



metropolitan family services

METROPOLITAN FAMILY
SERVICES POWERS 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 MPOWERS FAMILIES
TO REACH THEIR GREATEST
POTENTIAL AND POSITIVELY
IMPACT THEIR COMMUNITIES.



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.



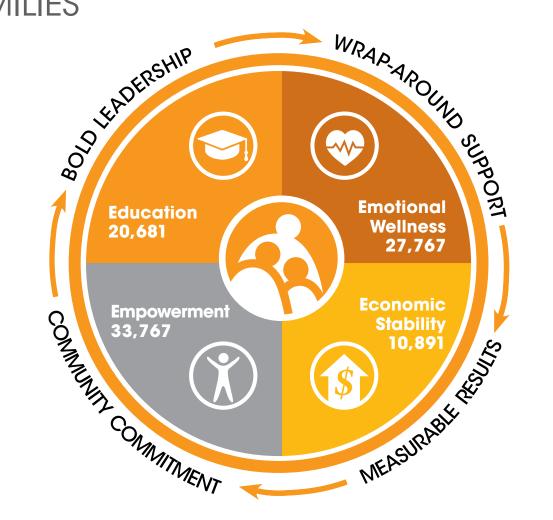
ECONOMIC STABILITY

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.



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.

Chicago, Cook County and DuPage County were bombarded by challenges last year. Because we all work, live and care about our communities, we expanded our efforts to improve the safety of our homes and neighborhoods, increase access to mental health services, provide high-quality early childhood education, and deliver lifechanging legal services. These challenges require solutions, and solutions demand leadership.

What is leadership? It is the quality that inspires us to step up and make positive change. It looks beyond problems, sees opportunities, and pursues them. Leadership never quits; it fights to win. At Metropolitan, we believe that leading and serving are one and the same. We know from experience that serving empowers those we serve and makes our communities stronger.

This year, we celebrate leadership at every level that enables us to empower 93,106 clients and their communities every day. We are honored to share the following examples:

- Our Calumet Center leadership program, developed by Metropolitan Board Member Kirk James and Calumet Executive Director Audrena Spence. Staff teams developed models to maximize staff morale and ways to better leverage multi-site resources to meet client needs. We are now working to implement these models agency-wide.
- Family Shelter Service (FSS), the sole shelter/ service provider for domestic violence survivors in DuPage County, merged with Metropolitan, through the leadership of Metropolitan COO Theresa Nihill and Senior Director of Strategy and Innovation Judie Caribeaux. Their visionary approach to serving the increasingly complex needs of domestic violence survivors has enabled FSS and Metropolitan to combine our strengths to serve clients with a full continuum of services.
- Communities Partnering 4 Peace (CP4P), the Metropolitan-convened, anti-gun violence initiative now in its third year. Last fiscal year, two cohorts graduated from our Metropolitan Peace Academy; we now have a total of 70 graduates since the launch. Four hundred and seventy eight "Light in the Night" community events were held, attracting more than 69,526 attendees. Our network of street outreach agencies continues to grow. And in a city known for divisions, CP4P is helping to break down barriers, and in the words of one of our lead partners, demonstrate "the beauty of collaboration."
- The Campaign to Mpower Families, which through the leadership of the Campaign Cabinet, including Co-Chairs Tony Hunter, John MacCarthy, Martha Melman and Richard Price, with our Board and more than 300 investors, has exceeded the original \$25 million goal. Together we're raising an additional \$5 million to meet the urgent community priorities and demand for our empowering services.

These initiatives contributed to the growth of our operational budget, which is now \$82 million, up from \$64 million in FY18. Visionary leadership is expanding our reach.

We do not take these accomplishments for granted. Great leadership is intentional, and it must be cultivated constantly. We thank you for your invaluable support, as it enables Metropolitan Family Services to create an environment where leadership is modeled, encouraged and empowered. Working with clients, partners, communities and friends/supporters, we will continue to expand our services and provide the maximum impact to mpower families and their communities.

