



WE ARE FAMILY



Metropolitan Family Services

2010 Annual Report

TO OUR DONORS AND FRIENDS,



In FY 2010 we provided services to approximately 45,000 individuals and families and ended the year with a balanced budget. These two accomplishments are truly significant given the recession and state budget crisis. We couldn't have done this without you – our generous donors, supportive board members and talented, dedicated staff.

We are proud of the incredible outcomes we continue to achieve with the families we serve. Through your support, Metropolitan Family Services provides programs and services to help low-income families, many of whom have been written off by society, build safe and more secure

As we look ahead, we will continue our role as one of Chicago's leading human services organizations. We have the history and expertise, the problem-solving capacity and perseverance to keep strengthening families and communities.

We will continue to implement effective business practices and efficiently use donated funds, services and volunteer expertise. We also continue our leadership role in the Back Office Cooperative. This collaboration of Chicago-area, non-profit human services organizations provides efficiencies and cost savings for its members through combined purchasing power and consolidation of administrative services. In 2011, we expect to realize a \$200,000 savings by outsourcing and consolidating our accounting services along with other member agencies.

Once again we are partnering with the Boston Consulting Group (BCG) to review our current strategic plan and prepare for the next cycle. BCG's expertise will help us examine new ways of doing business, expand private philanthropy, and deepen our partnerships/collaborations with other organizations, including potential mergers.

We're excited about Metropolitan's future and appreciate the extensive support and leadership within our organization. We are pleased to welcome several new young leaders to

"Challenges continue however we have the kind of history, talent and determination to work through these challenges to mobilize our resources and continue our mission of serving families."

futures. We help those with mental health problems move toward recovery. We help parents raise healthy children who succeed in school and help youth grow into responsible, productive adults.

As an example, students in our Upward Bound program at Corliss High School, located in one of Chicago's most dangerous neighborhoods, received more than \$300,000 in college scholarships this year. These are first-generation college students. Because of our work with the youth, their families and schools, we are helping them enter college and move toward a promising future.

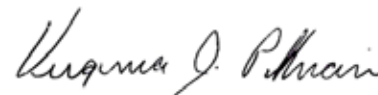
We also are pleased to report that Metropolitan recently received reaccreditation through the Council on Accreditation (COA), the premier international human service accreditor of community-based organizations providing social and behavioral healthcare services. For the first time we received an "expedited accreditation" and were highly commended for our excellence in programs and full compliance with more than 1,000 COA national standards.

our Boards and fundraising events. We are grateful for the support of organizations like the United Way, the Chicago Community Trust, and foundations like the McCormick Foundation, which provided \$400,000 this year to support our core counseling services. We thank corporate and civic leaders Frank M. Clark, Chairman and CEO of ComEd, and his family as last year's Family of the Year, and the Duchossois Family, including Ashley Duchossois Joyce, whom we will honor as the 2010 Family of the Year for their significant contributions to Chicago families and communities as well as their extraordinary leadership on our Board of Directors. We hope you share in our excitement and will continue to support Metropolitan Family Services.

Sincerely,



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



Virginia J. Pillman
Board Chair

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.



EAN (EMPLOYEE ASSISTANCE NETWORK)

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.



VIOLENCE PREVENTION & INTERVENTION

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

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.

WE ARE FAMILY

CLIENTS & STAFF



Photo from left to right: Upward Bound student Lauren, Upward Bound staff member Christine Brown, (Eddie not pictured)

CORLISS GRADUATES ARE UPWARD BOUND

A simple flyer was all it took for Lauren and Eddie to take the first step toward a new future. That's how they learned about the Upward Bound program offered by Metropolitan Family Services at Corliss High School. Upward Bound is a federally funded program that helps low-income, first-generation college-bound high school students succeed in their quest for a four-year college degree.

At Corliss High School, located on 103rd Street on Chicago's far South Side, gangs, guns, drugs and street violence are pervasive. Corliss has a declining graduation rate that hovers around 50 percent, and just over 40 percent for male students. Lauren and Eddie are part of Corliss' 2010 graduating class and were among 20 seniors in Upward Bound. All 20 students have been accepted into college. Collectively they received more than \$300,000 in college scholarships and grants.

