



160



metropolitan family services™

100

2017 ANNUAL REPORT



## Our Mission

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

## Our Vision

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

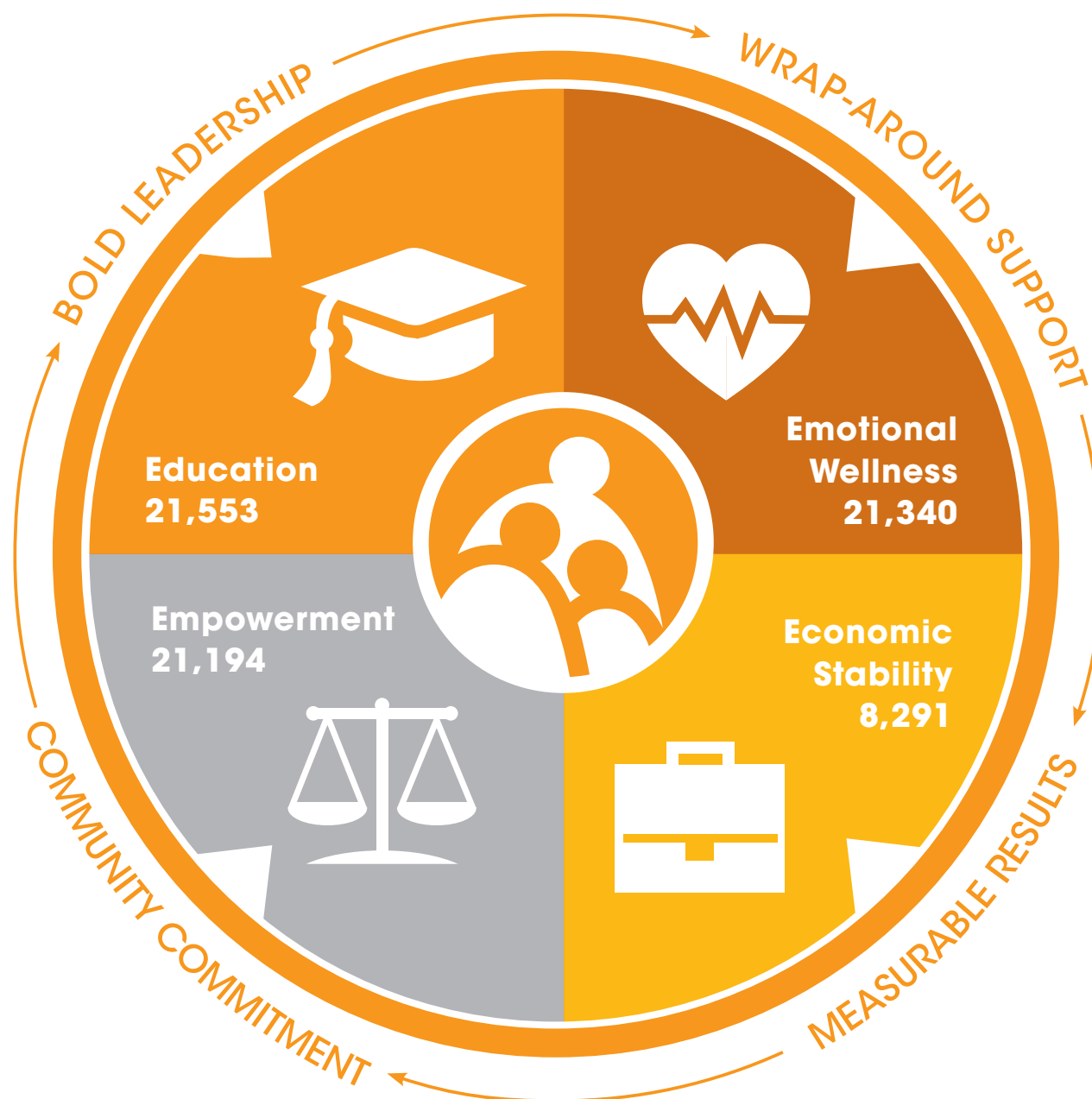
## Our Values

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

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

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

# HOLISTIC STRATEGY TO EMPOWER FAMILIES



## EDUCATION

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

## EMOTIONAL WELLNESS

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

## ECONOMIC STABILITY

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

## EMPOWERMENT

We help families stand up and be heard by providing legal aid and court advocacy services to the Chicago area's most vulnerable people.



# 160 YEARS OF MPOWERING FAMILIES

When families are strong they can accomplish the impossible and fuel the success of their communities, cities and nation. For 160 years families have been the passion of Metropolitan Family Services.

