

Natalie Fierro  
North Children's Center



metropolitan  
family services

# 2014 ANNUAL REPORT

# WHAT IS THE POWER OF m?

We **m**power families to learn, to earn, to heal and to thrive.

Part mentor, part motivator, part advocate, since 1857 Metropolitan Family Services has been the engine of change that **m**powers families to reach their greatest potential and positively impact their communities.

**m**powered for life



## THE POWER OF FAMILY

This report shares the stories and accomplishments of Metropolitan Family Services' 157th year as a beacon of hope for Chicago-area families. 2013-14 was a time of exciting growth, important new work, and ongoing learning about what it takes to truly "M-Power" the families we serve.

We believe a strong family is fundamental to a healthy, successful and happy life. When good things happen, our families are the first to get the news. In hard times, it is family who helps us persevere. For thousands of people, Metropolitan is the extended family that helps them reach their full potential.

Last year, we continued to expand our reach, serving 67,150 people – an increase of 4,000 from the year before, and contributing to growth of 56% since 2012. We used strategic alliances to dramatically amplify our work in Englewood, opening our Learning & Wellness Center as our newest "Power Station" and launching a major new integrated health care initiative (see "The Power of Partnerships" on pages 14-15).

Our visibility is rapidly growing, fueled by high-profile events like former President Clinton's visit to the Learning & Wellness Center in June. Our "M-Powered" brand continues to grow as an asset, winning a prestigious Silver Trumpet from the Publicity Club of Chicago.

Despite a tough budget year, our financial stability continues to be a core strength. We ended the fiscal year in the black with a \$49.3 million budget, weathering an unpredictable public funding climate that brought cuts to high-quality, vitally needed Community Schools and Domestic Violence programs.

The progress is real, yet so are the challenges. Far too many families still go unserved. As you read this report, we hope you reflect on what family means to you, and lend a hand by sending back the enclosed contribution envelope.

As always, we are optimistic about the future, and grateful for your support. You are part of a powerful family of generous contributors, dedicated board leaders, exceptional staff, committed partners and active volunteers. With relatives like that, success is always possible.

Handwritten signature of Ric Estrada in orange ink.

**Ric Estrada**  
President and CEO

Handwritten signature of Tony Hunter in orange ink.

**Tony Hunter**  
Board Chair

# 67,150

PEOPLE SERVED IN 2014



## 56%

Growth in clients served over the last three years

## 871

Agency-wide Full and Part Time Employees

## 800+

Volunteers



- 32%** Education  
21,451 Clients
- 30%** Emotional Wellness  
20,030 Clients
- 23%** Empowerment  
15,703 Clients
- 15%** Economic Stability  
9,966 Clients

## MISSION

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

## OUR WORK

### EDUCATION

We prepare young people and parents for success

- Child/Youth Development
- Parent Development

### ECONOMIC STABILITY

We support strong, self-sustaining families

- Center for Working Families
- Family Works
- Young Fathers Program
- Employee Assistance Network

### EMOTIONAL WELLNESS

We encourage healthy and productive lives

- Counseling
- Mental Health
- Violence Prevention & Intervention
- Adult Protective Services
- Human Trafficking Initiative

### EMPOWERMENT

We help families stand up and be heard

- Legal Aid Society
- Domestic Violence Court Advocacy

## POWER STATIONS

### HEADQUARTERS

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

### Legal Aid Society

312-986-4200 **8,121 Clients**

### Employee Assistance Network

312-986-4249 **1,539 Clients**

### CALUMET

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

**11,207 Clients** in Roseland, Beverly, Chatham, Englewood, Morgan Park, Mount Greenwood, Pullman, Riverdale, Washington Heights, Washington Park, West Pullman and Woodlawn

### Additional Locations:

Center for Working Families at Kennedy-King College  
747 West 63rd Street, Rm. 106,  
Chicago, IL 60621

Lathrop Home Sites  
2638 & 2640 North Hoyne Street  
Chicago, IL 60647

Trumbull Park Homes Sites  
2411 & 2413 East 107th Street  
Chicago, IL 60617

### DUPAGE

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

**10,620 Clients** in DuPage County

### Additional Locations:

600 South Washington Street, Suite 302  
Naperville, IL 60540

1999 West 75th Street, Suite 102  
Woodridge, IL 60517

209 North York Road, 1st Floor  
Elmhurst, IL 60126

Treasure House Resale Shop  
497 Pennsylvania Avenue  
Glen Ellyn, IL 60137

Head Start classrooms in Addison, Bensenville, Burr Ridge, Carol Stream, Glen Ellyn, Naperville, Villa Park, Warrenville, West Chicago, Wood Dale

