

# Metropolitan Family Services

*More than 150 years of amazing strength*



**2009 ANNUAL REPORT**

# To our donors and friends,

## Nearly everyone has been touched by these difficult economic times. And Metropolitan is no exception.

The economy has affected every revenue source that we count on – from state funding to our donors and the United Way.

Yet we remain resilient in managing through these challenges by controlling expenses and creating efficiencies throughout the organization, obtaining additional funding, and exploring new partnership opportunities.



It was with deep regret that we had to lay off staff earlier this year as a result of the State of Illinois budget crisis and the uncertainty related to funding

for human services. We are working closely with legislators to advocate for funding of programs that we feel are critical to the vitality and future of our state. Despite these cuts, we are focused on providing the highest quality of services to our clients and are committed to serving families through our seven community areas in Chicago and the suburbs.

We are very pleased to share two significant and positive funding developments. The Chicago Community Trust recently provided a \$200,000 grant to Metropolitan Family Services. This represents the largest grant made by the Trust in the basic human services area and is confirmation that this major funder continues to value and support our capacity for delivering services.

Metropolitan is also the recipient of a grant from the Wallace Foundation totaling \$400,000 over a four-year period. In this competitive grant process, Metropolitan was selected as one of the exemplary out-of-school-time programs in the city of Chicago. The grant is provided to enhance our financial management processes so that we become even more effective in providing services through our out-of-school-time programs.

We are proud to receive these recent grants, not only for the funding they provide but also because they are evidence of the quality of our programs and services and the effective and efficient manner in which we operate. These organizations make their decisions based on objective criteria and data-driven

indicators of excellence. At Metropolitan we invite close scrutiny of our work, and continuous measurement of outcomes shows our ability to deliver positive results for those we serve.

As one of the largest and longest-standing human services agencies in Chicago, we take an active leadership role in partnerships and collaborations with other organizations. We are actively involved with the Illinois Partnership for Human Services, an advocacy group that represents more than 70 agencies committed to advancing the awareness and value of human services in sustaining and building strong families and communities.

Metropolitan also is taking the lead as the fiscal agent on behalf of the eight nonprofit partners that have joined together as the Back Office Cooperative (BOC). The goal of this initiative is to realize administrative costs savings through strategic sourcing. In FY 2009, Metropolitan saved nearly \$50,000 through our participation in BOC.

This year, we served more than 50,000 families and individuals. Looking to the future and in keeping with our strategic plan, we are pursuing opportunities to increase awareness of Metropolitan Family Services and to expand the level of core services we provide through our existing community centers. We have been approached by a number of organizations interested in forming strategic alliances. Our goal in all of these discussions is to expand further into the communities we serve and to maintain excellence in our service delivery.

We wish to thank Metropolitan's Board of Directors for rallying during these challenging times and continuing to provide a high level of support for all that we do. We also thank our talented staff members for their commitment to serving families and fulfilling our mission.

Our most heartfelt thanks go out to all of the community boards, committees, volunteers, friends and donors who support Metropolitan Family Services. We ask that you continue to reach out to your local community and legislative leaders to restore funding for human services to an appropriate level. For more than 150 years, Metropolitan Family Services has been helping families realize their amazing strength. And we plan to be there for them well into the future.

A handwritten signature in dark ink that reads "Richard L. Jones". The signature is fluid and cursive, with a large, stylized "R" and "J".

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

# 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.

## 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

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.

### ► Employee Assistance Network (EAN)

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.