Launched in 1857 as the Chicago Relief & Aid Society, later renamed United Charities and today known as Metropolitan Family Services, from day one we have focused on empowering families and communities. Spanning education, economic stability, emotional wellness, and empowerment/legal aid, we bring a spectrum of programs and services designed to help families maximize their potential.

This year our priority has been to keep leveraging resources to better serve the more than 72,000 clients we reach each year. To help direct agency initiatives and leverage resources, we have some new members of our leadership team. They are Chief Operating Officer Theresa Nihill (formerly Executive Director of the Metropolitan DuPage Center), and three Executive Directors: Angela Bentsen of Metropolitan DuPage; Rita Lopez Brosnan of Metropolitan Southwest and Southeast Chicago; and Roxanne Nava of Metropolitan North and Evanston/Skokie. Each brings extensive experience to their roles matched by a strong commitment to families and community.

Understanding that wise partnerships help generate superior results, we assumed fiscal leadership for

several dynamic nonprofits. We are fiscal sponsor of ACT Now Illinois, which promotes afterschool programming for students. We also serve as fiscal agent for the Greenwood Project, which is opening doors for minority students to financial industry careers, as well as the Institute for Non Violence Chicago (INVC), immersed in cutting-edge work to address violence in the Austin community.

That brings us to a special new initiative. As violence has become a top priority that our city must jointly address, Metropolitan has launched, in partnership with eight lead community organizations in nine of Chicago's highest-risk communities, Communities Partnering 4 Peace (CP4P). CP4P's goals are to help reduce shootings and homicides, create and reclaim safe community spaces, and professionalize the field of community outreach. This initiative, which works in partnership with the Chicago Police Department, the Chicago Department of Health and Human Services, and the Chicago Department of Education, has been made possible by the support of multiple private foundations. Work is just beginning, but it is our sincere hope that CP4P will contribute to solutions that will transform and heal Chicago.

Metropolitan Family Services is 160 years *young*. We see challenges as opportunities. Families – their potential, persistence and power – will always be our inspiration. We hope that you will join us as we pursue another 160 years of **Mpowering** families.



**Ric Estrada**  
President and CEO



**John MacCarthy**  
Board Chair





## ADOPTION PRESERVATION

Katie was born in an unstable environment to drug-addicted parents before she and her sisters came to live with her aunt Gloria. “I was at the end of my rope. I couldn’t find anyone willing to help,” Gloria said.

For years Gloria used every resource available to her — from hospitals to local agencies — but could not find help for Katie. Finally, while calling every agency in the DCFS handbook, she reached Tiaira Robinson, a therapist with Metropolitan’s Adoption Preservation program.

“It didn’t take long to trust her,” Gloria said. “She knows exactly how to handle Katie’s situation.”

For a year now Katie has received therapy, psychiatric services, anger management classes, therapeutic day camp, and weekly visits with a mentor — and Tiaira has applied to extend services for an additional year.

“We will not leave you without help. That’s never going to happen,” Gloria said Tiaira told her.

**READ MORE** at [mpowernow.org/annualreport\\_2017](http://mpowernow.org/annualreport_2017)



## EARLY CHILDHOOD EDUCATION

When Jazmin’s sister told her about Metropolitan’s Midway Children’s Center two years ago, she enrolled her oldest daughter immediately. She already had a day care, but Jazmin wanted her children to start learning English as soon as possible.

“It’s important because we only speak Spanish at home,” Jazmin said. “If I didn’t intervene they would struggle later on in school. I wanted to get them ready. I don’t want them to struggle.”

Now Jayleen, 5, and Guadalupe, 4, both attend Midway Children’s Center, and when Jazmin’s third daughter, due in October, is old enough Jazmin will enroll her at Metropolitan’s Learning and Wellness Center. Jazmin wants all of her children to have the best start for their education, and eventual careers.

“The teachers make them feel comfortable and treat them like their own kids,” she said. “They love it. They’re always excited to come to school.”

**READ MORE at [mpowernow.org/annualreport\\_2017](https://mpowernow.org/annualreport_2017)**









## UPWARD BOUND

Journee joined Calumet Center's Upward Bound program as a freshman and now the high-achieving 17-year-old is one of the winners of this year's \$20,000 Chicago Cubs scholarship.

"I want to thank Ms. Greene and Upward Bound for seeing potential I didn't even know I had," Journee said. Upward Bound exposed her to possibilities she had never considered, such as majoring in business.

Journee's mom, Anita, couldn't attend college because she was caring for her sick mother. When she had her own children, she devoted herself to making sure they had opportunities she didn't have.

"Kids are an investment. The more you put into them, the more you get out," Anita said.

"I want to dedicate myself to my education and bring it back to my community," Journee said. "I want to go really far. I got that from my mom."

