elizabeth to rebuild her life, care for her family, and relive her own history of childhood abuse and trauma.

The Victim Legal Assistance Network connected Elizabeth to services addressing the multiple needs she faced in the wake of her husband's crime: Case Manager Eligia Milan acted as her central contact as well as her therapist. The Legal Aid Society helped her get an order of protection, a divorce and immigration relief. Through Eligia's referrals, Elizabeth is now taking English, GED and Parenting Fundamentals classes.

"I never thought I could get all that help in one place," she said.

**READ MORE at [mpowernow.org/annualreport](http://mpowernow.org/annualreport)**





# Thriving

Maria and Saul's second child, William, thrived in Metropolitan's Head Start program in Addison. So when the Addison Children's Center opened, the family jumped at the chance to enroll their youngest children, 2-year-old Sophia and 1-year-old Saul, Jr.

"It's like they say, it's not a day care. It's Early Head Start. They are preparing the kids for what school will be like," Maria said. "It's a really big help and the kids are learning how to be more independent." Both children have dramatically larger vocabularies and are learning skills. Having quality care for her youngest children allows Maria to pursue her GED during the day. "It has been a great experience," Maria said.

**READ MORE at [mpowernow.org/annualreport](http://mpowernow.org/annualreport)**

# STATEMENT OF ACTIVITIES

Amounts in 000's

## OPERATING REVENUE

	2016	2015
Government Grants	30,666	30,737
Program Service Fees	7,375	8,285
Contributions	6,090	6,239
United Way	1,888	1,581
Endowment Payout	1,820	1,567
Income from Trusts & Other Income	2,063	1,487
Total Operating Revenue	49,902	49,896

## OPERATING EXPENSES

Program Expenses		
Education	20,755	19,564
Emotional Wellness	14,458	14,484
Economic Stability	6,153	6,502
Empowerment	1,810	1,907
Total Program Expenses	43,176	42,457
Management & General	5,303	5,254
Fund Raising	1,712	1,931
Total Operating Expenses	50,191	49,642
Operating Surplus (Deficit)	(289)	254