### ► Public Policy

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

### ► Violence Prevention and Intervention

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



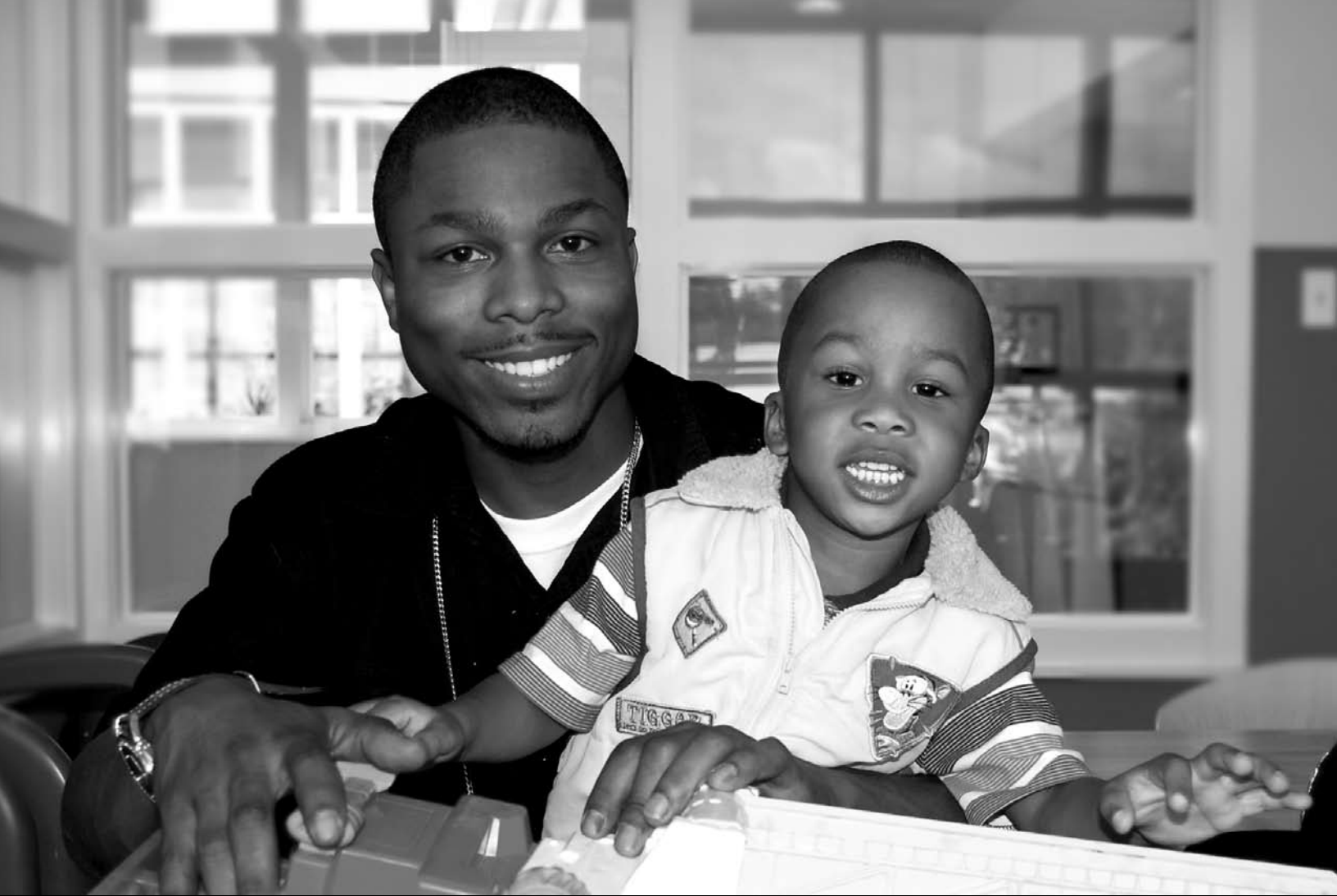
# Statement of Financial Position

Amounts in 000's

<b>Assets</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>
Cash	116	175	268
Receivables	3,826	4,602	3,120
Investments	31,924	42,671	48,948
Interest in trusts	11,872	13,724	14,613
Property and equipment	17,639	17,894	17,017
Other	337	399	494
<b>Total Assets</b>	<b>65,714</b>	<b>79,465</b>	<b>84,460</b>
<b>Liabilities and Net Assets</b>			
Accounts payable and accruals	2,526	2,132	2,061
Line of credit	1,250	1,450	500
Notes payable	1,785	2,377	1,688
Bonds payable	12,700	12,700	12,700
Pension liability	6,604	3,960	3,391
Other	1,763	726	984
<b>Total Liabilities</b>	<b>26,628</b>	<b>23,345</b>	<b>21,324</b>
<b>Net Assets</b>	<b>39,086</b>	<b>56,120</b>	<b>63,136</b>
<b>Total Liabilities and Net Assets</b>	<b>65,714</b>	<b>79,465</b>	<b>84,460</b>

*Note: Amounts for 2009 are unaudited. Audited financial statements for 2009 will be available after October 15, 2009.*

*In addition to the amount listed for Fiscal Year 2009, \$527,000 of in-kind goods and services were donated to Metropolitan Family Services including a gift from Discover of 21,540 toys to our Holiday Gift Program, valued at \$442,000.*



Leaving troubled teen years behind to become a responsible father was challenging. Richard's story is one of resilience.

Richard Gardner grew up on the South Side of Chicago. As a young teen he got involved in gangs and drugs and was arrested, but never convicted. He is 26 and has a 3-year-old son, Richard Jr. Unlike most men who join the Young Fathers Program, Richard had a high school diploma and a job. In 2006, while working second shift in a low-paying job doing maintenance at a family health center he learned about Metropolitan. During an intensive one-week class he received employment and job-readiness training, resume building and interview preparation, and learned about budgeting. He also learned a lot about parenting and the importance of parent involvement, the difference between punishment and discipline and how to resolve conflicts. With help from Metropolitan, he landed a new job at the Rehabilitation Institute of Chicago (RIC), part of Northwestern. Though he still does maintenance, he makes nearly \$5 above minimum wage and has \$75 of every paycheck direct-deposited into savings. He likes his job and works overtime whenever it is offered. He's "the go-to guy" at work and has a good relationship with his supervisors, his co-workers and the patients at RIC. He's also taking nursing classes at Kennedy-King College.

"I was committed to changing things in my life," Richard says. "The Young Fathers Program calmed me down and helped me to be more family oriented." Richard adores Richard Jr. and spends every other weekend with him. He has a wonderful relationship with his son's mother. "We are new parents and are learning as we go," he adds. "Metropolitan helped me understand how children grow and develop and how to be a good parent. The advice I got also helped me in my relationship with my own parents."

Richard is still involved with the program and helps to recruit other guys on the street. He recently led a workshop on how to improve communications with your child's mother. "This is a great program and definitely a life-changing opportunity," Richard says. "I'm a better man – a better parent, friend and son."

# Statement of Activities

Amounts in 000's

	2009	2008	2007
<b>Operating Revenue</b>			
Government Grants	15,439	14,463	17,892
Program Service Fees	6,599	7,144	3,465
Contributions	4,177	4,370	4,449
United Way	3,120	3,158	3,243
Endowment Payout	2,795	1,900	2,350
Income from Trusts & Other Income	747	1,733	1,299
<b>Total Operating Revenue</b>	<b>32,877</b>	<b>32,768</b>	<b>32,698</b>
<b>Operating Expenses</b>			
Program Expenses			
Mental Health	6,806	7,150	6,936
Child & Youth Development	6,181	6,002	5,742
Counseling	3,765	4,133	4,066
Older Adults	2,195	2,369	2,391
Parent Development	2,193	2,243	2,272
Economic Stability	2,666	2,133	2,033
Legal Aid	1,572	1,398	1,267
Violence Prevention & Intervention	613	569	478
Employee Assistance Network (EAN)	353	397	413
Public Policy	264	329	350
Total Program Expenses	26,608	26,723	25,948
Management & General	4,702	5,018	4,661
Fund Raising	1,433	1,752	1,748
<b>Total Operating Expenses</b>	<b>32,743</b>	<b>33,493</b>	<b>32,357</b>
<b>Operating Surplus (Deficit)</b>	<b>134</b>	<b>(725)</b>	<b>341</b>
<b>Other Changes in Net Assets</b>			
Depreciation & Amortization	(641)	(666)	(950)
Net Investment Gains (Losses)	(12,463)	(6,394)	6,251
Recognition of Pension Liability Under New Accounting Standard	(3,028)	(480)	(2,828)
Change in Market Value of Interest Rate Swap	(1,056)	(76)	(99)
Capital Campaign – Net Activity	0	1,628	(23)
Other	20	(303)	24
<b>Non-Operating Activity</b>	<b>(17,168)</b>	<b>(6,291)</b>	<b>2,375</b>
<b>Total Change in Net Assets</b>	<b>(17,034)</b>	<b>(7,016)</b>	<b>2,716</b>
<b>Net Assets at Beginning of Year</b>	<b>56,120</b>	<b>63,136</b>	<b>60,420</b>
<b>Net Assets at End of Year</b>	<b>39,086</b>	<b>56,120</b>	<b>63,136</b>