### EVANSTON/ SKOKIE VALLEY

5210 Main Street  
Skokie, IL 60077  
820 Davis Street, Suite 218  
Evanston, IL 60201  
847-425-7500

**2,804 Clients** in Evanston, Lincolnwood, Niles, Morton Grove; Golf and Maine Townships

### MIDWAY

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

**15,500 Clients** in Chicago Lawn, Englewood, West Englewood, West Lawn, Gage Park and Clearing

### Additional Locations:

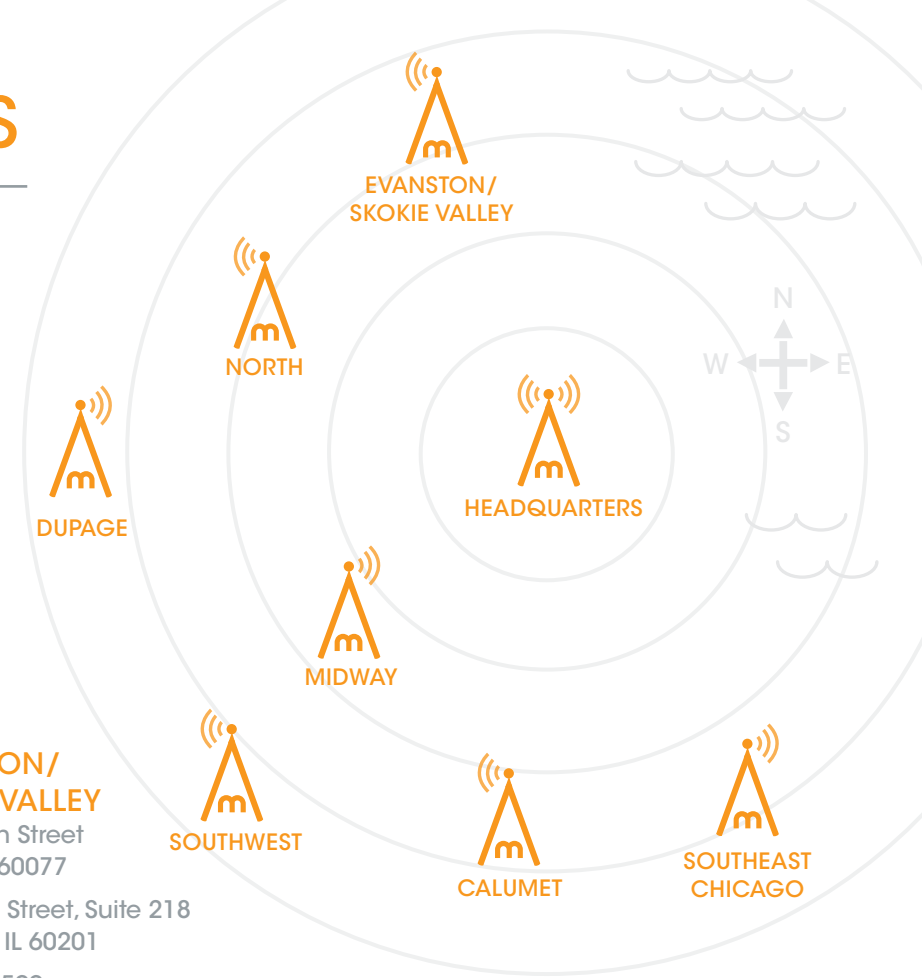
Learning and Wellness Center  
5338 South Loomis Street  
Chicago, IL 60609

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

Midway Head Start  
6422 South Kedzie Street  
Chicago, IL 60629

Mile Square Health Center  
641 West 63rd Street  
Chicago, IL 60621

Domestic Violence Court Advocacy  
555 West Harrison Street  
Chicago, IL 60607



**NORTH**  
and North Children's Center  
3249 North Central Avenue  
Chicago, IL 60634  
773-371-3700

**4,493 Clients** in Belmont Cragin, Hermosa, Irving Park and Portage Park

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

**6,056 Clients** in South Chicago, Calumet Heights, East Side, Hegewisch and South Deering

**SOUTHWEST**  
10537 South Roberts Road  
Palos Hills, IL 60465  
708-974-2300

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

**6,810 Clients** in Calumet, Lemont, Orland, Palos, Lower Stickney and Worth Townships, Ashburn, Beverly, Oak Forest and Mount Greenwood