"Upward Bound is a lifeline for me, and I took full advantage of all that the program had to offer," says Eddie, who earned the second highest diploma in his class. He is attending Purdue – Calumet and is pursuing an engineering degree where he can apply his love of math. He received more than \$7,000 a year in scholarships. "My mom is really proud of me. We grew up not as fortunate as others, so to be able to go to college has been my dream."

Lauren was awarded a \$20,000 Dell Foundation Scholarship, along with other financial awards. She is attending Illinois State University this fall where she is enrolled in the School of Family and Consumer Sciences. "My grades were always good, but with Upward Bound they got better. The counselors also helped me get it together and stay focused on what I wanted to do. I love Upward Bound!"

LEADERSHIP



Photo: Colleen Jones

LONG-TERM LEADERSHIP

Throughout her 36 years with Metropolitan Family Services, Colleen Jones, Executive Vice President and Chief Operating Officer, says there have been many pivotal events that have helped the organization grow and thrive. Here are just a few:

- "The decision to pursue public funding in the [mid] '80s – a big decision at a time when 50 percent of the Agency's funding came from the United Way. It provided opportunities for us to reach out to more individuals and families in need throughout Chicago. We've never looked back."
- "The Campaign for Families, a major capital campaign in the mid '90s, not only funded investments in facilities, but also seeded new programs to address emerging needs in parenting and youth mentoring."
- "New partnerships have created opportunities for Metropolitan to stretch its impact in communities and schools. By partnering with the Chicago Housing Authority in its Plan for Transformation, we've helped families settle into new housing and obtain new job skills and work opportunities. We were one of the first organizations selected by Polk Bros. Foundation to participate in the Full Service Schools program. This served as a model for the 15 Community School programs Metropolitan now offers in Chicago Public Schools."

"Over the years, we have served hundreds of thousands of families. Our community-centered approach enables us to be with families over time and provide services from cradle to rocking chair. When families struggle with raising young children our early childhood services can help. As these children grow up, we provide school-based services and mentoring programs for teens. Grandparents and seniors can turn to us when they face difficult times. Depending on what the family needs, we are there to help, or we help them find other resources."

Clients, staff, donors, volunteers and leadership are all crucial components of the Metropolitan family.

VOLUNTEERS



Photo: Michelle Wheelhouse

A LAWYER ON LOAN

"I'm a lawyer. But at times I am also a counselor, a friend, a safety planner and a financial advisor. I'm dealing with clients who are in a moment of crisis." That's how Michelle Wheelhouse describes her role in working with domestic violence survivors at Metropolitan's Legal Aid Bureau. Michelle has been "on loan" for nearly a year to the Legal Aid Bureau's Domestic Violence Team through a pro bono fellowship from Sidley Austin LLP. Michelle works with survivors of domestic violence in civil family law situations. Her clients face significant obstacles – they have little or no financial resources, many have families to care for and feel that they have limited options."

"I couldn't do it alone. It's really a team effort with the Legal Aid Bureau and a network of experts from Metropolitan's Community Centers. Many of our clients are in counseling with one of our Centers. We have a full time advocate, paralegal assistants and others who work together to help the client through their issues. We not only research each case and represent them in court, we help clients prepare to testify and emotionally brace themselves for facing their abuser in court," says Michelle.

"This has been an intense and challenging experience, but also a very rewarding, opportunity both personally and professionally," says Michelle. She looks forward to continuing pro bono work once her fellowship ends in December 2010 and she joins Sidley Austin. "I have always believed in community work, and the Legal Aid Bureau provides many volunteer opportunities for young attorneys. I will stay involved with the new Associate Board of the Legal Aid Bureau and enjoy sharing these experiences with my fellow attorneys."

DONORS



Photo from left to right: Tyler Lenczuk, Ashley Duchossois Joyce, Cobey Struckmeyer, Erich Struckmeyer, Jessica Green.

A THIRD GENERATION COMES TOGETHER FOR FAMILIES

The Duchossois cousins gathered to share their thoughts and the many ways and reasons they are involved with Metropolitan Family Services.

Erich: When Cobey and I married and moved to Chicago, we knew we wanted to get involved in the community and be a part of a young board. Ashley invited us to attend *metropolis* (the annual fundraiser presented by the Metro Board) and we really enjoyed the opportunity to meet other young professionals. I was raised with a sense of responsibility to give back in whatever way I can. At MFS, family is important. For the Duchossois, family is also very important. We feel Metropolitan Family Services is a good connection for us and does so much to help people and families in need. Metropolitan covers the whole spectrum of family. And, [last year] *metropolis* raised almost \$100,000 to help – it feels good to be a part of that.