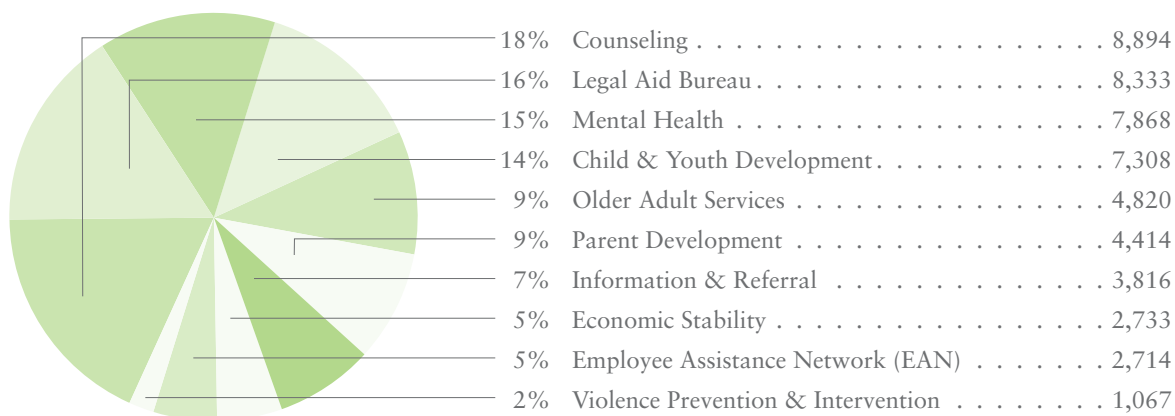
## Learning to master math and reading after being held back a year in school was tough. Alex's story is one of resilience.

Alex Delgado is a happy 4th grader at Reinberg School on Chicago's North Side. He loves to read and takes pride in knowing his multiplication tables. But this wasn't always the case. Alex struggled with basic math and reading skills in 1st and 2nd grade and was held back a year. His father, Joaquin, was concerned how this would affect his son academically and socially. His teachers recommended him for a new out-of-school-time program offered at the school through Metropolitan. There he could get homework help before and after school and spend time with other kids in his grade. The program has not only helped him improve his grades, he now has the confidence to speak up in class. He plays bongos in the after-school music class and performed in the spring variety show. He also is interested in learning bass guitar. This summer he discovered soccer, his new favorite sport, and visited the Field Museum, the Shedd Aquarium and the Mexican Fine Arts Museum.

Metropolitan's out-of-school-time program is made possible in part through a five-year grant from the Illinois State Board of Education. "Metropolitan has done a lot for our school and our kids," says Reinberg School Principal Edwin Loch. "It's been great. It gives us the opportunity to reach so many more students who need help." Now in its third year, more than 90 children during the school year and 50 in the summer receive tutoring and homework help to build math and reading skills. Parent involvement is also a big part of the program's success. "Every morning I take him to school and I help out whenever I'm needed," adds Joaquin. "He likes when I come to school now and I know all his teachers."