**READ MORE at [mpowernow.org/annualreport\\_2017](http://mpowernow.org/annualreport_2017)**

# STATEMENT OF ACTIVITIES

Amounts in 000's

| <b>OPERATING REVENUE</b>          | <b>2017</b>   | <b>2016</b>   |
|-----------------------------------|---------------|---------------|
| Government Grants                 | 29,500        | 30,666        |
| Program Service Fees              | 8,316         | 7,375         |
| Contributions                     | 7,003         | 6,090         |
| United Way                        | 1,825         | 1,888         |
| Endowment Payout                  | 1,318         | 1,820         |
| Income from Trusts & Other Income | 3,591         | 2,063         |
| <b>Total Operating Revenue</b>    | <b>51,553</b> | <b>49,902</b> |

## **OPERATING EXPENSES**

|                                 |               |               |
|---------------------------------|---------------|---------------|
| Program Expenses                |               |               |
| Education                       | 19,008        | 20,755        |
| Emotional Wellness              | 16,294        | 14,458        |
| Economic Stability              | 7,081         | 6,153         |
| Empowerment                     | 1,760         | 1,810         |
| Total Program Expenses          | 44,143        | 43,176        |
| Management & General            | 5,535         | 5,303         |
| Fund Raising                    | 1,664         | 1,712         |
| <b>Total Operating Expenses</b> | <b>51,342</b> | <b>50,191</b> |

|                                    |            |              |
|------------------------------------|------------|--------------|
| <b>Operating Surplus (Deficit)</b> | <b>211</b> | <b>(289)</b> |
|------------------------------------|------------|--------------|

## **OTHER CHANGES IN NET ASSETS**

|  |              |                |
|--|--------------|----------------|
| Depreciation & Amortization                  | (600)        | (647)          |
| Net Investment Gains (Losses)                | 4,708        | (4,880)        |
| Change in Pension Liability                  | 2,028        | (4,095)        |
| Change in Market Value of Interest Rate Swap | 1,282        | (1,128)        |
| Other  | 2,551        | 3,050          |
| <b>Non Operating Activity</b>                | <b>9,969</b> | <b>(7,700)</b> |

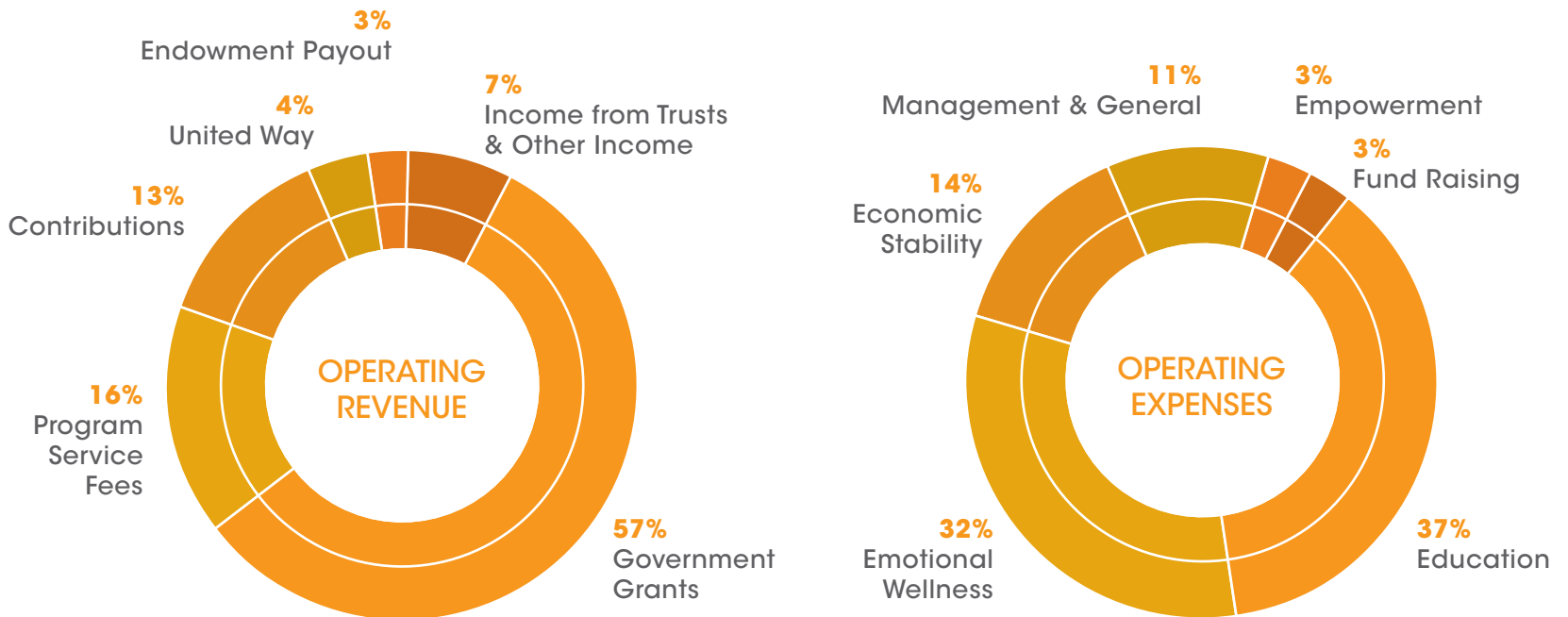
|  |               |                |
|--|---------------|----------------|
| <b>Total Change in Net Assets</b>      | <b>10,180</b> | <b>(7,989)</b> |
| <b>Net Assets at Beginning of Year</b> | <b>47,449</b> | <b>55,437</b>  |
| <b>Net Assets at End of Year</b>       | <b>57,629</b> | <b>47,448</b>  |