### EXECUTIVE TEAM

**Ric Estrada**  
President & Chief Executive Officer

**Colleen M. Jones**  
Executive Vice President & Chief Operating Officer

**Denis Hurley**  
Chief Financial Officer

**Karina Ayala-Bermejo**  
Executive Vice President, Human Resources & General Counsel

**Dennis Conroy**  
Senior Vice President, External Affairs

**Thomas Remakel**  
Vice President, Information Management Systems

**Andrew G. Wade**  
Vice President, Strategy & Communications

**Theresa Nihill**  
Executive Director, DuPage

**Kendra Reinshagen**  
Executive Director, Legal Aid Society

**Laurie Sedio**  
Executive Director, Midway & Southeast Chicago

**Audrena Spence**  
Executive Director, Calumet

# EDUCATION

We empower the next generation of leaders by promoting academic, social and emotional development for young people and their families.

## 1,399

children were enrolled in **early childhood programs** which serve ages birth to five. Children met or exceeded expectations in:



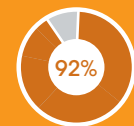
Literacy Development



Social Emotional Development



Physical Development



Mathematics Development

## 8,516

students were served in 34 **Community Schools** programs in the city and suburbs.



**94% of students** said coming to our community schools program helped them do better in school.



**88% of students** had over a C GPA at the end of the school year and over 54% had over a B GPA at the end of the school year.



**94% of parents** reported that their child is now getting along better with other students.



**90% of parents** said the program helped them learn ways to support their child's education.

## \$1 TO \$7

For every \$1 invested in **Head Start**, national research shows a return on investment ranging from \$7 to \$9.



**Head Start** graduates are more likely to graduate from high school, earning an average of **\$9,000 more** than dropouts.



## SHARING THE TOOLS FOR SUCCESS

Lizette Morales, 21, is a parent in the North Center's Healthy Families program, which promotes healthy child development and strengthens family bonds. Case workers regularly visit clients' homes providing one-on-one support to help each parent truly become their child's first teacher. Family Support Worker Jennifer Saravia, has been working with Lizette and her family since Lizette was pregnant with son Aiden, now 2 years old. "Every six months Jenny and I write down what Aiden's goals are," Lizette says. "Aiden knew how to say 10 words when he was barely 10 months old," she proudly shares.

The support Lizette and her family receive goes beyond helping Aiden learn his ABCs. It also helps Lizette and her husband Brian, 23, work through issues in their marriage. "Metropolitan helped us a lot. I'm not going to say my husband and I are perfect. But Jenny has given me advice and a number to call to talk and help us not fight."

Lizette also is empowering herself, taking steps to fulfill her dream of going to college. "In high school my ACTs were 30, and I was accepted to Indiana University," she says. "I wanted to be a nurse, but I ended up getting pregnant." Then she suffered a miscarriage, and her college plans were halted. Lizette, who works part-time while taking care of Aiden, now feels ready to revisit her aspiration. "My goal is to go to school, and I'm saving up for that."



## FINDING HER INNER STRENGTH

For years Martha Hernandez, 61, buried the pain of traumatic events in her life. "My whole life, I had bad situations. I never complained," she explains. "I hid in myself and never confronted them." Yet over the years, emotional scars and depression took a toll on the divorced mother of three.

Martha, an entrepreneur who runs a cleaning service in DuPage County, is finding the help and healing she needs. "Metropolitan opened my eyes. It made me realize I didn't know how to deal with all those things in my life."

Her challenges began at age 9, when her mother abandoned the family. Martha and her seven siblings were raised by her father, a "kind gentleman" she remembers, but she never got over the loss. At 17, she was sexually assaulted by a boyfriend, and hid the pain so deeply that she didn't remember it until years later. As an adult, Martha suffered domestic abuse at the hands of her husband.

While she'd sought help before, it wasn't until she found the Senior Counseling program at Metropolitan's DuPage Center that she began to feel a change. Counseling with therapist Helen Fitzpatrick helped her come to grips with her past trauma, and a support group helped her understand she was not alone. "My gratitude goes to all the people who supported me. I'm starting to better manage my own situation. I'm seeing results."