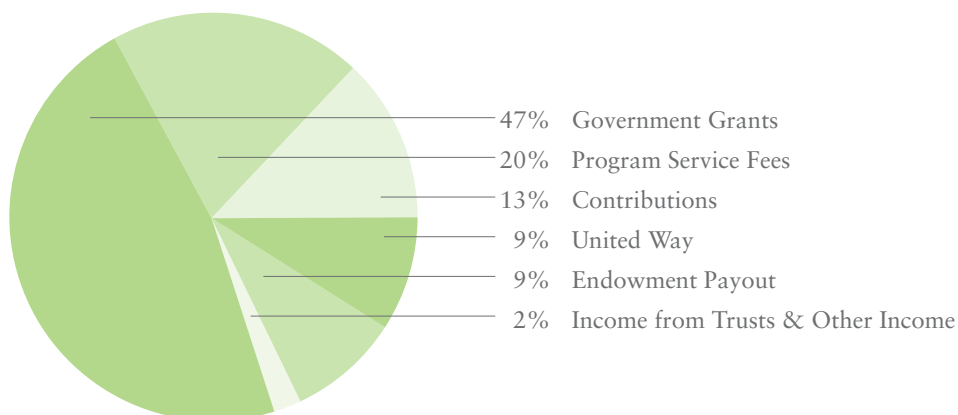
# Statistics

## Clients Served by Program

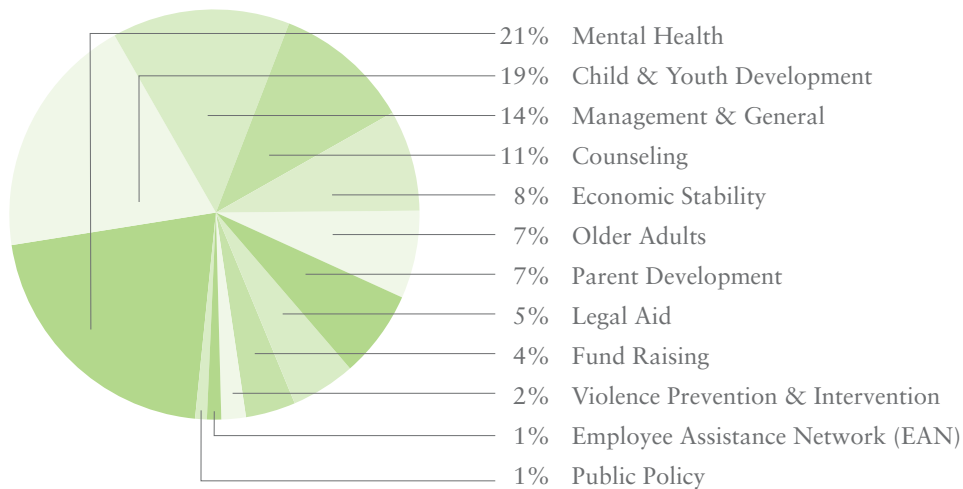


**Total Clients Served . . . . . 51,967**

## Operating Revenue



## Operating Expenses





## Overcoming adversity isn't easy. Delores' story is one of resilience.

Growing up in the Trumbull Park development, life for Delores "Princess" Black wasn't easy. She was mistreated as a young girl. She has worked since she was 16 and passed the GED. At age 22, she experienced both tragedy and joy with the death of her father and the birth of her son. When a job loss put her at risk of jeopardizing her public housing status, she turned to Metropolitan Family Services and the Family Works program. In conjunction with the Chicago Housing Authority's Plan for Transformation, Metropolitan's Family Works helps families on Chicago's South and Southeast Sides maintain permanent housing through employment readiness services, case management and counseling.

Discouraged and self-conscious of her situation, Delores' case worker saw something in her that she didn't see in herself and offered her a part-time job as an outreach worker for the program. Now Delores works with families within her own neighborhood who need assistance. She visits families at home who can't be reached otherwise. Delores says, "I tell them that they have to stop looking down on themselves and ask for help. We help families become self-sufficient; sometimes they have issues with health and education. Some people can't read, so we connect them to adult education support."

Delores' son is now 13. She encourages him to be strong, stay in school and make better choices than she did as a teen. She shows him her paycheck and the family bills so he understands what it takes to make a living and why sometimes he doesn't always get the things he wants. Here's the way she sees things now: "I don't have to ever be rich; I just want to work hard and be comfortable in life. I want to make sure my son is safe. Metropolitan gave me the opportunity to make things better and they helped me to believe in myself."

# Thank you to our donors!

Metropolitan Family Services wishes to recognize the many corporations, foundations and individuals whose financial support during fiscal year 2009 helped us to strengthen thousands of families throughout metropolitan Chicago.

## FOUNDATION, ORGANIZATION AND CORPORATE DONORS

### \$100,000 AND ABOVE

JPMorgan Chase Foundation  
Kirkland & Ellis Foundation  
Lawyers Trust Fund of Illinois  
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Last year **less than 5%** of our 8,894 clients who received general counseling required more intensive and costly mental health services.<sup>5</sup>

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**96% of children  
served in Metropolitan's  
Parent Development  
programs last year  
were immunized versus  
61% in Chicago, 68%  
in Illinois and 67%  
nationally.<sup>2</sup>**

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Each child in Head  
 Start saves society an  
 estimated **\$83,511**  
 throughout that child's  
 lifetime. Last year we  
 placed **235 children**  
 in Head Start/Pre-K.<sup>7</sup>

**9 in 10 participants**  
in our Young Fathers  
program retained jobs  
or found another job,  
and **8 of those 9** were  
employed for at least  
one year or longer.<sup>6</sup>

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*We gratefully acknowledge gifts received during fiscal year 2009. Although every effort is made to avoid errors, occasionally an error may occur. Please accept our sincere apologies if your name has been omitted or incorrectly spelled or listed. We would appreciate notifying us so we may make corrections to our records. To request a change, please contact Alesia Rivera in External Affairs at 312-986-4008 or riveraa@metrofamily.org.*

Metropolitan's Legal  
Aid Bureau provided  
comprehensive **legal**  
**representation to 661**  
**survivors of domestic**  
**violence** resulting in  
110 orders of protection,  
172 custody orders, 216  
safe visitation orders  
and 104 dissolution  
judgments last year.<sup>9</sup>



## Family Trust

Endowments and bequests are two of the most effective ways to show your support for the amazing strength of families. Metropolitan Family Services would like to recognize the following individuals who have expressed their commitment to families through current endowment or future estate gifts.

We invite you to consider including Metropolitan Family Services in your estate plan. Potential benefits include:

- Raising current income
- Lowering current income taxes
- Eliminating capital gains taxes
- Lowering or eliminating possible federal estate taxes
- Safeguarding assets for family and loved ones

If you have questions about your will or estate plan, or would like to learn more about making a special gift via our charitable planning services, please contact:

Dennis Conroy  
Senior Vice President, External Affairs  
312-986-4123  
conroyd@metrofamily.org

### SPECIAL RECOGNITION

*Metropolitan Family Services gratefully acknowledges the following gift made through estate giving:*

Estate of Virginia E. Young

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insurance for 97%  
of families served,  
compared to 2.4% of  
families served by this  
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In the past two years, our mental health programs such as CILA and CST have saved the state as much as **\$1,155,000** by preventing psychiatric hospitalization and providing supportive housing services.<sup>12</sup>

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Camille Odeh  
*Southwest Youth Collaborative*

Paul O'Toole  
*Marquette Elementary School*

Systems of Care (SOC) provides intensive services for children who have experienced severe abuse or neglect, helping to keep them in their placement foster homes. Over the past two years, **8 in10 youth** in our SOC program were stabilized in their foster care placement homes.<sup>13</sup>

# Thank you to our board members continued

In the past year  
Metropolitan's Legal  
Aid Bureau provided  
comprehensive legal  
representation for **106**  
**child support orders**  
totaling **\$688,944.**<sup>8</sup>