Michael O Nowlos - Unales Later &

Michael A. Vardas **Board Chair**

Ric Estrada President & CEO



2019 ANNUAL REPORT



STAFF: VANESSA SCHWARTZ, SOUTHEAST CHICAGO

"My heart has always been in South Chicago."

- VANESSA SCHWARTZ, Executive Director, Metropolitan Family Services Southeast Chicago



The landscape has changed in South Chicago amidst local disinvestment. But the area is currently being developed and revitalized as residents and organizations fight for their neighborhood. One of those residents is Vanessa, and she's just getting started. "[Disinvestment] is going to leave a lot of open land in the community," Vanessa points out. "What are we going to do with it? We're going to give back to the community."





LEADERSHIP IN ACTION¥

- Working with community organizations:
 "We definitely need to know one another to make referrals. What a place looks like, feels like. Really be integrated. It's the most gratifying to me, to work in conjunction with other organizations to see positive things for our youth and our community."
- Expanding out-of-school time programming:
 "My biggest passion is around providing afterschool
 and Community Schools services. There aren't a lot
 of meaningful programs for kids, and parents won't
 be able to continue working if their kids aren't in a
 safe space after school."
- Addressing the "desert for behavioral health" through partnerships and integrations: "We have a lot of people come through the door with multiple needs, and we need to have direct service staff aware of what's available in the community."

Metropolitan employees are Mpowered! Meet our Employee Recognition Award Winners online: mfsannualreport.org/staff-leaders



BOARD: KIRK JAMES, MPOWERED LEADERSHIP ACADEMY

"What was so gratifying was how good they were about being respectful of each other, and they felt really good about themselves. It's great when you can maximize performance and let people shine."

— W. KIRK JAMES, Metropolitan Family Services Board of Directors

Kirk James, after 16 years as a board member, hoped to find a new way to contribute to Metropolitan by meaningfully sharing his time and strategic knowledge. A discussion with CEO Ric Estrada led to the Mpowered Leadership Academy, which graduated its inaugural class of eight leaders at Metropolitan Calumet based on a program curriculum developed by Kirk and Metropolitan Calumet Executive Director Audrena Spence.



Read about the Mpowered Leadership Academy from its graduates: mfsannualreport.org/board-leaders

LEADERSHIP IN ACTION¥

- "I was able to leverage my experience and knowledge, roll up my sleeves and do the work with Audrena." Kirk developed a strategic plan, and supported Audrena in building a framework for the program. Singing Audrena's praises as an engaged leader, he says "my function was to give her as many good ideas as I could."
- "It was great to come together and work in teams because it gave them a broader lens on what Metropolitan does." Meeting with the groups regularly, Kirk watched a collaborative environment emerge. "It opened up their minds to a different way of thinking about things, to think more strategically. We taught them how to talk through ideas, energized them around their work."



BOARD: KATY MALEK, M-LAB

"I don't want to remain on the sidelines any longer, but wish to be engaged in the community actively making a difference."

— KATY MALEK, Metropolitan & Legal Aid Associate Board

Katy Malek, a member of the Metropolitan & Legal Aid Associate Board (M-LAB), joined the board looking for a "hyper-local" way to plug further into her community.

LEADERSHIP IN ACTION¥

- "We recently revised our charter and are excited about the new structure we have as an organization. We need more members to jump in with initiative to start our big ideas strong!" Katy drew on her experience working at West Monroe Partners, a consulting firm, to guide the recent rebranding of M-LAB.
- "Every single time someone 'on the ground' talks about their daily job, the passion shines through." Hearing staff present on their work at board meetings, Katy says, encourages and energizes the board.





CLIENTS: SHADELLE & PRENTISS

"It's that support system at that critical point in your life. It's constant support to do your best and stay away from negative forces."

- SHADELLE, alum of Community Schools & Upward Bound at Metropolitan Calumet

Shadelle and Prentiss, classmates at Harlan High School, encouraged each other through Metropolitan Calumet's Community Schools and Upward Bound programs. Now, they've graduated from the University of Arkansas Pine Bluff with Industrial Engineering degrees, and work with leading global security firm Northrop Grumman.