Jessica: As a new mom, Make a Child Smile (one of Metropolitan's major annual events) was a perfect event to get involved with as it helps at-risk moms. Ashley and I both have the support of our spouses and families to help us raise our children. I can't imagine how hard it must be for some of these moms given the challenges they face. I'm so glad that I can help in some way. I also think that access to quality education is important and I like what MFS is doing to help kids through its after-school programs.

We're part of a legacy of Duchossois family giving. We've seen the impact our parents have made in supporting cancer research and medicine, and the impact that can be made when you work together for a cause. Metropolitan Family Services is a perfect focus for our generation. When we all join together, we can make a much bigger impact.

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STATEMENT OF FINANCIAL POSITION

	<i>Amounts in 000's</i>	
ASSETS	2010	2009
Cash	199	116
Receivables	4,545	3,826
Investments	33,941	31,924
Interest in trusts	12,811	11,872
Property and equipment	17,261	17,639
Other	389	337
Total Assets	69,146	65,714

LIABILITIES AND NET ASSETS

Accounts payable and accruals	3,149	2,526
Line of credit	800	1,250
Notes payable	1,432	1,785
Bonds payable	12,700	12,700
Pension liability	7,409	6,604
Other	2,683	1,763
Total Liabilities	28,173	26,628
Net Assets	40,973	39,086
Total Liabilities and Net Assets	69,146	65,714

Note: Amounts for 2010 are unaudited. Audited financial statements for FY 2010 will be available after October 21, 2010.

STATEMENT OF ACTIVITIES

Amounts in 000's

OPERATING REVENUE	2010	2009
Government Grants	16,376	15,439
Program Service Fees	6,438	6,599
Contributions	3,904	4,177
United Way	2,506	3,120
Endowment Payout	2,390	2,795
Income from Trusts & Other Income	1,020	747
Total Operating Revenue	32,634	32,877

OPERATING EXPENSES

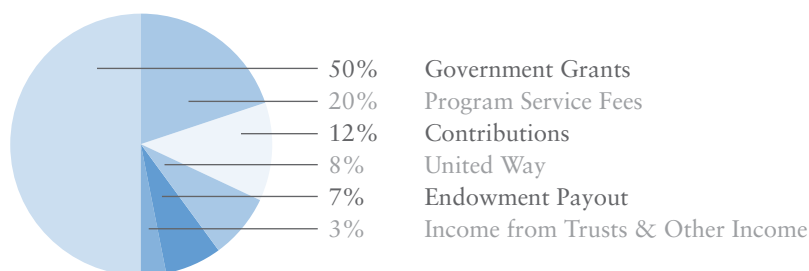
Program Expenses		
Mental Health	6,038	6,806
Child & Youth Development	6,772	6,181
Counseling	3,419	3,765
Older Adults	1,978	2,195
Parent Development	2,034	2,193
Economic Stability	3,014	2,666
Legal Aid	1,484	1,572
Violence Prevention & Intervention	643	613
Employee Assistance Network (EAN)	347	353
Public Policy	213	264
Total Program Expenses	25,942	26,608
Management & General	4,565	4,702
Fund Raising	1,281	1,433
Total Operating Expenses	31,788	32,743
Operating Surplus (Deficit)	846	134

OTHER CHANGES IN NET ASSETS

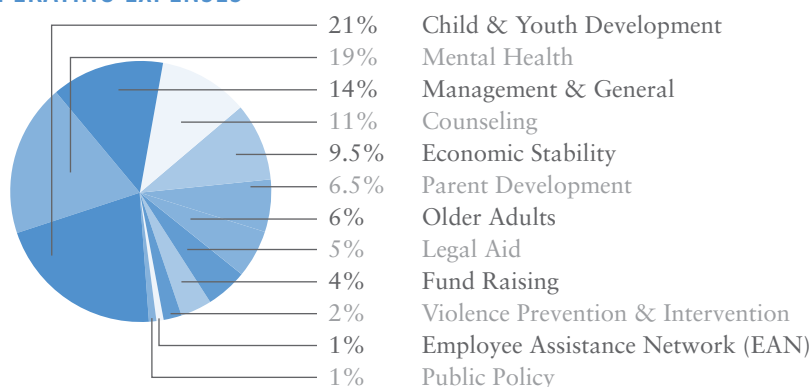
Depreciation & Amortization	(676)	(641)
Net Investment Gains (Losses)	3,146	(12,463)
Recognition of Pension Liability		
Under New Accounting Standard	(805)	(3,028)
Change in Market Value of Interest Rate Swap	(759)	(1,056)
Other	135	20
Non-Operating Activity	1,040	(17,168)
Total Change in Net Assets	1,886	(17,034)
Net Assets at Beginning of Year	39,086	56,120
Net Assets at End of Year	40,973	39,086