Rev. Anthony Pizzo  
*St. Rita of Cascia Parrish*

Livia Villarreal  
*Greater Southwest Development  
Corporation*

## NORTH COMMUNITY BOARD

### CHAIR

George Borovik  
*Portage Park Chamber of  
Commerce*

### MEMBERS

Kiltae (Fernando) Kim  
*Lloyd Elementary School*

Halina Bielowicz  
*HLP Accounting and Income Tax*

David Lewitas  
*Citibank, N.A.*

Larry Lynch  
*Century 21 Beaulieu*

Gloria Pinto  
*Christopher House*

David Potete  
*Northwest Church*

Pete Schmugge  
*North-Pulaski-Armitage Chamber  
of Commerce*

Rev. Christine Schrey  
*Christ Lutheran Church*

## SOUTHEAST CHICAGO COMMUNITY BOARD

### CO-CHAIRS

Jerry Bell  
*SEYSB*

Maria Porras  
*Family Health Center*

### MEMBERS

Marva Adams  
*Expressively Yours, Inc.*

Michael Burnside  
*Allstate Bank*

Yesenia Carreon  
*10th Ward Alderman's Office*

Shirley Carter  
*Chicago Vocational Career  
Academy*

Dan Chico  
*Calumet Real Estate, Inc.*

Cynthia Fulton  
*Social Security Administration*

Angela Hurlock  
*Claretian Associates*

Merrick O'Connell  
*El Valor*

Elvia Perez  
*Pullman Bank*

David Simpson  
*Youth Guidance*

Gregory Zyvert  
*SEADAC*

## SOUTHWEST COMMUNITY BOARD

### MEMBERS

Sam Balark  
*AT&T*

State Senator Maggie M. Crotty

Shawn Erickson  
*C.J. Erickson Plumbing Company*

Debra Friedlein  
*Harris Bank Frankfort*

Rami Haleem  
*Harris Bank - Palos Park*

Cliff Scott-Rudnick

Laura Shallow  
*Fifth Third Bank*

Donna Smith  
*The Horton Group*

Sandy Wagner

## ASSOCIATE BOARD

William R. Blew, Jr.  
Daniel P. Daley  
Glenn Horton  
Michael Kats  
Susan Kirk  
Reverend Walter A. Ledogar  
Michael G. Lombard  
Martha Jahn Martin  
Reverend A. Craig Settlege  
Richard C. Welge

## TREASURE HOUSE BOARD

### PRESIDENT

Nancy Bruce

### VICE PRESIDENT

Missy McMaster

### MEMBERS

Marlene Fenske  
Doris Raynor  
Linda Malecki

## IN-HOME SENIOR RESPIRE LEADERSHIP COUNCIL

Rev. Paul Allen  
Kathleen Kesselring  
Mary Persinger  
Carol Yesko  
Lynne Staley

## METROMENTORS ADVISORY COUNCIL

### CHAIR

Darrin Bacon

### MEMBERS

Elane Adams  
Diane Arpino  
Julie Burke  
James Carter  
Dan Goodwin  
Katie Retzner  
Jennifer Richardson  
Jessica Rodriguez  
Stephen Skillen  
Prescilla Spencer

## JAZZ AT THE MET

### CO-CHAIRS

Liane K. Williams  
Paris Lewis

### COMMITTEE

Jorge Farr-Aguilar  
Tammy Fagan  
Rhonda Perdue  
Wanda Sutherland  
LaJewell Thompson  
Dominique A. Wallace

## DAY WITH DAD

### CO-CHAIRS

Bruce Marcus  
Warren Baker

### COMMITTEE

Timothy R. M. Bryant  
Piyush Chaudhari  
Thomas L. Cox  
Ron Diamond  
David M. Fleming  
Byrd Trading  
Stephen Galler  
Larry Gould  
Robert J. Greenebaum, Jr.  
Michael T. Joyce  
Jonathan Klein  
Richard Lubin  
Garry Meier  
Bobby Mitchell  
Jim Price  
Marc C. Reinisch  
Allen Rogoway  
Rob Sarazen  
Gary Schenkman  
Steve Surdell  
Abe Trieger  
Andy Vear  
Paul White  
Doug Wilding

## DUPAGE ANNUAL GALA

### CO-CHAIRS

Jim McSherry  
Kim Stapleton

### COMMITTEE MEMBERS

Faiz Ahmed  
Matthew Allgood  
Alexander Allison  
Darrin Bacon  
James Beecher  
Chris Bowers  
Edith Brown  
Thomas Buddig  
Tom Carmody  
Robert Christie  
Sharon D'Alessandro  
Pete DiCianni  
Marlene Fenske  
Christine Franco  
Robert Garcia  
Robert G. Gibson  
Jeff Gilliam  
Howard Goldstein  
Dan Gorsky  
Nancy Grant  
Valerie Hankamp

John Hanner  
Thomas Hudock  
Senator Randall Hultgren  
Robert Hutchinson  
Judi Jacobs  
Dean Leffelman  
Olinda Lemus  
Marta Levine  
Gene Malloy  
Tom Marcucci  
Glenn Mazade  
Jerry McBride  
Charles McKenna  
Hugh McLean  
Jim McSherry  
Greg Meyer  
Phyllis Mucciatti  
Kimberly Mulcahy  
Shirley Myers  
Carl Neumann  
David Knuepfer  
Robert Knuepfer  
Daniel O'Carroll  
Jeffrey Robert Platt  
Sally Porter  
Paul P. Pyrcik, Jr.  
Dan Schuchardt  
Pamela Sharar-Stoppel  
John Stanek  
Kimberly Stapleton  
John Stitzell  
Terrence Taylor  
Don Ursin  
Damian N. Walch  
Leslie Wilson  
Bonnie Wheaton

## DUPAGE WINTER CARNIVAL

### CHAIR

Stephen Skillen

### COMMITTEE MEMBERS

Elaine Adams  
Diane Arpino  
Darrin Bacon  
Julie Burke  
James Carter  
Dan Goodwin  
Jessica Rodriguez  
Prescilla Spencer  
Mary Thomas  
Monica Sumara