|                                     |       |       |
|-------------------------------------|-------|-------|
| Contribution for Goods and Services | 2,537 | 2,937 |
|-------------------------------------|-------|-------|

Years Ended June 30, 2017 and 2016

# BREAKDOWN OF EXPENSES

Financial resources support our mission to provide and mobilize services needed to strengthen families and communities. We're more focused than ever, investing in work that directly empowers individuals and families.



# STATEMENT OF FINANCIAL POSITION

Amounts in 000's

| ASSETS                                  | 2017          | 2016          |
|---|---------------|---------------|
| Cash                                    | 2,856         | 119           |
| Receivables                             | 11,734        | 14,254        |
| Investments                             | 41,547        | 37,975        |
| Interest in trusts                      | 16,564        | 15,427        |
| Property and equipment                  | 17,038        | 17,599        |
| Other                                   | 1,029         | 762           |
| <b>Total Assets</b>                     | <b>90,768</b> | <b>86,136</b> |
| <b>LIABILITIES AND NET ASSETS</b>       |               |               |
| Accounts payable and accruals           | 2,981         | 3,806         |
| Line of credit                          | 4,675         | 6,975         |
| Notes payable                           | 931           | 988           |
| Bonds payable                           | 12,700        | 12,700        |
| Pension liability                       | 7,104         | 9,133         |
| Other                                   | 4,748         | 5,086         |
| <b>Total Liabilities</b>                | <b>33,139</b> | <b>38,688</b> |
| <b>Net Assets</b>                       | <b>57,629</b> | <b>47,448</b> |
| <b>Total Liabilities and Net Assets</b> | <b>90,768</b> | <b>86,136</b> |

## Four-Star Rating



Charity Navigator's highest four-star rating indicates Metropolitan exceeds industry standards and outperforms most charities. Charity Navigator is the nation's largest and most-utilized evaluator of charities.



COMMUNITY CENTER



SATELLITE LOCATION



EVANSTON/  
SKOKIE VALLEY



NORTH



HEADQUARTERS



DUPAGE



MIDWAY

CHICAGO



SOUTHWEST



CALUMET



SOUTHEAST  
CHICAGO



# 72,000+ Mpowered Here

## Headquarters.....13,568 Clients

1 North Dearborn St, Ste 1000  
Chicago, IL 60602  
312-986-4000

The Legal Aid Society  
312-986-4200

Employee Assistance Network  
312-986-4249

## Calumet.....13,821 Clients

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

Serving Beverly, Chatham, Englewood,  
Morgan Park, Mount Greenwood, Pullman,  
Riverdale, Roseland, Washington Heights,  
Washington Park, West Pullman and Woodlawn

## DuPage .....8,968 Clients

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

Serving 33 DuPage County communities

## Evanston/Skokie Valley.....2,396 Clients

5210 Main St, Skokie, IL 60077  
820 Davis St, Ste 218, Evanston, IL 60201  
847-425-7500

Serving Des Plaines, Evanston, Golf,  
Lincolnwood, Morton Grove, Nilis, Skokie

## Midway .....19,949 Clients

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

Serving Brighton Park, Chicago Lawn,  
Clearing, Englewood, Gage Park, New City, West  
Englewood and West Lawn

## North.....3,943 Clients

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

Serving Belmont Cragin, Hermosa, Irving Park  
and Portage Park

## Southeast Chicago.....3,186 Clients

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

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

## Southwest .....6,547 Clients

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

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

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



# CELEBRATING FAMILIES

## 2017 In Review







METROPOLITAN CELEBRATES **M**POWERED FAMILIES AND COMMUNITIES AND THANKS ALL WHOSE SUPPORT MADE THIS YEAR'S SUCCESSES POSSIBLE.





