

to our Donors and Friends

This year's annual report is dedicated to all of our donors and supporters who have helped thousands of families and individuals move forward – sometimes one step at a time, sometimes by giant leaps. Your support is what enables our clients, our employees and our organization to grow stronger and keep moving toward a brighter future.

Our donors come from different places and

years later, leading to severe social and economic consequences for individuals, families and communities. Our participation as one of three organizations chosen by the United Way of Metropolitan Chicago to lead the new Latino Initiative will help these youth successfully transition into adulthood through programs that focus on staying in school, embracing a healthy

cultural identity and assuming healthy family and social roles.

Our Poverty Law Project, which began at our Midway and Calumet Centers last year, provides legal representation and advice on various housing issues. Counsel on foreclosures, evictions and Section 8 vouchers, as well as consumer issues such as unfair debt collection practices and



MFS President Dr. Richard Jones (left) with sisters Shelly Johnson and Dr. Donna Kolb and brother Roderick Jones, and his mother (front) Dr. Wihelmina Manns.

backgrounds, but share a common desire to help families – children, youth, parents, adults and seniors – overcome life's obstacles.

The opening of our new North Children's Center gives working-poor families in the Belmont Cragin, Irving Park, Portage Park and Hermosa neighborhoods, where one third to half of the children under age 5 live in poverty, access to affordable day care will help children grow and learn in a safe and caring environment. This full-time day care and Head Start center was made possible through more than \$1.5 million in private and other funding.

Today, little more than half of Latino students who enter high school actually graduate four



MFS Board Chair Terry McCaffrey and his wife, Wendy.

predatory lending, has expanded to our Southwest Center thanks to generous funding from the Lawyers Trust Fund of Illinois for a new attorney position.

These are but a few examples of the services and resources you are helping to make available every day to families in need across Chicagoland. Moving forward, we will strive to deepen our presence and

make an even greater impact in addressing the growing and changing needs of families and individuals in the communities served by our seven centers.

Our support comes from many sources – individuals, families, foundations, businesses and state and local government.

This year it is a privilege to recognize Merle Goldblatt Cohen and her family as our 2008 Family of the Year. Merle has been a long-time supporter of Metropolitan Family Services and a leader who has participated on our Board and on numerous leadership and fundraising committees. She and her family have not only supported programs to address critical issues facing children and families in our community such as child abuse and neglect and poverty, but have invited many others to join in their support of Metropolitan Family Services.

As part of our strategic goals, we are working to broaden representation from corporate leaders interested in investing in Chicagoland families.

We continue in earnest to be good stewards of your generosity to ensure we provide quality services that result in measurable, positive outcomes for families. Our participation and leadership in the Back Office Collaborative - an initiative of eight non-profit agencies - will enable us to achieve higher levels of operating efficiencies through strategic sourcing and centralized purchasing of "back office" services such as office supplies, telecommunications, technology and employee benefits.

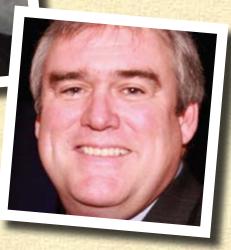
We are inspired by your belief in our mission and the compassion you share with us for families. Your support is greatly valued and appreciated, especially in these challenging economic times. And your generosity is reflected in the smiles of safe and healthy children, in the confidence instilled in parents and in the well-being of the elderly. Thank you for all that you do to keep our families moving forward.

Richard & Jones

Richard L. Jones, Ph.D. President and CEO

Terry McCaffrey

Chairman



"Thank you for your support of our mission to help people live well and thrive in the chicago areal."

Programs and Services

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

Head Start provides family support and early childhood education for children ages 3-5 and their families to help preschool age children prepare for kindergarten. Assessments showed children scored an average of 80% for appropriate English language proficiency and an average of 69-70% for early math skills.