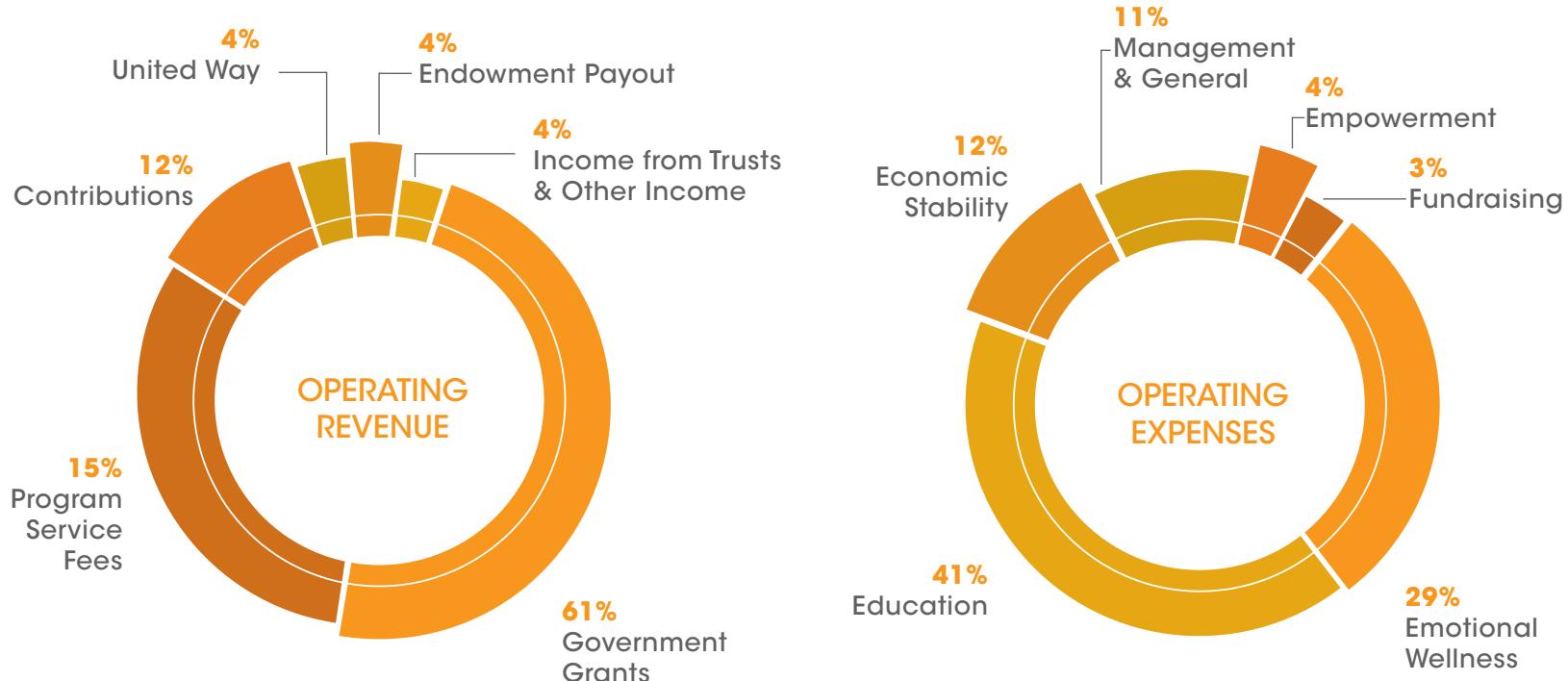
## OTHER CHANGES IN NET ASSETS

Depreciation & Amortization	(647)	(621)
Net Investment Gains (Losses)	(4,906)	(68)
Change in Pension Liability	(4,095)	(608)
Change in Market Value of Interest Rate Swap	(1,128)	(274)
Other	3,077	2,468
Non Operating Activity	(7,699)	897
Total Change in Net Assets	(7,988)	1,151
Net Assets at Beginning of Year	55,437	54,286
Net Assets at End of Year	47,448	55,437
Contribution for Goods and Services	2,937	3,184

Years Ended June 30, 2016 and 2015

# 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	2016	2015
Cash	119	128
Receivables	14,254	11,088
Investments	37,975	41,855
Interest in trusts	15,427	16,427
Property and equipment	17,599	16,531
Other	762	541
<b>TOTAL ASSETS</b>	<b>86,136</b>	<b>86,570</b>
LIABILITIES AND NET ASSETS		
Accounts payable and accruals	3,806	3,954
Line of credit	6,975	3,950
Notes payable	988	1,045
Bonds payable	12,700	12,700
Pension liability	9,133	5,317
Other	5,086	4,167
<b>Total Liabilities</b>	<b>38,688</b>	<b>31,133</b>
<b>Net Assets</b>	<b>47,448</b>	<b>55,437</b>
<b>Total Liabilities and Net Assets</b>	<b>86,136</b>	<b>86,570</b>





COMMUNITY  
CENTER



SATELLITE  
LOCATION



EVANSTON/  
SKOKIE VALLEY



NORTH



HEADQUARTERS



DUPAGE



MIDWAY



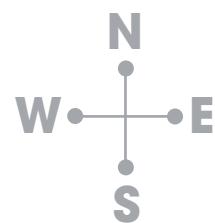
SOUTHWEST



CALUMET



SOUTHEAST  
CHICAGO



CHICAGO



# 72,000+ Mpowered Here

## **Headquarters.....10,750 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.....9,830 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.....13,115 Clients**

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

Serving 33 DuPage County communities

## **Evanston/Skokie Valley.....2,964 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 .....19,759 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.....4,452 Clients**

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

Serving Belmont Cragin, Hermosa, Irving Park and Portage Park

## **Southeast Chicago.....4,138 Clients**

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

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

## **Southwest .....7,532 Clients**

10537 South Roberts Rd, Palos Hills, IL 60465  
708-974-2300

13136 South Western Ave, Blue Island, IL 60406  
708-974-5800

Serving Ashburn, Beverly, Blue Island, Calumet, Lemont, Orland, Mount Greenwood, Oak Forest, Palos, Lower Stickney and Worth Townships

# 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:

Barbara West Stone  
Chief Development Officer  
(p) 312-986-4028  
(e) westb@metrofamily.org

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\*Deceased

# Over halfway there-join us now to make a difference



metropolitan family services

Campaign to mpower Families

## THE CAMPAIGN TO MPOWER FAMILIES IS A \$25 MILLION STRATEGY FOR THE FUTURE

### DONORS

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The Duchossois Family Foundation  
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McCormick Foundation  
Barbara Rapp

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Merle Goldblatt Cohen and Seymour Cohen, Lisa Cohen Schenkman and Gary Schenkman  
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To learn more, contact Corinne Henry, Campaign Manager,  
at 312-986-4239 or [henryc@metrofamily.org](mailto:henryc@metrofamily.org)

All pledges listed are those made prior to September 27, 2016.