# THE FAMILY TRUST

The Family Trust recognizes those who have made a special designation in their estate plans for Metropolitan Family Services. Thank you for demonstrating your commitment to empowering families.

*"My wife and I are members of the Family Trust to support the generational ability for Metropolitan to continue serving clients that are truly amazing people in very challenging situations. We believe in providing help to families who are both deserving and in great need. Metropolitan delivers the highest quality service due to the most incredible and talented staff which we need to retain and promote.*

**- David Tropp, Member, Family Trust**

*Metropolitan has succeeded for 160 years by evolving and adapting to the needs of our community. Every day it partners with families, working with them to overcome tremendous challenges. The outcome is strong families and healthier communities. Committing to the Family Trust is an investment in the agency's longevity and its crucial work in empowering families."*

## FAMILY TRUST MEMBERS

Anonymous  
 Natalie Anenberg  
 Patricia Ashbrook  
 Robert and Darden Carr  
 Dennis Conroy  
 Jennifer Straub Corrigan & Patrick Corrigan  
 Emily and John Costigan  
 Marie and Craig Duetsch  
 Jan and Jerry Erickson  
 Robert and Anne Faurot  
 Wade and Beverly Fetzer  
 Rhona and Julian Frazin  
 Virginia and Gary Gerst  
 Julie Hall  
 Elizabeth Harrington  
 Jane Holzkamp  
 Jerry James and Kitty Bliss  
 Carol B. Johnson

Richard L. Jones  
 Arthur O. Kane  
 Robb Knuepfer  
 Nancy and Robb Knuepfer, Jr.  
 Marcia and Dave Knuepfer  
 Richard Loewenthal  
 Anne and Ed Lyman  
 Nancy Lynn and Andy Teitelman  
 John and Lisa McClure  
 Martha and Richard Melman  
 Phyllis and Edgar Pears  
 Barbara Petersen  
 Ginger and Stanley Pillman  
 Beth Dovenmuehle Rothermel  
 Patrick J. Schauer  
 Eileen P. Scudder and Russ Zimmermann  
 Alfreda Shapere  
 Laurie and Jim Shults

John Stitzell  
 James E. Thompson  
 Donna and David Tropp

## Establish Future Gifts In Your Estate Plan

To learn more, contact:  
**Barbara West Stone**  
 Chief Development Officer  
 (p) 312-986-4028  
 (e) [westb@metrofamily.org](mailto:westb@metrofamily.org)



metropolitan family services

Campaign to **m**power Families

Over halfway there—join us now to make a difference

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

**DONORS**

**\$1,000,000 and above**

The Duchossois Family Foundation  
Gary and Virginia Gerst, Graham and Christy Gerst  
Robert R. McCormick Foundation  
Richard and Martha Melman  
Barbara Rapp

**\$250,000 to \$999,000**

Anonymous  
Craig and Janet Duchossois  
Tony and Susan Hunter  
Michael and Ashley Joyce

**\$100,000 to \$249,999**

Anonymous  
CBRE/David Tropp  
Chicago Community Trust  
Frank Clark  
John and Emily Costigan  
John and Karen Crotty  
Wade and Beverly Fetzer  
Finnegan Family Foundation  
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Kenneth D. Kopple Trust  
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Northern Trust  
Nuveen Investments  
Peyton and Susan Owen  
Barbara Petersen  
Richard and Linda Price

**\$50,000 to \$99,999**

Maree G. Bullock, in honor of Jimmie R. Alford  
Patrick and Betsy Canning  
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Kristine M. Givens  
Merle Goldblatt Cohen and Seymour Cohen, Lisa Cohen Schenkman and Gary Schenkman  
Kirk and Caroline James  
Kecia and Gray Steelman  
Michael and Lori Vardas

**\$25,000 to \$49,999**

Mr. and Mrs. Erik Barefield  
Robert and Darden Carr  
Michael and Valerie Foradas  
C. Graham and Christy Gerst  
Tom and Karen Howell  
Lindy and Mike Keiser  
Shirley and Bill Koloseike Foundation

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Kathleen and George Rummel  
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Erich and Cobey Struckmeyer  
Dr. Michael Uzer and Leslie M. Smith  
Adrienne Weiss  
Bruce and Beth White