MFS has partnerships with 14 Chicago Public Schools as part of its Community Schools programs, which engage students, parents, community members and schools to maximize the ability of atrisk youth to succeed. The vast majority (94-100%) of students who participated in our Community Schools programs demonstrated moderate to high levels of important skills in areas of social responsibility, non-violent problem resolution and problem-solving skills—all vital to school success.

Employee Assistance Network (EAN)
Provides counseling services that help workers achieve a better balance in their lives and be more productive on the job.

All outcomes in this section are based on the most recently available data.

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Counseling

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

Family and Individual Counseling helps low-income individuals and families manage difficult life changes or problems. During counseling, clients set personal goals and build on their individual strengths and capacity for change. 95% of clients fully or partially achieved their goals upon ending their counseling with MFS. 72% maintained or improved their Global Assessment of Functioning (GAF) Score by at least one point. GAF scores are used by mental health clinicians and doctors to rate adults' social, occupational and psychological functioning.

Economic Stability

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

The Young Fathers Initiative is a Metropolitan program that is designed to help at-risk young dads become financially stable and better connected to their children. Among currently active Young Fathers participants who have found jobs, 79% have retained their jobs or found another job. Of those who have remained employed, 60% have been employed 12 months or longer, and 68% of those have been promoted, received a pay increase or found a better job.

Legal Aid
Provides legal assistance in the areas of domestic violence, family and elder law, housing and consumer issues to lowincome individuals.

> The Legal Aid Bureau provided legal services to more than 7,000 individuals. Of those, 3,568 received information and referrals and 2,808 received legal advice, safety plans and/or assessments. The Legal Aid Bureau conducted 51 "Know Your Rights" workshops for 865 community residents.

The Legal Aid Bureau provided legal representation to 693 survivors of domestic violence including 124 Orders of Protection and 176 Custody Orders. On behalf of these clients, \$616,236 in child support payments were ordered by the courts and \$207,304 in lump sum settlements was awarded. They represented 234 clients involving poverty law issues like housing, consumer lending and public benefits disputes.

Mental Health

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

> 79% of adults receiving mental health services improved or maintained their ability to function in their roles as parents, spouses, neighbors, employees and/or caregivers. In addition, 81% improved or maintained coping skills such as managing anxiety and problem solving. For children, 83% improved or maintained their ability to function normally as children, students and/ or siblings, while 87% improved or maintained their behavior at home, school or in the community.

Public Policy

Advocates for public policies that support and strengthen moderate and low-income families and communities.

Adoption Preservation addresses issues that families brought together through adoption or subsidized guardianship struggle with, such as adjustment, grief and loss, attachment and separation, and educational and emotional issues. The goals of the program are to maintain the adoption and to help families live productively and happily. Of cases closed during the year, 88% of children fully or partially achieved their goals and increased their knowledge and skills related to these issues.

Older Adult Services

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

Metropolitan's Senior Respite Services provide necessary relief to family caregivers who may be caring for an aging parent, relative or spouse. 83% of caregivers said they received a needed break from their responsibilities and 87% said their loved ones definitely gained a positive experience.

Senior Counseling helps older adults address issues related to aging including dealing with emotions and stress, loss of a spouse or friends, declining health and asking for and locating resources, and it also strengthens social support networks. 94% of seniors surveyed said they fully or partially achieved their goals. 95% of seniors increased their knowledge and skills to deal with the challenges they faced.

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

Based on feedback from participants in our parenting programs, mothers on average improved significantly in several areas related to healthy parenting perceptions and beliefs.

Of 1,226 clients whose cases were completed in an MFS Parenting program, 80% learned a new skill or gained new knowledge.

Mentors of Mothers (MOMS) serves low-income young mothers who are ages 15-19. The program strives to enhance healthy parent involvement with their children, prevent child abuse, avoid unplanned second pregnancies and support academic success by providing mothers with mentoring from experienced mothers. Key results include: 333 teen moms served; 217 babies (0-3) served; 204 children received well-child visits; 98% of immunizations completed; only 8 of 333 moms had unplanned second pregnancies; and no founded reports of child abuse or neglect.