# THANK YOU!

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.

## Foundation, Organization, and Corporate Donors

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The Duchossois Family Foundation

### \$100,000 to \$999,999

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Black McDonald's Operators Association (BMOA)

Bright Promises Foundation

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Market Fish  
Naylor Pipe Company  
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St. Michael's United Church of Christ  
The First United Methodist Church of Glen Ellyn  
Woodridge Rotary Club Inc.

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*CapX Partners*  
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*Grant Thornton LLP*  
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*The Chicago Tribune*  
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*Susan Crown Exchange*  
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*Merrill Lynch*  
Ana Serafin-Gil  
Marvin Smith  
Peter Van Nortwick  
*Comscore, Inc*  
Chip Wille  
*Hines*  
Jensine Zavalta  
*The Image Studio*

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Mi Balderas  
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Glasetta Barksdale  
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Dan Chico  
Angela Hurlock  
Nicole Garcia  
Lorraine Moreno  
Patricia Vega

A sampling of our

# IMPACT IN NUMBERS

## ECONOMIC STABILITY

**89%**  
of 1229 clients completed job readiness training

**65%**  
of 906 clients increased monthly net income

**66%**  
of 833 clients increased wages

**53%**  
of 875 clients improved their credit score



WORKFORCE  
INNOVATION FOR  
OPPORTUNITY ACT  
PROGRAM

**254 YOUTH**  
69% Earned a degree or certification  
74% Secured jobs related to their education paths  
60% Made literacy gains

## Summer Youth Employment Program

- Provides youth with **VALUABLE EMPLOYMENT SKILLS**
- 80%** worked between 60-72 hours
- 18 EMPLOYERS AT 19 SITES**

**96**  
youth



## Education

### UPWARD BOUND

Prepares first-generation college students for success

**88%**  
of graduating seniors accepted into college

**\$985,676**  
in scholarships

### EARLY CHILDHOOD EDUCATION

**1388**  
CHILDREN

82% met or exceeded national standards

### COMMUNITY SCHOOLS

**7130**  
STUDENTS

85%  
of students report doing better with their school work

97%  
of parents report their child learned new knowledge and skills

83%  
of teachers report students improved or maintained academic improvement

## PARENTING FUNDAMENTALS

Number of parents considered "high risk" for child maltreatment decreased 40% after participating in the program

**412**  
CLIENTS  
GRADUATED

## EMOTIONAL WELLNESS

### EMPLOYEE ASSISTANCE NETWORK

1577 EMPLOYEES FROM

**65** companies helped with challenges such as marital/relational problems, depression & anxiety as well as legal/financial concerns

**SCHOOL-BASED COUNSELING** **172**  
STUDENTS

**85%** of students experienced sustained improvements in areas such as behavior & peer problems

### ADOPTION PRESERVATION

Helps families formed by adoption or guardianship with children who have emotional/trauma issues

**432 CHILDREN**  
**& 1410 FAMILY MEMBERS**  
**99%** of families kept in their adoptive homes

## Empowerment

### VICTIM LEGAL ASSISTANCE NETWORK

Provides wrap-around legal and social services for crime victims

**144** clients served from  
**40** Chicago communities and 13 suburbs  
**403** hours of direct service provided

Collaborated with  
**11** partner legal service agencies

### LEGAL AID SOCIETY

- 8,000 hours donated by volunteers, law students & pro bono attorneys, valued at \$1,336,864
- \$600,000+ secured in child support
- \$790,000+ secured in client financial awards

**10,286**  
CLIENTS





METROPOLITAN FAMILY SERVICES **m**POWERS FAMILIES TO  
LEARN, TO EARN, TO HEAL AND TO THRIVE.

PART MENTOR, PART MOTIVATOR, PART ADVOCATE,  
SINCE 1857 **m**ETROPOLITAN FAMILY SERVICES HAS BEEN  
THE ENGINE OF CHANGE THAT **m**POWERS FAMILIES  
TO REACH THEIR GREATEST POTENTIAL AND POSITIVELY  
IMPACT THEIR COMMUNITIES.

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