**\$10,000 to \$24,999**

Anonymous  
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Aon  
Marcus Boggs  
Erica Borggren  
Erica Canzona  
CNA  
DNJ Intermodal Services  
Sharon R. D'Alessandro  
Victor Elting III  
Ricardo Estrada and Beatriz Ponce de Leon  
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Albert and Suzanne Friedman  
Steve and Dina Gonzalez  
Wallace Harris, Jr.  
Colleen and Jim Jones  
Jerry and Jayne Krulewitch  
Eugene and Marge Malloy  
Glenn and Gloria Mazade  
Michael and Mary Ellen Mazza  
Allen A. Rodriguez & Olinda L. Lemus & Family  
Gregory L. Ryan and Anne P. Ryan  
Michael J. Silverstein  
Scott and Holly Simmons  
Mike and Mary Ann Skarr  
Barbara and Steven Stone  
Douglas and Virginia West  
Patrick & Sharon Whiteside

**\$5,000 to \$9,999**

BDT  
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Jennifer Comparoni and Matthew Bernstein  
Marcus Cooper  
Dayle Duchossois and Ed Fortino  
Kim Duchossois  
Robert Ellis  
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Tom Hutchinson  
Diana Palomar  
Mr. and Mrs. Mark and Marcie Peterson  
The PrivateBank  
Paul and Robin Pycik  
Audrey and E. Leonard Rubin  
Sophia Ruffolo  
James and Laurie Shults  
Matthew Walch and Sandra Muhlenbeck  
Debbie K. Wright

**\$1,000 to \$4,999**

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Tianne Bataille  
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Tanya and Stephen Davis  
Ryenne and Nathan Dent  
Timothy and Anne Elliott  
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Lloyd A. Fry Foundation  
Jody A. Gauthier  
Jessica Green  
Kyle Harvey  
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Michael C. Kasdin  
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Anna Novoseletsky  
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Michael and Susan Roche  
Cynthia Lowe Rynning  
James and Pam Sharar-Stoppel  
Glyn and Marleen Skerrett  
Douglas Stevens  
John Stitzell  
John R. Storino

**CAMPAIGN CABINET**

**Richard Price**  
*Campaign Co-Chair*  
**Martha Melman**  
*Campaign Co-Chair*  
**Tony Hunter**  
*Campaign Co-Chair*

John Canning  
Patrick Canning  
Merle Goldblatt Cohen  
Craig Duchossois  
Tyrone Fahner  
Gary Gerst  
Kyle Harvey  
Roger Hochschild  
W. Kirk James  
Ashley Duchossois Joyce  
John MacCarthy  
Glenn Mazade  
Peyton H. (Chip) Owen, Jr.  
Diana Palomar  
Virginia Johnson Pillman  
Barbara Rapp  
Audrey Rubin  
Eileen Scudder  
Michael Skarr  
Leslie Smith  
Byron O. Spruell  
Kecia Steelman  
Doug Stevens  
Michael Vardas, Jr.  
Frederick Waddell

To learn more, contact Corinne Henry, Campaign Manager, at 312-986-4239 or henryc@metrofamily.org.

All pledges listed are those made prior to September 8, 2017.



# THANK YOU!

Every year, hundreds of generous contributors provide resources that enable us to support families and transform communities. We thank every investor for being a part of our Metropolitan community. Together we **m**power.

## Foundation, Organization, and Corporate Donors

### \$1,000,000 and above

The Chicago Community Trust

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

Blue Cross Blue Shield of Illinois  
Chicago Tribune Charities  
Crown Family Philanthropies  
DuPage Foundation  
Finnegan Family Foundation  
Illinois Children's Healthcare Foundation  
Kirkland & Ellis Foundation  
Lawyers Trust Fund of Illinois  
Local Initiatives Support Corporation  
Robert R. McCormick Foundation  
The Northern Trust Charitable Trust  
PNC Foundation  
Polk Bros. Foundation  
United Way of Metropolitan Chicago Impact Fund

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Julius Frankel Foundation  
Nathan and Emily S. Blum Fund  
Reade Industrial Fund  
Sidley Austin Foundation  
Stradley Ronon Stevens & Young, LLP  
Zurich American Insurance Co.

### \$25,000 to \$49,999

Bank of America  
BMO Harris Bank  
The Chicago Bar Foundation  
Comcast Cable  
ComEd, An Exelon Company  
Jenner & Block LLP  
Lyon Family Foundation  
Mayer Brown LLP  
Michael Reese Health Trust  
Shirley and Bill Koloseike Foundation  
US Bank  
Winston & Strawn LLP