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

Nearly 95% of clients who received domestic violence support from MFS developed a safety and treatment plan and felt they understood the legal issues related to their situation. In addition, 99% of clients were satisfied with the counseling services they received.

Healthy Families serves first-time mothers, ages 15-24 at our Midway, North and Southeast Chicago Centers. Case managers make regular home visits beginning during pregnancy to teach child development and care and enhance parenting skills so mothers can create strong, nurturing relationships with their babies. 95% of children in Healthy Families received well-child visits and 95% of them were immunized.

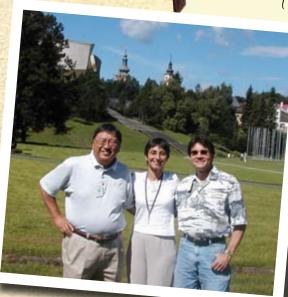
Statement of Financial Position

June 30, 2008, 2007 and 2006 Amounts in 000's

	2008	2007	2006
Assets			
Cash	175	268	301
Receivables	4,602	3,120	3,905
Investments	42,671	48,948	43,907
Interest in trusts	13,724	14,613	13,169
Property and equipment	17,894	17,017	17,709
Other	399	494	1,337
Total Assets	79,465	84,460	80,328
Liabilities and Net Assets			
Accounts payable and accruals	2,132	2,061	2,307
Line of credit	1,450	500	400 2,084 12,700 1,579
Notes payable	2,377	1,688	
Bonds payable	12,700	12,700	
Pension liability	3,960	3,391	
Other	726	984	838
Total Liabilities	23,345	21,324	19,908
Net Assets	56,120	63,136	60,420
Total Liabilities and Net Assets	79,465	84,460	80,328

Note: Amounts for 2008 are unaudited. Audited financial statements for 2008 will be available after October 15, 2008.

In addition to the amount listed, \$1,754,000 of in-kind goods and services were donated to Metropolitan Family Servies including a \$650,000 donation of public interest radio airtime from Bonneville Chicago Radio Group and \$937,000 in strategic consulting services from The Boston Consulting Group.



"I love Metropolitan's message about

"the amazing strength of
families." People have all they need within them. They just need support. Metropolitan lends a hand and taps into the strength that is in the individual to face challenges."

Aspasia Apostolakis Miller Director, Students, Young Humni & career Services Northwestern Alumni Association

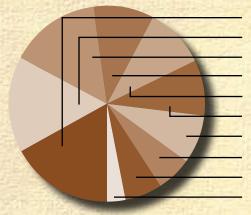
Statement of Activities

Years Ended June 30, 2008, 2007 and 2006 Amounts in 000's

Amounts in 000's	2008	2007	2006
Operating Revenue			
Government Grants	14,463	17,892	17,776
Program Service Fees	7,144	3,465	3,729
Contributions	4,370	4,449	3,596
United Way	3,158	3,243	3,150
Endowment Payout	1,900	2,350	1,904
Income from Trusts & Other Income	1,733	1,299	1,302
Total Operating Revenue	32,768	32,698	31,457
Operating Expenses			
Program Expenses			
Counseling & Mental Health	10,793	10,802	10,209
Child & Youth Development	8,095	6,862	6,395
Child Welfare	3,236	3,593	3,434
Legal Aid	1,400	1,267	1,137
Violence Prevention & Intervention	572	621	643
Older Adults	2,340	2,287	2,499
Social Policy & Community Development	384	516	474
Total Program Expenses	26,839	25,948	24,791
Management & General	5,022	4,661	4,583
Fund Raising	1,651	1,748	1,504
Total Operating Expenses	33,493	32,357	30,878
Operating Surplus (Deficit)	(725)	341	579
Other Changes in Net Assets			
Depreciation & Amortization	(666)	(950)	(1,278)
Net Investment Gains (Losses)	(6,394)	6,251	2,345
Recognition of Pension Liability Under New			
Accounting Standard	(688)	(2,727)	
Excess of Required Minimum Pension			
Liability over Unrecognized Prior Service Cost			1,670
Capital Campaign - Net Activity	1,628	(23)	85
Other	(171)	(176)	(441)
Non-Operating Activity	(6,291)	2,375	2,381
Total Change in Net Assets	(7,016)	2,716	2,960
Net Assets at Beginning of Year	63,136	60,420	57,460
Net Assets at End of Year	56,120	63,136	60,420