LEADERSHIP IN ACTION¥

- "They didn't just help each other with one thing, they continued to support each other." Prentiss and Shadelle inspired Audrena Spence, Executive Director of Metropolitan Calumet, by inspiring each other. "If I influenced Shadelle to go to UAPB, he influenced me to do engineering," Prentiss says.
- Prentiss on rock climbing with Community Schools: "It was a brand new experience, and I tried it. That really just solidified the versatility in what the program offers. It's more than academic-based because that's how life is."
- Shadelle on Upward Bound: "I would have been living day by day with no plan, and that's no way to become successful. If not for the program, I wouldn't be where I am now."



Our extended feature on Shadelle & Prentiss
mfsannualreport.org/client-leaders

CLIENTS: LAVETTE

"We are learning and using the tools Ms. Julia taught us. I saw our family changing for the better. I saw growth! I began to hope, wish, want and dream."

- LAVETTE, client of the Adoption Support and Preservation program at Metropolitan DuPage



Lavette and her husband, Dwayne, had encountered years of challenges in finding the services both their children needed – until she met her Metropolitan clinician, Julia Sobaski. "Ms. Julia created a space of trust with us," Lavette shares. "We felt safe to bare our soul and that we did. Each session allowed us to see that we all needed counseling in order for this to work."

LEADERSHIP IN ACTION¥

- "Their willingness to fully participate in family sessions and their trust in me from the start set such a strong example for Devin and Tamia that it was okay to participate and it was okay to trust me." Julia praises Lavette and Dwayne's commitment. "We are able to talk more openly about each child's adoption journey, filling in a lot of blanks that were causing them stress and anxiety."
- "Lavette grew as an advocate for Devin's needs," Julia says, and she sought additional training and information on her own. "She participates in the parent support groups and the group facilitator says she is a valued member of the group." Lavette shares that the time she spent on finding services for Devin and Tamia led her to become a social worker.

COMMUNITY

"We are here to help be a supportive resource, increase accessibility for people, and break barriers to services."

- RUAA JABER, Program Supervisor, the Living Room at Metropolitan Southwest

▶ LEADERSHIP IN ACTION¥

 "The Living Room is a unique program and relatively a new concept for many people; it is essential that we develop and build relationships with community partners in order to educate other providers and community members and deliver this resource effectively."

Program Supervisor Ruaa Jaber works with local police departments, hospitals and emergency departments, community colleges, libraries, and other community centers and social services agencies. "The objective is that the more people we reach and educate, the more proactive we are in addressing community needs and preventing the escalation of symptoms and problems," she says.

LIVING ROOM

A safe, confidential and non-judgmental environment for individuals experiencing a mental health crisis

of clients remained stable in the community after participating, avoiding psychiatric hospitalization



"They give you the opportunity to put a suit on, to dress up and get a decent haircut, get a job... all you gotta do is keep that job. It gives them an opportunity to really be something."

— SUNNI POWELL, Powell's Barber Shop, Gerst Family Young Fathers Program partner



As a business owner in Englewood, Sunni Powell understands the impact a program like Metropolitan's Gerst Family Young Fathers Program can make. As a barber, he understands the way a haircut helps our dads present their best selves to the world as they work to find employment.

LEADERSHIP IN ACTION¥

 "A lot of people do a lot of posturing. [Young Fathers] is the only program that actually offers what these kids need." The follow through inherent in the partnership attracted Sunni to the program.



until I was one. Being a father is something extremely important to me, and it's the reason why I chose this program of all the programs that Metropolitan has to support."

- Gary Gerst







"Having this business, I can employ other black men, beautify the neighborhood, be an example of what a good man is." – more from Sunni at mfsannualreport.org/community-leaders



"Our support for Chicago Police is just as important as their support for us. Collaboration is key in building strong, empowered communities."