Martha also participates in the Life Transition Group at DuPage, which gives women who feel disconnected an opportunity for social interaction. She brings energy and a resilient spirit to the group.

"I'm learning from them how they are dealing with their own situations. I'm feeling much, much better," she says. "Stronger. Happier."

### SENIOR SERVICES

Offered at our Calumet, DuPage and North Centers

**Adult Protective Services:** Investigates reports of abuse, neglect and exploitation of disabled adults and seniors, and provides services to victims and their families.

**In-Home Senior Respite:** Trains volunteers who provide short-term relief to family members caring for older relatives in the home.

**Caregiver Support:** Equips family members with tools, education and a support system to help them care for older relatives.

**Elderly Victims of Crime:** Helps seniors who are crime victims deal with trauma and put their lives together.

**Grandparents Raising Grandchildren:** Provides professional support and a peer network for older adults who are raising young children.

**Senior Counseling:** Provides therapy, case management, psychiatric services and support groups to help navigate the emotional issues of later life.

**Senior Homeowners Program:** Helps lower-income seniors maintain their homes through referrals and resources.



## PREPARING FOR A BRIGHT FUTURE

Like most high school seniors, 17-year-old Sarina Shane looked forward to college with anticipation and excitement. But as Sarina stepped on the campus of Spelman College in Atlanta in fall 2014 the experience will mean a little more. She is taking advantage of an opportunity her parents never had—attending college.


Sarina is a part of the Metropolitan Family Services federally funded Upward Bound/TRIO program, which helped one hundred promising students prepare for and succeed in college. Throughout her four years at Gwendolyn Brooks College Preparatory in Chicago, Sarina worked with Metropolitan's Upward Bound counselors to build the skills and tools for success as her family's first college student.

From homework help to college visits and assistance completing scholarship applications, the counselors in Upward Bound made sure Sarina had the tools, information and support to make her dream of attending college a reality. "They help you get to see the different colleges," Sarina said. "If you need help with tutoring, summer programs, they help you." She added, "The biggest takeaway has been bonding with different people from different places and sharing similar goals."

Sarina will be in the Education Studies program at Spelman. Upward Bound encouraged Sarina to apply to Spelman's Bonner Scholars program that offers service-oriented scholarships for students with financial need. Bonner Scholars have access to resources such as group support, skills enhancement and leadership development. "The Bonner scholars will be my support group," Sarina said. "It includes others who have the same mindset of giving back."

Already, Sarina has plans for when she graduates. "I want to work for an organization like Engineers Without Borders - to go to different communities and help people with the biggest need, not the biggest pockets. To be of service to those who need help." Clearly, Sarina's experiences in Upward Bound have had an impact in shaping her future goals.

# 100%

of Upward Bound seniors graduated on time and **95%** were accepted into college. 

# \$1.9M

Over **\$1,928,600** in scholarships was awarded to Upward Bound students.

# ECONOMIC STABILITY

We empower families with the skills and support to participate in the workforce and achieve financial self-sufficiency, while balancing the challenges of work and family life.

**1,539** 

employees from 63 companies were served by our **Employee Assistance Network** which helps with challenges such as:

- Marital/relational problems
- Depression and anxiety
- Legal, financial, child care and eldercare concerns

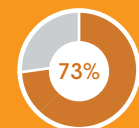


**Employment preparation programs** help families participate in the workforce. Last year:

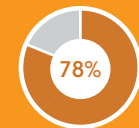
- **1,540** youth and adults completed job readiness training
- **449** increased their wages
- **453** held jobs for over a year
- **619** improved their credit score

**442** 

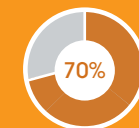
youth were placed in jobs through summer employment in 2014. Employers reported that the youth:



Effectively completed assigned duties



Worked well with co-workers



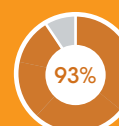
Communicated effectively at work



The **Young Fathers** program helps young men become employed, financially self-sufficient and raise healthy children.



**80%** of young fathers improved their net income.



**93%** improved their work schedule to be more present in their children's lives as they grow up.



*"When I first saw my son, it was the greatest feeling ever," says Bryant. "I promised myself no matter what, I was not going to let anything or anyone stand in the way of me being a great father. The Young Fathers Program helps me get in tune with my son and have a better relationship with his mother."*

# EMPOWERMENT

We provide essential legal services and advocacy to those who need a voice, providing assistance for domestic violence, family and elder law, and housing cases.