## HOLIDAY CELEBRATION

### CO-CHAIRS

Eileen P. Scudder and Russell E.  
Zimmermann

In the past two  
years, Metropolitan's  
Parent Development  
programs immunized  
**972 children.**<sup>15</sup>

Last year, the Employee Assistance Network helped **955 clients from more than 40 different companies** cope with challenges such as marital/relational problems, depression and anxiety as well as legal and financial issues.<sup>17</sup>

Erik D. Barefield and Heather Barefield

David S. Tropp and Donna Tropp

#### HOST COMMITTEE

Frank M. and Dr. Vera A. Clark  
Kristine Givens  
Ginger and Stan Pillman  
Kathleen and George Rummel  
Kate and Howard Siegel

#### I HEAR MUSIC

#### CHAIR

Aspasia Apostolakis Miller

#### COMMITTEE

Richard K. Durning  
Janice S. Goldstein  
Christine Halblander  
Tasha Ransom  
Bart Rocca  
Simon Yohanan

#### MAKE A CHILD SMILE

#### FOUNDING CHAIRS

Jeanne Marcus  
Lisa Cohen Schenkman

#### STEERING COMMITTEE

Helen Arkes  
Laura Durudogan  
Suzie Golub  
Arla Gomberg  
Ashley Duchossois Joyce  
Lynn and John Manilow  
Stephanie Natinsky  
Pamela Popeil  
Ann Reinisch  
Jennifer Rhind  
Cathy Stein

#### FRIENDS

Tamara Buday  
Jorie Cummis  
Trinda Cutler

Astra Gamsjaeger  
Leslie Garber  
Susan Geiselhart  
Margie Muchin Goldblatt  
Janna Miller Midura  
Lisa Gregg Mitchell  
Julia Harris Garg  
Marcy Horwitz  
Kathleen Katz  
Jackie Front Kramer  
Lori Leon  
Crissy Lucado  
Meher Owens  
Jeaneane Quinn  
Carolyn Rosenberg  
Cindy Schnoll  
Heidi Stone  
Nancy Stratton-Taylor  
Tracy Taylor  
Alyssa Unikel

#### METROPOLIS

#### CO-CHAIRS

Marilla Lane  
Erich Struckmeyer

#### COMMITTEE

Haven Allen  
Carrie Casper  
Greg Danziger  
Charles Denison  
Michael D. Graveline  
Carrie Hunker  
Jenny Knuepfer  
Lauren Knuepfer  
David Martin  
David McDaniell  
Brad Moore  
Kristin Pollock  
Bryan Rozum  
Melissa Selinger  
Patrick Spangler  
Adam Waskowski  
Seth Yohalem

## References

1.) African American Initiative is a community-based prevention model for African American males ages 10-16 and their families. Developmentally focused as well as strength and empowerment based, AAI holds weekly support groups for parents and children to facilitate caregiver involvement, involve larger system issues, and provide information and experiences to enrich youths' lives. Home visits, supportive counseling and case management are also provided to meet families' needs. Positive life path refers to staying in high school, graduating and avoiding incarceration. A high school dropout contributes about \$60,000 less in taxes over a lifetime and annual costs to reenroll dropouts are approximately \$20,000 per student. 9 in 10 refers to the 69 participants involved in this program in the past two years. Last two years refers to FY2008 and FY2009. A fiscal year runs from July 1 to June 30. Redeploy Illinois. (2008). Illinois annual report: Implementation and impact. Executive summary retrieved from <http://www.chicagometropolis2020.org/documents/RedeployIllinoisLegRepNov2008.pdf>.

2.) We immunized 972 (96%) children in our Parent Development programs. That compares to only 61% of kids being immunized in Chicago, 68% in Illinois and 67% nationally. Centers for Disease Control and Prevention. (2007). 2007 National Immunization Survey retrieved from <http://www.cdc.gov/vaccines/stats-surv/itmz-coverage.htm>.

3.) The average inpatient psychiatric hospitalization cost \$15,400 in 2006. We saved Illinois taxpayers as much as \$8 million. Last two years refers to FY2008 and FY2009. A fiscal year runs from July 1 to June 30. Healthcare Cost and Utilization Project. (2008). Hospital stays related to mental health, 2006. Agency for Healthcare Research and Quality retrieved from <http://www.hcup-us.ahrq.gov/reports/statbriefs/sb62.jsp>.

4.) The national average cost per child in foster care was \$14,855 in 2005. Our Adoption Preservation program saved taxpayers upwards of \$26 million based on the average cost of foster care per child. Last two years refers to FY2008 and FY2009. A fiscal year runs from July 1 to June 30. For more information regarding Adoption Preservation, please visit <http://www.ejfi.org/family/family-106.htm> or [http://www.childwelfare.gov/pubs/s\\_disrup.cfm](http://www.childwelfare.gov/pubs/s_disrup.cfm).

5.) Last year refers to FY2009 which ran from July 1, 2008 to June 30, 2009. Metropolitan served 8,894 general counseling clients in FY2009.

6.) Since the program's launch in FY2002, 62% of Young Fathers graduates have found jobs, compared to a 40% Metro Chicago unemployment rate for African-American males living in Chicago. Stats are from FY2009 which runs from July 1, 2008 to June 30, 2009. U.S. Census Bureau. (2005). American Community Survey, 2005.

7.) Each child in Head Start saves society an estimated \$83,511 throughout that child's lifetime. By enrolling 235 kids last year, our Head Start services saved Illinois residents up to \$19.6 million. Last year refers to FY2009 which runs from July 1, 2008 to June 30, 2009. National Head Start Association. (2008). Head Start Works! Issue Brief retrieved from [http://www.nhsa.org/files/static\\_page\\_files/A97D0E16-1D09-3519-A4D6A427CB89EA478/08FactSheetHSWorks.pdf](http://www.nhsa.org/files/static_page_files/A97D0E16-1D09-3519-A4D6A427CB89EA478/08FactSheetHSWorks.pdf). Last year refers to FY2009 which runs from July 1, 2008 to June 30, 2009.