— QUINCY ROSEBOROUGH, Community Development Coordinator, Metropolitan Calumet





LEADERSHIP IN ACTION¥

- Police Appreciation Day: Chicago Police Department's 5th District experienced the loss of several officers by suicide in the line of duty this year. As a proud partner, Metropolitan Calumet collaborated with Chicago CRED to show their support.
- Child Abuse Prevention Month:
 Metropolitan Calumet and Altgeld Gardens
 site staff collaborated with CPD's 5th District
 for a series of events and activities to
 engage the community.





Communities Partnering 4 Peace (CP4P), convened by Metropolitan Family Services, is a partnership of leading outreach organizations working to impact Chicago communities most affected by gun violence. This marks the first time that such efforts have been locally implemented on such a broad level.

> Jorge Matos created his own education. He formalized his own lived experiences - through incarceration, then building a career in violence prevention - into a degree through Northeastern University, and now he's empowering others to do the same.

LEADERSHIP IN ACTION¥

- "If we're not in the room, we can't complain later when there's decisions being made that affect our communities and affect us, because we're not stepping up to the plate, trying to grow into these positions so we can help make decisions," says Jorge of the importance of his formal education. "I'm in a room with Executive Directors that don't have the experience I've been through. [My degree] created a space for me; I'm able to be in those rooms and help balance the conversation."
- "I have to step up and do it first," Jorge explains. "I'm willing to go through these 18 weeks [at the Metropolitan Peace Academy], show them that I did all this, and used this to benefit me for school."

"I was willing to expose myself to learn."

- JORGE MATOS, Director of Safe Streets at CP4P partner organization Alliance of Local Service Organizations (ALSO)



"You can't get into certain rooms without that piece of paper," Jorge says.

The Metropolitan Peace Academy, with its emphasis on professionalizing the field of street outreach, has helped Jorge start some of those conversations

about education with other outreach workers, who are often reticent to expose themselves. "When you come at them with a conversation, 'maybe you should try to go back to school," he says, "they're not so afraid because they've touched on it with the Peace Academy."



"It's about building people," says Vanessa DeReef, Director of Training of the Metropolitan Peace Academy. "I want you to learn something about yourself."

•••••

Learning is at the heart of the Metropolitan Peace Academy, where Vanessa helps build her cohort members, both as street outreach workers and as future facilitators. "Because we establish community, it's a safe space to ask and critique," Vanessa says, and that's how the Peace Academy builds its extensive and consistently evolving curriculum - by learning from each cohort.

Take Nicole Vaughn, founder of We R Englewood and a graduate from Cohort Three, who will now help facilitate Cohort Four. "[Nicole] has her own organization, so she was already doing the work," Vanessa says, "so you have that type of expertise in the room, then you have others who are very new to the work. So can you imagine the type of collaboration and sharing within that community?"



"We can really save people, we can really save kids, we can really restore community in our communities if we empower [street outreach workers]."

VANESSA DEREEF, Director of Training, Metropolitan Peace Academy

LEADERSHIP IN ACTION¥

- "Imagine if it was just me and Dr. Harden [who co-wrote the curriculum] at the table and we're trying to come up with what's next for the Academy," Vanessa says, of the importance of involving cohort members in developing the Peace Academy. "We'd miss all those diverse perspectives."
- "To me it was natural to climb up. By being on the forefront of this work, I want a voice in how this work should go." Rodney Phillips, a graduate from Cohort One and a facilitator for Cohort Two, now shapes the cohorts' experiences as Cohort Manager for the Peace Academy "Being a facilitator, you have to build confidence, and that's what [Vanessa] has done with me," he says. "How do you build a person's confidence? You keep encouraging them and keep throwing them out there."
- "I want to lead a session on restorative justice." Nicole especially responded to the restorative justice session as a member of Cohort Three, but as a facilitator for Cohort Four, she plans to build on what she learned. "Let's see it in action, or even contribute," Nicole says. "It's not just the meaning of it, but how can we use it? How can we come up with something creative, so that people can think, 'Oh, I didn't see it that way.'"