STATISTICS

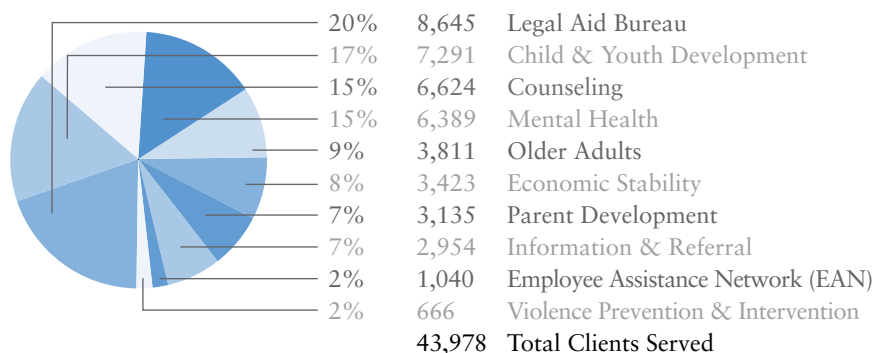
OPERATING REVENUE



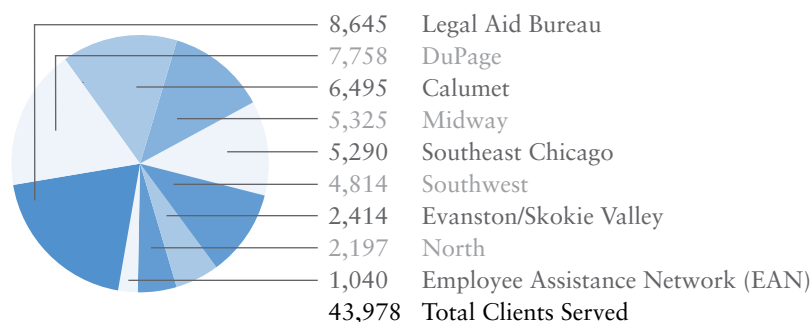
OPERATING EXPENSES



CLIENTS SERVED BY PROGRAM



CLIENTS SERVED BY CENTER



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Cobey: I was a kindergarten teacher, but wasn't working full time. For about a year, I volunteered at Metropolitan's North Children's Center helping out in the classroom. It was very meaningful and allowed me to be directly involved with families. I also joined the Make a Child Smile Committee with Jessica. Having worked at the Children's Center I could see firsthand where the money that was raised by Make a Child Smile was going and how it helped low-income families. I like that many of Metropolitan's programs are research-based and have been proven to work.

Tyler: *metropolis* was my first exposure to MFS – it's a great event. Toward the end of 2008, I started attending Metro Board meetings and am now on the Metro Board. It's an awesome place to meet young professional people who care about giving back, the kind of people I want to be associated with. Being around my mom and grandfather, their commitment to giving back to the community is infectious and provides a sense of pride. Metropolitan Family Services has been around for so long, there's such a great history behind the organization. I'm impressed with how Metropolitan has always come to the need of the community over the years and has such a broad spectrum of services. If you want to get involved in something positive, there's probably an area within MFS that will be of interest to you. With so many members of our family involved in MFS, it shows how much it means to us.

Ashley: Everyone in my family, my aunts and uncles, my parents and grandfather, they have all been wonderful role models. Helping others is in our blood. I've seen a lot of not-for-profit agencies whose heart is in the right place, but they don't have the professionalism, executive leadership and business sense that Metropolitan does. For many clients, Metropolitan's employees are an extension of their family, providing the support they wouldn't have otherwise. I feel in some ways being part of the board and supporting Metropolitan's efforts makes us a part of their family too.

THANK YOU TO OUR DONORS!