**\$1.2M**

The **Legal Aid Society** obtained **\$706,911** in yearly child support and **\$536,782** in lump sum settlements for our clients.

**9,037** 

clients served through advocacy, legal and counseling services.



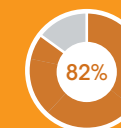
**98%** of the adults reported they knew more about their legal rights as victims.



**100%** of children could name two things to help them feel safe.

**1,928** 

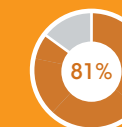
clients served within **Adult Protective Services**, which investigates reports of abuse, neglect and exploitation of adults with disabilities and seniors.



**82%** decreased their risk after engaging with our services.

 **1,382**

clients received brief or extended services with the **Legal Aid Society**.



**81%** of Legal Aid clients live below the poverty line.

**12,730**



hours were volunteered through pro bono partnerships with the **Legal Aid Society**.

**6,155** 

clients were provided information or referrals by the Legal Aid Society.

# EMOTIONAL WELLNESS

We empower individuals and families to handle life's challenges with counseling, psychiatric evaluation, case management and crisis intervention to help children, adults and seniors thrive.

**589** 

children in 336 families were served last year through our **Adoption Preservation** program, which helps families formed through adoption or guardianship with their children who have emotional or trauma issues.



**99%** of clients were kept in their adoptive homes.

Our **adult mental health** programs provide case management and counseling for adults who are diagnosed with mental illness.



Last year, **98%** of clients successfully stayed in their communities by avoiding psychiatric hospitalization.



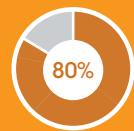
**89%** were also able to maintain their housing.

**6,853** 

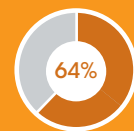
clients gained access to health care.

**6,106**

children and adults were served within our **counseling** programs.



**80%** of chronically mentally ill adult clients maintained or improved their functioning between initial assessment and follow-up assessments.



**64%** of the **525** children in our counseling programs reduced the behavior problems that brought them there.

Our **Transitions of Care** program focuses on decreasing readmission rates among Medicare recipients recently discharged from hospitals. Our evidence-based coaching intervention supports patient's self-care following hospital discharges.



Metropolitan Readmission Rates



Baseline Readmission Rates



## BUILDING EMOTIONAL RESILIENCE

Pauline and Paul Wojcik wanted a family but couldn't have children of their own. When they adopted their second son Mark as a toddler, they knew he had challenges. Yet like all parents, they saw his potential. Helping Mark unlock his potential was a decade-long journey that required a family's enduring love, support and devotion, plus the help of committed professionals from Metropolitan Family Services.

"We're not a traditional family," explains Paul. "Both our sons are adopted, but we are family in every sense of the word. I don't know if we could have made it without Metropolitan."

As a baby, Mark suffered severe abuse and neglect. He'd been in seven foster homes before he was three, and saw his first psychiatrist before he was four. Anger and self-destructive behavior led to several hospitalizations, along with misdiagnoses and medication that sometimes only exacerbated his issues.

Mark was in the fourth grade when Pauline learned about the Child and Adolescent Mental Health program at Metropolitan's Palos Hills Center. He began receiving individual and group therapy there. "He loved his social worker," says Pauline, "If he got angry, he would call her to talk, to calm down."

It wasn't always Mark who needed help, remembers Paul. "We did too. Whether it was a break, a hand or an ear to listen – Metropolitan was always there."

With hard work and support, Mark began to change his patterns.

"I noticed that he wasn't getting angry as often," said Pauline. Support brought steady improvement, and by his freshman year in high school, his doctor was able to take him off medications. "He just thrived from that day on," said Pauline. "He was a whole different person. His grades sparked up to straight A's." By the end of the year, he was able to discontinue therapy.

"The credit goes to this family. They never gave up — ever," says Melissa Coleman, a SASS crisis counselor at Metropolitan, about the Wojciks. "Mark was a success. Once he got into mainstream school, he never looked back."

"She never lost faith in me," says Mark about Melissa. He is now 18, and a freshman in computer science at Chicago's St. Xavier University. He doesn't talk much about the past — his focus is on the future. He's earned multiple scholarships, and challenges himself in his school work daily and is involved with numerous activities, including starting an anime club. His dream is to become an FBI profiler.