Our extended conversation with Vanessa, Rodney and Nicole is online: mfsannualreport.org/violence-preventior

"We're stronger together."

 CHRISTINE ESCALERA, Outreach Worker at CP4P partner ALSO (Alliance of Local Service Organizations)

Christine Escalera, a member of the Metropolitan Peace Academy's Cohort Two, shares the importance of building relationships with outreach staff at organizations across the city:

"We're all doing the same type of work, right? We're trying to stop the violence, trying to stop the shootings. So, if my organization has these ideas, we need to share them with [other locations], and vice versa. There's no reason that my team should be selfish and not share the wealth, if we all have the same mission."



Reclaiming safe spaces in CP4P neighborhoods with positive activities through community events

ATTENDEES



M | 12



metropolitan family services

D U P A G E

Healing from Domestic Abuse

"Being authentic is important," says Judie Caribeaux, in parlaying her previous experience in her new role. Judie now supports Metropolitan's Behavioral Health, Workforce Development, Domestic Violence, and Early Learning programming, by bringing strategic and innovative models and tactics to these areas, and will work to engage their staff in an open dialogue.

Our identity as an organization will lie in our shared values and our consistency across the agency, Judie says. Strategically growing our service delivery will lie in our ability to creatively adapt our values; "the uniqueness of each community and family is important to preserve."

"We need to walk the talk. How are we going to live what we say we're going to live?"

 JUDIE CARIBEAUX, Senior Director of Strategy and Innovation, Metropolitan Family Services

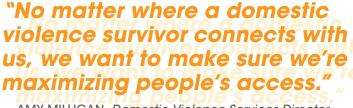
LEADERSHIP IN ACTION¥

- "How can we support the whole family?"
 How can we find them a new normal?"
 Judie's efforts position Metropolitan to offer stronger care coordination for our families. "Instead of referring people to other services," she says, "let's bring a team of specialists to them."
- "If we expect it of our clients, we have to be willing to do it ourselves." Judie sees parallels between client and staff perspectives as central to our work: understanding clients' experiences to inform our services, developing trust, and creating safe spaces to have the difficult conversations often required to move forward meaningfully.



What does empowerment mean to you?

"I don't think we empower other people, that's the struggle - being able to recognize the power and value we have. Our value, our ability to have impact on others, is our power to own, and we need to embrace that, encouraging people to own their own experience, their own power, the fear that comes with it. We can't do it for them, but we can create that environment."



 AMY MILLIGAN, Domestic Violence Services Director, Metropolitan Family Services

Amy Milligan worked with nearly every program at Family Shelter Service. She says it set her up well for her role in supporting domestic violence (DV) services at Metropolitan, in which she'll develop and grow domestic violence programs and help staff across the agency find creative ways to work together.

"I'm trying not to come in with a lot of preconceived notions," Amy says, preferring to listen and learn. In communicating openly, she'll work toward consistency across our domestic violence programs and further integrate our domestic violence services into other programming across the agency.

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"CONSTANT BARRIERS":

It takes four hours to travel via public transportation from the FSS of MFSD shelter to the Domestic Violence Court in DuPage. Four hours one way, plus considerations like spending money on transit, securing childcare, or taking time off work. "It's easy to lose track of how difficult it is," says Amy. "We have to work at least as hard as they are."



LEADERSHIP IN ACTION¥

- "It's an interesting opportunity to provide a wide range of services that are accessible, excellent and responsive." Amy continues to encounter nuances "sometimes complementary, sometimes challenging" across Metropolitan's domestic violence offerings, and she aims to encourage each location's strengths, doing so by "working from the same set of values."
- "It's constant, constant, constant barriers [for survivors]. We can
 make it better, easier to navigate the systems that are supposed to
 be helping them." That's why it's critical for staff to consider the journey
 of their clients, she shares. This means removing barriers. "It's a constant
 process of what else could we be doing to increase accessibility."









"The message volunteering sends is really important. It's a spark of hope."