Metropolitan Family Services wishes to recognize the many corporations, foundations and individuals whose financial support during fiscal year 2010 helped us to strengthen thousands of families throughout metropolitan Chicago.

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\$100,000 AND ABOVE

The Chicago Community Trust
Kirkland & Ellis Foundation
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Local Initiatives Support Corporation
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Sidley Austin LLP

\$50,000 TO \$99,999

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\$1,000 TO \$2,499

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80% of children receiving mental health services at Metropolitan last year improved their ability to function, which surpasses the most recently recorded statewide benchmark of 54%.⁵

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Last year **97% of the 549** adoptive families in our Adoption Preservation Program remained intact.⁶

Last year, we helped **160 families** at-risk of being evicted to **stay in their homes.**

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Last year we kept **259 children** with severe emotional and behavioral problems from being hospitalized, **saving an estimated \$3.9 million** in inpatient care costs. ⁴

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Last year **97% of children in our Safe Start program** were shielded from re-exposure to violence compared to **77% for all Safe Start providers in Chicago and 66% nationally.**¹

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Last year our Legal Aid Bureau helped clients obtain **195 custody orders, 156 Orders of Protection and \$733,032 in ordered child support.**

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Last year **100% of students** enrolled in our Upward Bound program graduated and were accepted into a university or college. We also helped the college-bound graduates **secure \$329,000 in college scholarships.**¹⁰

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Last year our parent development programs fully immunized **more than 1,500 children** saving the state of Illinois an estimated **\$21,750** in healthcare costs and keeping the children healthy and in school.²

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Last year our Adoption
Preservation program helped
to **eliminate an estimated
\$21 million** in foster care
costs.⁷

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.

SPECIAL RECOGNITION

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- 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

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REFERENCES

In all instances, last year refers to FY2010 which runs from July 1, 2009 to June 30, 2010

1.) Safe Start. (n.d.). Communities working together to help children exposed to violence: Findings from phase 1 of the Safe Start initiative. North Bethesda, MD: Author.

2.) Our programs fully immunized 97% percent of children served. This compares to data from the 2009 US National Immunization Survey, which reported that 72% of kids were fully immunized in Chicago, 65.8% for the rest of Illinois, and 70.9% nationally. Our country saves \$14.50 in direct and indirect costs for every dollar invested in giving the hepatitis B vaccine to infants at birth to two months of age. Every dollar our nation spends on measles-mumps-rubella vaccine generates about \$23 in total savings – or about \$9 billion each year. (Centers for Disease Control and Prevention).

3.) Kalmuss, D.S., & Namerow, R.B. (1994). Subsequent childbearing among teenage mothers: The determinants of a closely spaced second birth. *Family Planning Perspectives*, 26(4), 149-153,159.

4.) The average price of an inpatient psychiatric hospitalization for a child was \$15,400 in 2006. In FY10 our SASS program helped to eliminate an estimated cost of \$3,988,600 in inpatient care services alone (259 kids X \$15,400).

5.) 2008 CMHS Uniform Reporting System (URS) Output Tables 5/29/2009 Out7SC, p.19.

6.) Only 12 children or less than 3% of all children served had to be returned to DCF.

7.) The average cost per child in foster care is \$40,000 on a national scale.

8.) This compares to 71% from a state study of frail elderly who received home care services in FY07.

9.) For 2008, in the Metro Chicago area the estimated amount of income paid by the State of Illinois could have been as much as \$2,221,180,466 based on a maximum award per unemployed person. In addition, the amount of total net lost income could have been as much as \$2,341,752,667. Since FY02, 61% of program graduates have found jobs; this compares to a 40% unemployment rate for African American males living in Chicago (US Census Bureau, 2005).

10.) http://research.cps.k12.il.us/export/sites/default/accountweb/Reports/Citywide/psae_meet_exceed_citywide_aggregate_yrxcross_2009_without_ELL.xls

11.) http://www.consumerhealthratings.com/index.php?action=showSubCats&cat_id=208

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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.



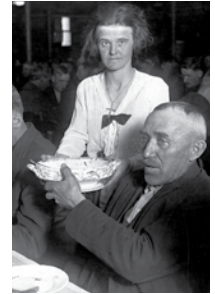
1919

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.



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.