8.) Last year refers to FY2009 which runs from July 1, 2008 to June 30, 2009.

9.) Last year refers to FY2009 which runs from July 1, 2008 to June 30, 2009. For more information on the Legal Aid Bureau, please visit [www.metrofamily.org](http://www.metrofamily.org)

10.) Parents as Teachers (PAT) provides parent education services to families with children ages birth to 5 years. Through home visits, family nights, play groups, developmental screenings and other services, parents increase self-confidence and competence as their child's first and most influential teacher, providing a solid foundation for their child's success in school. Uninsured people in the US used \$1,253 in medical care in an average in 2003. Based on that estimate we saved the state up to \$246,841. The Henry J. Kaiser Foundation. (2003). The cost of not covering the uninsured. The Kaiser Commission on Medicaid and the Uninsured, retrieved from <http://www.kk.org/uninsured/upload/Cost-of-Not-Covering-the-Uninsured-Project-Highlights.pdf>.

11.) The Poverty Law Project provides low-cost legal services to families and their communities. and is available at the Calumet, Midway and Southwest Centers. Last year refers to FY2009 which runs from July 1, 2008 to June 30, 2009.

12.) Mental Health programs refers to CILA and CST. The average cost of an inpatient psychiatric hospitalization in 2006 was \$15,400. Last two years refers to FY2008 and FY2009. A fiscal year runs from July 1 to June 30. Healthcare Cost and Utilization Project. (2008). Hospital stays related to mental health, 2006. Agency for Healthcare Research and Quality retrieved from <http://www.hcup-us.ahrq.gov/reports/statbriefs/sb62.jsp>.

13.) The annual cost of serving one youth in a residential setting ranges from about \$20,000 to about \$132,000, with a median cost of about \$44,000. We saved an estimated \$3,212,000. Last two years refers to FY2008 and FY2009. A fiscal year runs from July 1 to June 30. <http://www.druglibrary.org/schaffer/govpubs/gao/gao22.htm>.

14.) In our SASS program last during the last two and a half years, Metropolitan provided services to 512 foster children. SASS stands for Screening Assessment and Supportive Services. This program stabilizes crisis situations and provides intensive mental health services to children and adolescents who are experiencing acute psychiatric episodes. 18% refers to the average number of foster children stabilized in SASS programs in Cook County. Past two and a half years refers to FY2008 and FY2009. A fiscal year runs from July 1 to June 30. For more information on Adoption Preservation, please visit [http://www.childwelfare.gov/pubs/s\\_disrup.cfm](http://www.childwelfare.gov/pubs/s_disrup.cfm).

15.) Parent Development programs may include Extended Family Support, Healthy Families, Mentors of Mothers (MOMs), MOMs Plus, Parents as Teachers (PAT), Parents Plus and Parents Plus Partners all of which are programs provided by Metropolitan Family Services. For more information on these programs, please visit [www.metrofamily.org](http://www.metrofamily.org). Past two years refers to FY2008 and FY2009. A fiscal year runs from July 1 to June 30.

16.) Teen pregnancies cost Illinois at least \$467 million in 2004, and the average annual costs related to a teen mom with a child is \$4,368. We saved Illinois residents up to \$3,564,288. National Campaign to Prevent Teen Pregnancy. (2006). By the numbers: The public costs of teen childbearing in Illinois. Highlights retrieved at <http://www.thenationalcampaign.org/costs/pdf/states/illinois/fact-sheet.pdf>.

17.) EAN is an Employee Assistance Program that helps the employees of its clients cope with various life challenges. For more information on EAN please visit [www.metrofamily.org/eaa](http://www.metrofamily.org/eaa).

18.) Clients were from FY04 through FY09. Information is gathered based on Clients who were asked to complete a Client Satisfaction Questionnaire (CSQ). Information for CSQ-8 scales can be found here: [http://web.mac.com/cliffattikson/TamapaisMatrix/CSQ\\_Scales.html](http://web.mac.com/cliffattikson/TamapaisMatrix/CSQ_Scales.html).

# Location Information

## 1 ADMINISTRATION HEADQUARTERS

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

**EMPLOYEE ASSISTANCE NETWORK**  
312-986-4249  
2,714 clients served in 2009

**LEGAL AID BUREAU**  
312-986-4200  
*Kendra Reinshagen, Executive Director*  
8,333 clients served in 2009

## 2 CITY CENTERS

**CALUMET**  
235 East 103rd Street  
Chicago, IL 60628  
773-371-3600  
*Audrena Spence, Executive Director*  
8,869 clients served in 2009  
Serving Roseland, Pullman, West Pullman, Riverdale, Washington Heights, Morgan Park, Chatham

*Additional location:*  
TRUMBULL PARK HOMES SITE  
(serving Trumbull Park)  
2413 East 107th Street  
Chicago, IL 60617  
773-356-9742

**MIDWAY**  
3843 West 63rd Street  
Chicago, IL 60629  
773-884-3310  
*Laurie Sedio, Executive Director*  
6,246 clients served in 2009  
Serving Chicago Lawn, Englewood, West Englewood, West Lawn, Gage Park, Clearing

*Additional locations:*  
MIDWAY HEAD START  
6422 South Kedzie  
Chicago, IL 60629  
773-737-4790  
  
MIDWAY CHILDREN'S CENTER  
3215 West 63rd Street  
Chicago, IL 60629  
773-884-2350

**4 NORTH (and NORTH CHILDREN'S CENTER)**  
3249 North Central Avenue  
Chicago, IL 60634  
773-371-3700  
*Sandra Stumme, Executive Director*  
3,788 clients served in 2009  
Serving Belmont Cragin, Hermosa, Irving Park, Portage Park

**5 SOUTHEAST CHICAGO**  
3062 East 91st Street  
Chicago, IL 60617  
773-371-2900  
*Michael Brady and Laurie Sedio, Co-Executive Directors*  
5,073 clients served in 2009  
Serving South Chicago, Calumet Heights, South Deering, Hegewisch and the East Side

## Executive Leadership

**Richard L. Jones, Ph.D.**  
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

**Thomas Remakel, Jr.**  
Vice President,  
Information Systems

**Suzanne F. Strassberger**  
Vice President,  
Government Affairs and Strategic Initiatives

## History

Metropolitan Family Services has been a champion for families and communities since its founding in 1857 as the Chicago Relief and Aid Society. Here are some pivotal moments from Metropolitan's history.