Statistics

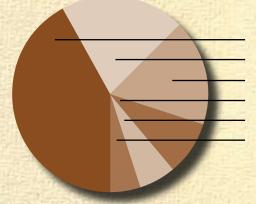
Clients Served by Program



179	%	Mental Health	9,591
169	%	Counseling	8,945
159	%	Legal Aid Bureau	8,061
109	%	Child & Youth Development	5,290
109	%	Parent Development	5,261
99	%	Information & Referral	4,996
89	%	Employee Assistance Network (EAN)	4,204
6	%	Older Adult Services	3,550
6	%	Economic Stability	3,422
39	%	Violence Prevention & Intervention	1.519

Total Clients Served.

Operating Revenue



44%	Government Grants

22% Program Service Fees

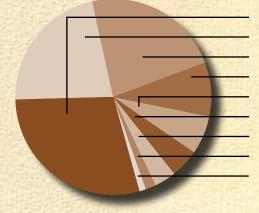
13% Contributions

10% United Way

6% Endowment Payout

5% Income from Trusts & Other Income

Operating Expenses



32% Counseling & Mental Health

24% Child & Youth Development

15% Management & General

10% Child Welfare

7% Older Adult Services

5% Fund Raising

4% Legal Aid Bureau

2% Violence Prevention & Intervention

1% Social Policy &

Community Development

Staff

Metropolitan Family Services employs 550 social workers, lawyers, financial counselors, educators and administrative staff. All work together to continue the 151-year tradition of providing counsel and programs to support and strengthen families and communities. Staff also demonstrated their generosity by contributing to an agencywide appeal that benefited Metropolitan.

Thank you to our donors!

Metropolitan Family Services wishes to recognize the many corporations, foundations and individuals whose financial support during fiscal year 2008 helped us to strengthen thousands of families throughout metropolitan Chicago.

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"Metropolitan's Legal Aid Bureau is

unique in its approach to integrating

legal aid services with social services. We

the Legal Aid Bureau's expansion of

services in the community.

Kendra's leadership and

her successful vision of

the Legal Aid Bureau's

role in the legal services

Ruth Ann Schmitt

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we have confidence in

have always recognized the importance of

this integration and are happy to support

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"Having lived with mental illness in my family, I feel a lot of social issues stem from mental illness. when you address the source of an issue like Metropolitan does through its mental health services, it helps prevent other family and social challenges like homelessness and incarceration. That's why I invest my energy in Metropolitan."

Shawn Erickson, CFO, C.J. Erickson Plumbing Co.



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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.

Executive Leadership

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Vice President,

One North Dearborn, 10th Floor Chicago, Illinois 60602 312.986.4000

Employee Assistance Network 312.663.5600 800.905.0994

Legal Aid Bureau 312.986.4200 Kendra Reinshagen, Executive Director

City Centers

Calumet

8,407 clients served in 2008.
Serving Roseland, Pullman,
West Pullman, Riverdale,
Washington Heights, Morgan Park, Chatham
235 East 103rd Street
Chicago, Illinois 60628
773.371.3600
Audrena Spence,
Executive Director
Additional location:
South Loop/Urban

Systems of Care

Midway

6,179 clients served in 2008. Serving Chicago Lawn, Englewood, West Englewood, West Lawn, Gage Park, Clearing 3843 West 63rd Street Chicago, Illinois 60629 773.884.3310 Laurie Sedio, Executive Director

Midway Head Start 6422 South Kedzie Chicago, Illinois 60629

773.737.4790

Midway Children's Center 3215 West 63rd Street Chicago, Illinois 60629 773.884.2350

North

3,471 clients
served in 2008.