"Honestly, I don't know what we would have done without Metropolitan," says Pauline. "The journey was hard at times, but the payoff was real — a wonderful son with a very big heart."

*Clockwise from top left: Paul Wojcik, Pauline Wojcik, Melissa Coleman, Mark Wojcik and Michael Wojcik*

# FINANCIAL STATEMENTS

Years Ended June 30, 2014 and 2013  
Amounts in 000's



RECOGNIZED BY CHARITY NAVIGATOR AS A FOUR STAR NONPROFIT ORGANIZATION

## STATEMENT OF ACTIVITIES

# 2014

# 2013

### OPERATING REVENUE

Government Grants	31,350	28,662
Program Service Fees	8,319	6,362
Contributions	5,396	5,600
United Way	1,352	1,879
Endowment Payout	1,679	2,468
Income from Trust & Other Income	1,273	1,303

**Total Operating Revenue** **49,369** **46,274**

### OPERATING EXPENSES

Program Expenses		
Education	18,525	15,570
Emotional Wellness	13,753	12,819
Economic Stability	7,795	8,486
Empowerment	2,140	1,835
Total Program Expenses	42,213	38,710
Management & General	5,149	4,896
Fund Raising	1,611	1,588

**Total Operating Expenses** **48,973** **45,194**

**Operating Surplus (Deficit)** **396** **1,080**

### OTHER CHANGES IN NET ASSETS

Depreciation & Amortization	(646)	(662)
Net Investment Gains (Losses)	6,646	2,421
Change in Pension Liability	1,114	3,844
Change in Market Value of Interest Rate Swap	(124)	1,496
Other	101	(84)

**Non Operating Activity** **7,091** **7,015**

**Total Change in Net Assets** **7,487** **8,095**

**Net Assets at Beginning of Year** **46,800** **38,705**

**Net Assets at End of Year** **54,287** **46,800**

Contributions for Goods and Services 4,199 1,905

## STATEMENT OF FINANCIAL POSITION

# 2014

# 2013

### ASSETS

Cash	230	258
Receivables	8,550	7,104
Investments	43,305	38,434
Interest in Trusts	15,272	13,496
Property and Equipment	16,938	17,452
Other	598	629

**Total Assets** **84,893** **77,373**

### LIABILITIES AND NET ASSETS

Accounts Payable and Accruals	3,555	4,731
Line of Credit	4,200	2,050
Notes Payable	1,103	1,159
Bonds Payable	12,700	12,700
Pension Liability	4,709	5,824
Other	4,339	4,109

**Total Liabilities** **30,606** **30,573**

**Net Assets** **54,287** **46,800**

**Total Liabilities and Net Assets** **84,893** **77,373**



### OPERATING EXPENSES

38% Education  
28% Emotional Wellness  
16% Economic Stability  
4% Empowerment  
11% Management & General  
3% Fundraising



### OPERATING REVENUE

64% Government Grants  
17% Program Service Fees  
11% Contributions  
3% United Way  
3% Endowment Payout  
2% Income from Trust & Other Income



# THE POWER OF PARTNERSHIPS

Strong relationships are what make a family more powerful than any one of its members. Carrying this simple truth to our work in Englewood has sparked innovative new partnerships that are unleashing the community's potential.

By building on our core strengths and weaving new connections with many partners, Metropolitan Family Services catalyzed \$2,471,568 million in new investment to open a new "Power Station" for families while launching a groundbreaking initiative that integrates mental health services with pediatric care the community has lacked for years.

## ● AUGUST 8, 2013

Mayor Rahm Emanuel announces Metropolitan Family Services will open the Learning & Wellness Center in the Libby Elementary School annex – bringing a full suite of early childhood and family services to Englewood and Back of the Yards.

## ● OCTOBER 10, 2013

The Illinois Children's Healthcare Foundation awards a \$2 million grant for Metropolitan Family Services to partner with the University of Illinois' Mile Square Health Center to provide integrated primary and mental health services. The partnership places Metropolitan on the cutting edge of efforts to bring holistic, team-based health care to economically challenged communities.



Illinois Children's Healthcare Foundation

## ● FEBRUARY 18, 2014

After extensive renovations, the Learning & Wellness Center at 5338 South Loomis opens, offering early childhood services to up to 158 children ages birth to 5, along with parenting programs, wellness services, legal aid and workforce preparation.