### 1857

The Chicago Relief and Aid Society is founded and incorporated by the Illinois State legislature.



### 1871

Chicago Mayor Mason appoints the Chicago Relief and Aid Society to administer all relief, nearly \$10 million in money and goods, to victims of the Great Chicago Fire.



### 1888

The Chicago Relief and Aid Society and Chicago Charity Organization merge, bringing a greater focus on poverty prevention to the organization.



### 1909

The Chicago Relief and Aid Society and the Chicago Bureau of Charities merge to form United Charities of Chicago.



### 1919

The Chicago Legal Aid Society becomes part of United Charities. The renamed Legal Aid Bureau begins providing free legal service for civil law cases.



### 1930

United Charities serves more than 20,000 people each month during the Great Depression.



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## SUBURBAN CENTERS

- 6 DUPAGE**  
222 East Willow Avenue  
Wheaton, IL 60187  
630-784-4800  
*Theresa Nihill, Executive Director*  
8,452 clients served in 2009  
Serving DuPage County

*Additional locations:* Elmhurst,  
Naperville, Woodridge

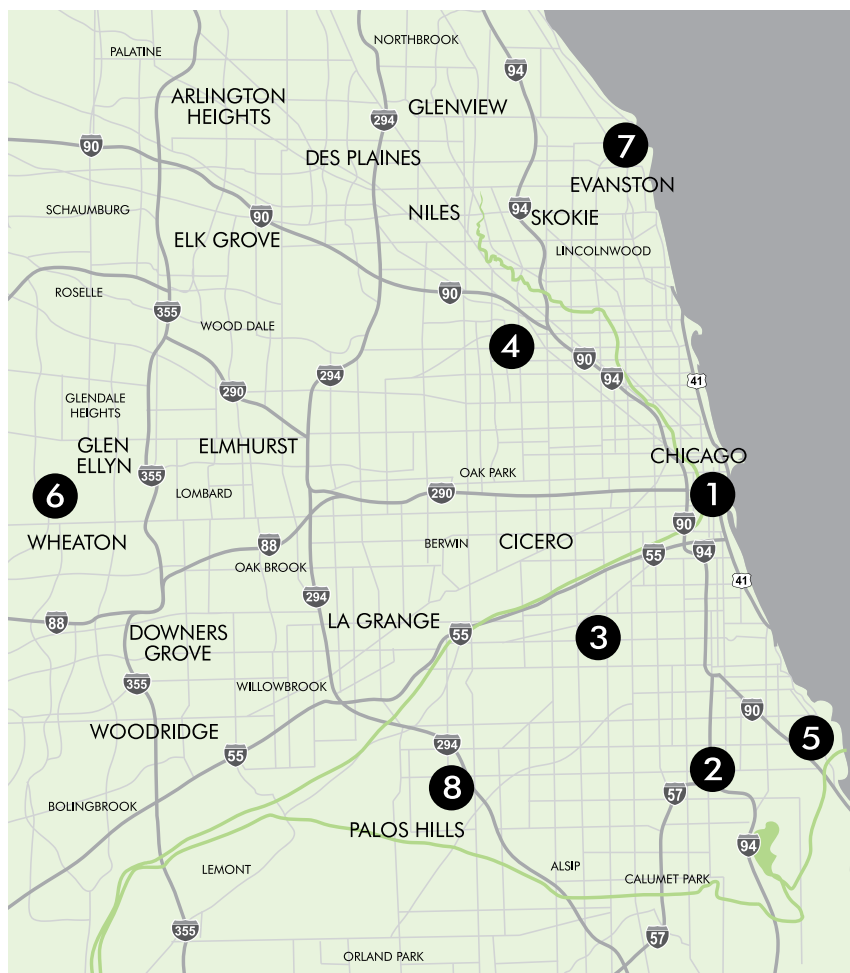
TREASURE HOUSE RESALE SHOP  
497 Pennsylvania Avenue  
Glen Ellyn, IL 60137  
630-469-6907

- 7 EVANSTON/SKOKIE VALLEY**  
820 Davis Street, Suite 450  
Evanston, IL 60201  
847-425-7400  
*Sandra Stumme, Executive Director*  
2,128 clients served in 2009  
Serving Evanston, Niles, Maine  
Townships

*Additional location:*  
SKOKIE  
5210 Main Street  
Skokie, IL 60077  
847-425-7400

- 8 SOUTHWEST**  
10537 South Roberts Road  
Palos Hills, IL 60465  
708-974-2300  
*Michael Brady, Executive Director*  
6,364 clients served in 2009  
Serving Calumet, Lemont, Orland, Palos  
and Worth Townships; Blue Island  
and Oak Forest

*Additional location:*  
BLUE ISLAND  
13136 South Western  
Blue Island, IL 60406  
708-974-5800



## 1934

United Charities helps establish the Community Fund of Chicago, now the United Way.



## 1935

United Charities leader Joel D. Hunter serves on an official advisory council established by President Franklin D. Roosevelt to help shape what would become the Social Security Act.



## 1972

United Charities establishes its Social Policy department to advocate for families at all levels of government.



## 1995

United Charities changes its name to Metropolitan Family Services to better reflect the work and scope of the broad community it serves.



## 2006

Metropolitan moves to its current headquarters at One North Dearborn and continues to serve more than 50,000 individuals and families annually.



## 2007

Metropolitan celebrates its 150th anniversary and convenes the Inaugural Summit on the Metropolitan Family, bringing together 300 prominent leaders to inspire new solutions to challenges facing families.





[www.metrofamily.org](http://www.metrofamily.org)