Serving Belmont
Cragin, Hermosa, Irving Park,
Portage Park
3249 North Central Ave.
Chicago, Illinois 60634
773.371.3700
Sandra Stumme,

Executive Director North Children's Center 3249 North Central Ave. Chicago, Illinois 60634 773.371.3700

Southeast Chicago

7,246 clients served in 2008.
Serving South Chicago,
Calumet Heights, South
Deering, Hegewisch and
the East Side
3062 East 91st Street
Chicago, Illinois 60617
773.371.2900
Michael Brady and
Laurie Sedio,
Co-Executive Directors

History

Founded as the Chicago Relief and Aid Society in 1857, Metropolitan Family Services has been a resource for families and a champion for building strong communities - helping families recover and revive from the Great Chicago Fire, three depressions and two World Wars. In the 20th century, Metropolitan assumed a leadership role in developing social policies to benefit families such as the Social Security Act, Domestic Violence Act and the creation of the Community Fund of Chicago, now the United Way. In the 21st century, Metropolitan Family Services continues to provide high quality services to help families realize their full potential.

Suburban Centers

DuPage

8,387 clients served in 2008. Serving DuPage County 222 East Willow Avenue Wheaton, Illinois 60187 630.784.4800 Theresa Nihill,

Executive Director

Additional locations: Elmhurst, Naperville, Vernon Hills, Woodridge

In-Home Senior Respite 630.784.4875

Suzanne Knuepfer Guest House for Seniors

375 South West Avenue Elmhurst, Illinois 60126 630.653.2397

Treasure House Resale Shop 497 Pennsylvania Avenue Glen Ellyn, Illinois 60137 630.469.6907

Evanston/Skokie Valley

2,300 clients served in 2008. Serving Evanston, Niles, Maine Townships 820 Davis Street, Suite 450 Evanston, Illinois 60201 847.425.7400 Sandra Stumme,

Executive Director

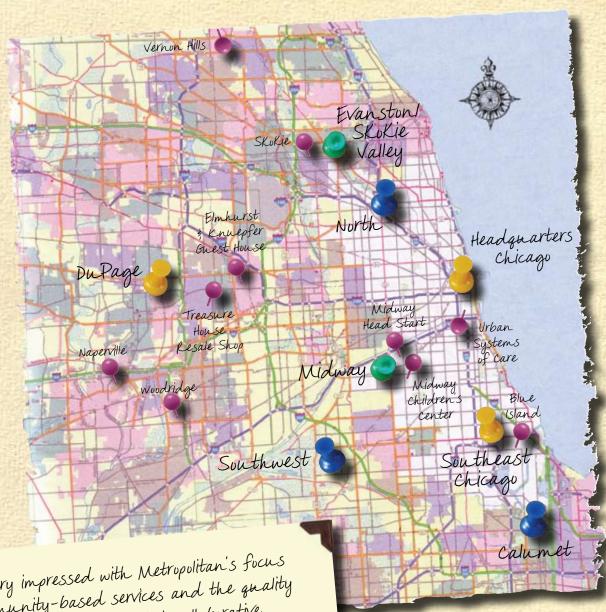
Additional location: Skokie

Southwest

6,584 clients served in 2008. Serving Calumet, Lemont, Orland, Palos and Worth Townships; Blue Island and Oak Forest 10537 South Roberts Road Palos Hills, Illinois 60465 708.974.2300 Michael Brady,

Executive Director

Additional location: Blue Island



"I am very impressed with Metropolitan's focus on community-based services and the quality of programs they provide. Their collaborative

approach in building community partnerships helps avoid overlaps and fills gaps in services to help strengthen families."

Bart Rocca Management Consultant, Traversa Evanston