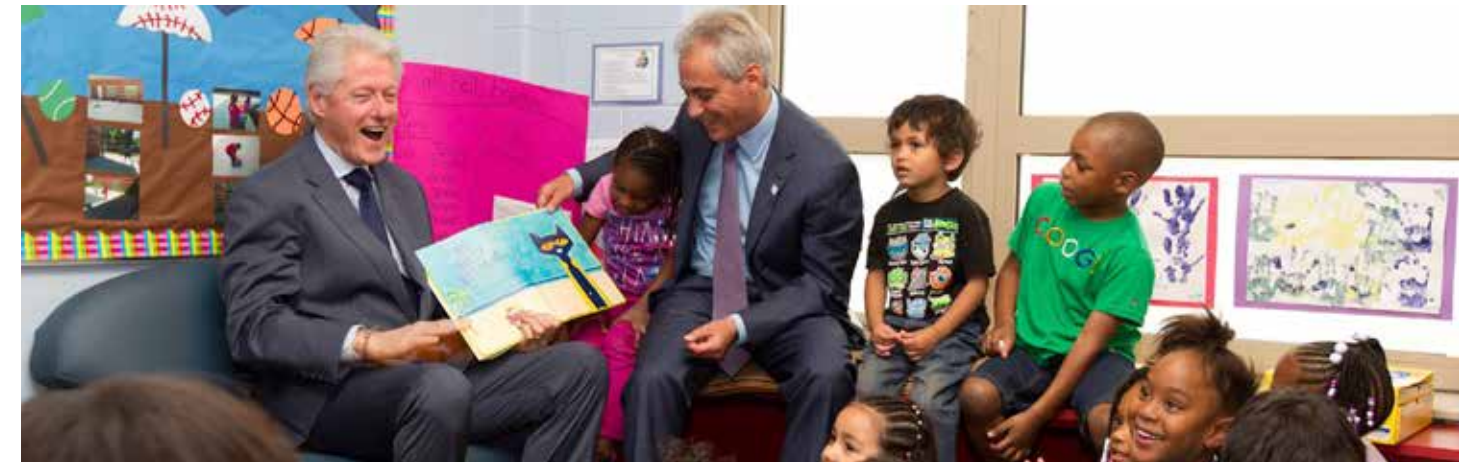
## ● MARCH 27, 2014

The National League of Cities brings 35 leaders from across the country to tour the Learning & Wellness Center and learn how Metropolitan aligns and integrates services to meet family needs.

## ● MAY 22, 2014

Over 100 community leaders, partners and residents help Metropolitan celebrate the opening of the new Child and Family Wellness Program at Mile Square Health Center Englewood – the community's first facility to offer integrated physical and mental health care to children and families.

*Chicago Health Commissioner Dr. Bechara Choucair, Illinois Children's Healthcare Foundation President Heather Alderman, and 20th Ward Alderman Willie Cochran help Metropolitan's CEO Ric Estrada open the new Child and Family Wellness Program.*



## ● JUNE 20, 2014

Former President Bill Clinton and Mayor Emanuel visit the Learning & Wellness Center. President Clinton requests the visit after hearing about our integrated early childhood and family support services. "That was really impressive in there," Mr. Clinton remarks after reading with our 3- and 4-year olds.

"Chicago should be really proud of the fact that this institution is going to be supported by what — in modern jargon — we call 'wrap around' services. That there will be health and nutrition training, that there will be mental health options, that there will be efforts to teach parents how to teach the kids better."

**President Bill Clinton**



## ● JUNE 25, 2014

Over 150 volunteers conduct a "build blitz" at the Learning & Wellness Center, completing an outdoor play area and interior improvements. The event is organized by AEC Cares, an affiliate of the American Institute of Architects.

## ● JULY 1, 2014

Chicago Early Childhood Director Jennifer Alexander represents Metropolitan at the groundbreaking of the Englewood Whole Foods, across from our Center for Working Families. The next day, a *Chicago Tribune* article by Mayor Emanuel cites Ms. Alexander as one of the powerful leaders who are transforming Englewood.



# BOARD MEMBERS

## BOARD OF DIRECTORS

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Erica F. Canzona  
*Goldman Sachs & Co.*

Robert C. Carr  
*BP Amoco (retired)*

Piyush Chaudhari  
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