### \$10,000 to \$24,999

Abbott Laboratories  
Aileen S. Andrew Foundation  
AllianceBernstein  
Aon Foundation  
Baker & McKenzie LLP  
Bryan Cave LLP  
Caring & Daring Lollapalooza  
Chicago White Sox Charities  
Chubb Global Corporate Giving  
CNA Insurance Companies  
Colonel Stanley R. McNeil Foundation  
Conagra Brands  
Cubs Charities  
Deloitte LLP  
D&M Plastics  
Discover Financial Services  
DNJ Intermodal Services  
Fidelity Clearing and Custody Solutions  
Greenberg Traurig LLP  
Herman B. Lustigman Charitable Foundation

Hub International Limited  
Illinois Equal Justice Foundation  
Illinois Tool Works, Inc.  
IRI Worldwide  
Kirkpatrick Family Charitable Foundation Trust  
KPMG LLP  
Latham & Watkins LLP  
McDermott Will & Emery  
Nicor Gas  
Northwestern Memorial Foundation  
Paul Hastings LLP  
Prince Charitable Trusts  
Ravenswood Healthcare Foundation  
Siragusa Foundation  
Skadden, Arps, Slate, Meagher & Flom LLP  
The Duchossois Family Foundation  
The Field Foundation of Illinois, Inc.  
The Northern Trust  
The Pierce Family Charitable Foundation  
ULTA Beauty  
Verizon Wireless  
W.P. & H.B. White Foundation  
Wheaton Family Service League

### \$5,000 to \$9,999

ABC 7 Chicago  
B.T. Rocca, Jr. Foundation  
Brinks Gilson & Lione  
Burke, Warren, MacKay & Serritella, P.C.  
C.J. Erickson Plumbing Co.  
Chapman and Cutler LLP  
Charles River Associates  
Crowe Horwath LLP  
Eimer Stahl LLP

Fifth Third Bank  
First Bank & Trust - Evanston  
Henrietta Lange Burk Fund  
Henry Crown and Company  
Ice Miller LLP  
Ironshore Management Inc.  
Jack And Jill Foundation  
Jay Johnson Charitable Trust  
Max Goldenberg Foundation  
May River Capital  
MB Charitable Foundation  
Mesirow Financial  
Navigant Consulting, Inc.  
Navigators Management LLC  
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Nuveen Investments, Inc.  
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PNC Bank  
Proskauer Rose LLP  
Pullman Bank & Trust  
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University of Illinois Hospital & Health Sciences System  
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Village Treasure House  
W.W. Grainger, Inc.  
West Suburban Bank  
Wheaton Bank & Trust Co.  
Worldwide Facilities

**\$2,500 to \$4,999**

Adams Street Partners  
 Advocate Children's Hospital  
 Alliant/Mesirow Insurance Services  
 Axiom RMS  
 Bartlit, Beck, Herman, Palenchar & Scott  
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 CRC Swett  
 Ditch Witch Midwest  
 Dr. Pepper Snapple Group  
 Drinker Biddle & Reath LLP  
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 SCR Medical Transportation, Inc.  
 Star Detective & Security Agency, Inc.  
 Steptoe & Johnson LLP  
 The Private Bank and Trust Company  
 The Rhoades Foundation  
 Walmart  
 Wintrust Bank

**\$1,000 to \$2,499**

Addison School District 4  
 Alsdorf Foundation  
 Ariel Investments, LLC  
 Bensenville Elementary School District 2  
 Berkeley Research Group  
 BKD Foundation  
 CTC Trading Group, L.L.C.  
 Edwards-Elmhurst Memorial Hospital  
 Ellwood Associates  
 EN Engineering, LLC  
 Ernst & Young LLP  
 Fisher Kanaris, P.C.  
 FlexPrint, Inc.  
 Glen Ellyn Family Service League  
 Glenbard West High School  
 Golden Family Foundation  
 Goldman, Sachs and Co.  
 Groebner & Associates, Inc.  
 Haben Funeral Home & Crematory  
 Hinshaw & Culbertson LLP  
 Inland Bank and Trust  
 Klang Battery Technologies  
 Marquette Bank  
 McShane Family Foundation  
 Neighborhood Loans  
 Palos Park Presbyterian Community Church  
 PUSH Wellness Solutions, Inc.  
 QBE  
 Race Roster USA Inc.  
 Robinwood Consulting  
 Roger and Susan Stone Family Foundation  
 Rothman Law Group  
 The Hartford  
 The McCarville Family Fund  
 The Reichert Foundation

Village of Skokie  
 West Monroe Partners  
 William Blair & Company  
 William Blair & Company Foundation  
 Wilmette Auto Body Collision Center, Inc.