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EXECUTIVE LEADERSHIP

Richard L. Jones, Ph.D.
President and
Chief Executive Officer

Denis Hurley
Chief Financial Officer

Colleen M. Jones
Executive Vice President,
Chief Operating Officer

Dennis Conroy
Senior Vice President,
External Affairs

LOCATION INFORMATION

1 ADMINISTRATION HEADQUARTERS

MAIN OFFICE

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

EMPLOYEE ASSISTANCE NETWORK

312-986-4249

LEGAL AID BUREAU

312-986-4200

Kendra Reinshagen, Executive Director

CITY CENTERS

2 CALUMET

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

Audrena Spence, Executive Director

Serving Roseland, Pullman, West
Pullman, Riverdale, Washington
Heights, Morgan Park, Chatham

Additional location:

TRUMBULL PARK HOMES SITES

(serving Trumbull Park)

2413 East 107th Street
Chicago, IL 60617
773-356-9742

2411 East 107th Street
Chicago, Illinois 60617
773-359-4561

3 MIDWAY

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

Laurie Sedio, Executive Director

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

A. Fernando Friere, Executive Director

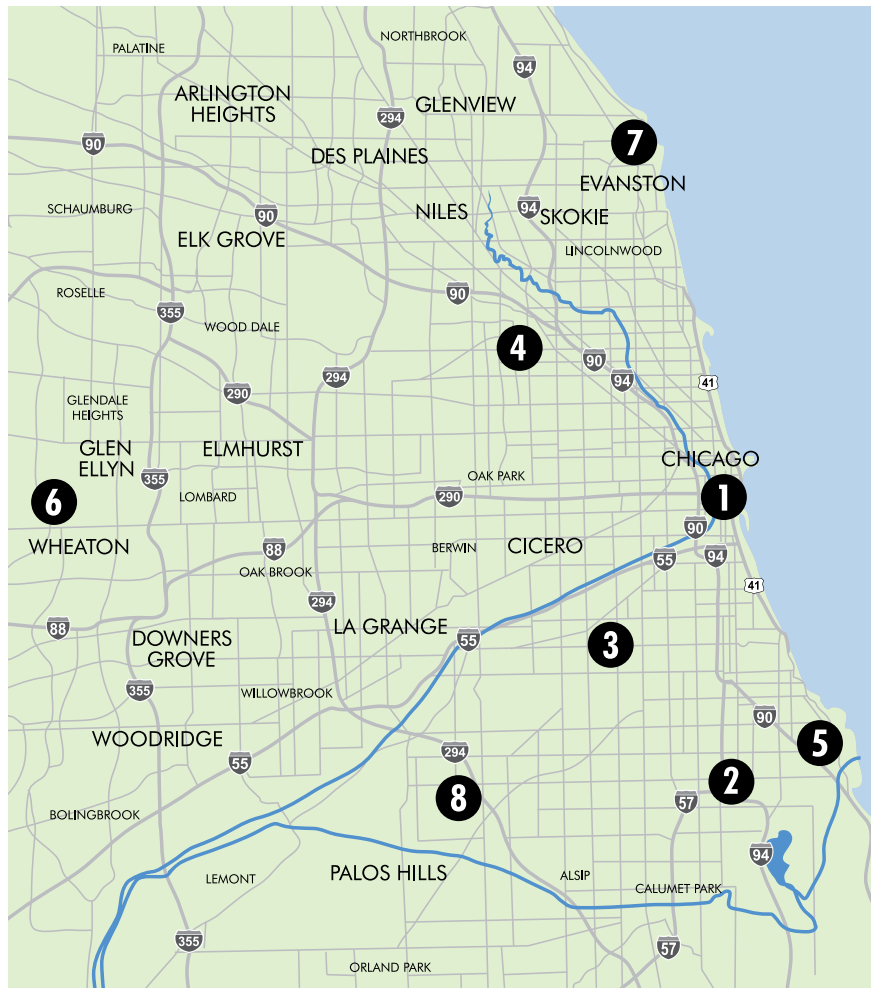
Serving Belmont Cragin, Hermosa,
Irving Park, Portage Park

5 SOUTHEAST CHICAGO

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

*Michael Brady and Laurie Sedio,
Co-Executive Directors*

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



SUBURBAN CENTERS

6 DUPAGE

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

Theresa Nihill, Executive Director

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

A. Fernando Friere, Executive Director

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

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



www.metrofamily.org