**\$500 to \$999**

Akerman LLP  
 Akers Packaging Service Group  
 Antek Madison Plastics USA, Ltd.  
 BookKeeping Express  
 Bright Funds Foundation  
 Civiq Smartscares  
 Costa Ivone, LLC.  
 Duane Morris LLP  
 Duffner & Company P.C.  
 Edwards Fashions Unlimited  
 Egg Harbor Cafe  
 EXL Service  
 Fennell Electric, Inc.  
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A sampling of our

# mPACT IN NUMBERS

## EMOTIONAL WELLNESS

### ADOPTION PRESERVATION

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

**302 CHILDREN & 944 FAMILY MEMBERS**

**100%** of families kept in their adoptive homes

**SCHOOL-BASED COUNSELING** **172 STUDENTS** FROM 5 DIFFERENT SCHOOLS

**88%** of students experienced improvements in their emotional symptoms and 78% sustained improvements in overall difficulties



## EMPOWERMENT

### VICTIM LEGAL ASSISTANCE NETWORK

Provides wrap-around legal and social services for crime victims

**298** clients served from

**46** Chicago communities and 33 suburbs

**2531** hours of direct service provided

Collaborated with

**2** partner legal service agencies

## LEGAL AID SOCIETY

- **6,600+** hours donated by volunteers, law students and pro bono attorneys, valued at \$1,237,611
- **\$58,000** secured in financial awards for housing and consumer clients
- **\$419,000+** secured in child support
- **\$820,000+** secured in financial awards for domestic violence clients

**12,653 CLIENTS SERVED**

## EDUCATION

### UPWARD BOUND

Prepares first-generation college students for success

**10** graduating seniors accepted into college

**\$743,508** in scholarships

### EARLY CHILDHOOD EDUCATION

were served within the Early Head Start and Head Start services

**1087 CHILDREN**

**81%** met or exceeded national standards

## COMMUNITY SCHOOLS

**7975 STUDENTS** FROM **26 SCHOOLS** AND **45 ZIP CODES**

Teachers report that

**76%** of students needing to improve academic performance showed improvements

**74%** of students needing to improve homework completion showed improvements

**74%** of those students needing to improve class participation showed improvements

**71%** of students needing to turn homework in on time showed improvements

After participating in the program, 97% of parents report their child learned new knowledge or skills. 84% of students learned to work better as a team with other students. 98% of parents would recommend Community Schools to other parents



## ECONOMIC STABILITY

**84%** of 544 clients gained skills and/or education, job or career credentials

**77%** of 497 clients completed job readiness training

**74%** of 462 clients increased their monthly net income

**59%** of 370 clients increased their credit score

## YOUNG FATHERS

Helps clients establish a solid financial foundation and become stronger dads

**100%** achieved financial literacy  
**81%** improved job quality



# TIMELINE

Since 1857, Metropolitan Family Services has empowered families to learn, to earn, to heal and to thrive. Founded as the Chicago Relief and Aid Society, our organization has helped families get through the devastating hardships of poverty, world wars, epidemics and natural disasters.

Throughout our long history we have reached out to help the young and old, unemployed and working poor, long-

time citizens and new immigrants and those challenged by changing economics, troubled relationships, inadequate education and mental health issues. We've supported them with financial aid, counseling, education and legal services. But most of all, we have bolstered the strength that lies within each person, provided hope for a brighter future and helped individuals and families reclaim their dignity and purpose.



**1857** The Chicago Relief and Aid Society is incorporated by the Illinois state legislature.

**1871** 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.

**1912** The U.S. Children's Bureau is signed into law, spurred by leading advocates and United Charities Board Members Jane Addams and Julia Lathrop. Lathrop would become leader of the Bureau, the first woman to head a federal agency.

**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 known as 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.

**1966** United Charities expands its services and opens its first suburban office in Palos Hills to serve Southwest Cook County.

**1985** A new office is established on Chicago's Southeast Side to serve the community that was severely affected by the closing of local steel mills.

**1987** United Charities furthers its expansion in the suburbs, acquiring the DuPage Center.

**1995** United Charities Changes its name to Metropolitan Family Services to better reflect the work and scope of the broad community it serves.

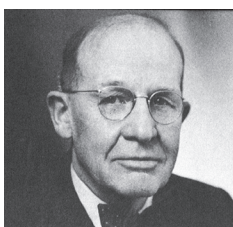
**2006** Metropolitan moves to its current headquarters at One North Dearborn in Chicago and continues to serve more than 50,000 individuals and families annually.

**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.

**2012** Metropolitan is awarded the contract for Head Start in DuPage County, acquires the court advocacy program, and is named United Way agency partner of the year.

**2014** Metropolitan launches the *Campaign to Mpower Families*, a \$25 million initiative to reach more families and strengthen communities with better services and an even stronger organization.

**2017** Metropolitan celebrates 160 years of Mpowering families.



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

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

**m**powered for life



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**m**etropolitan family services™

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families **m**powered