— JUDIE CARIBEAUX

A NEW PLAYGROUND: With support from Discover, Kaboom!, and the DuPage community, FSS of MFSD builds a playground for its shelter space.

LEADERSHIP IN ACTION¥

• "There's nothing like sweating together for a good cause," said Roger Hochschild, who sits on Metropolitan's Board of Directors. His commitment made an impact far beyond the mulch he shoveled: "It's so empowering for clients who may feel alone to see these engaged leaders showing their hands-on support," says Rita Lopez Brosnan, Executive Director of Metropolitan DuPage. "It sends a message: all these organizations, all these people, value me." With Metropolitan CEO Ric Estrada and Discover CEO Roger Hochschild on mulch duty, a group of more than 200 community volunteers spent a day at FSS of MFSD's shelter building a playground. A space for healing through play, the playground will enable counselors to interact with their young clients in an environment full of slides and swings, where kids feel safer in opening up and feeling like kids again.

"This is a great example of what can happen when a community comes together, where it's a big financial institution like Discover, a national nonprofit like KaBoom!, paired with a local community here in DuPage like Family Shelter Service and Metropolitan. It makes for a beautiful day."

- Metropolitan CEO Ric Estrada

See how the playground came together! More photos and videos: mfsannualreport.org/domestic-violence

LEGAL AID SOCIETY YEARS

The elder population is growing across the country. Elder financial exploitation happens more than ever; and it's often by family or caregivers who have access to bank accounts, making it difficult to prosecute.

The Elder Justice Initiative, created through Department of Justice funding for innovative collaborations to address this issue, brings LAS together with Metropolitan's Adult Protective Services (APS) program and several community partner banks to identify elder abuse - financial, emotional and physical - and provide holistic services for victims.



"Being able to work with people who are committed to the cause is something I enjoy."

MATTHEW WALCH, Development Committee
 Chair, Legal Aid Society Board of Directors



LEADERSHIP IN ACTION¥

- "Miguel [Keberlein, LAS Executive Director] has done a great job of engaging the board in understanding better." For Matt, experiences like a board site visit to the Domestic Violence Courthouse help illustrate the importance of LAS's services. The visit brought to mind a past client: "I remember how helpless she felt," he says. "I helped her and her children get into a safe, secure situation, and she might not have otherwise been able to do that."
- "It's really important to have young lawyers supporting this
 organization." A Commercial Litigation Partner at Latham & Watkins,
 Matt engaged his employer as a sponsor and host for the Metropolitan
 & Legal Aid Associate Board (M-LAB)'s Wine Mixer fundraiser.

We're sharing more online on how the Elder Help Desk and Elder Justice Initiative began: mfsannualreport.org/legal-aid

"We've seen our relationships get stronger."

 LEGAL AID SOCIETY'S ELDER JUSTICE INITIATIVE partners with Metropolitan's Adult Protective Services team

LEADERSHIP IN ACTION¥

- "The initiative recognizes the need for a lot of different types of help." Partners learn from each other to further integrate legal, financial and social services. "We all have expertise, the different professionals at the table," says Maureen McGinnis, LAS Staff Attorney. "The project puts the people who can help in the room."
- "It helped that we already had that relationship.
 Now, we have a more comprehensive plan of
 attack." Maureen and LAS Staff Attorney Mark
 Alanson meet regularly with the APS team: "There's a
 natural flow of discussion and resources," says APS
 Program Supervisor Osvaldo Caballero.





"They're smart people who want to be engaged in using their law licenses."

LAS's ELDER HELP DESK engages volunteer attorneys to help provide legal services

"It's completely unpredictable," says Pro Bono Coordinator Dana Harbaugh on the types of cases she sees at LAS's Elder Help Desk at the Circuit Court of Cook County's Elder Justice Center, which she staffs alongside volunteer attorneys to help with drafting of simple legal documents and to provide legal advice and referrals for clients 60 years or older.

LEADERSHIP IN ACTION¥

- "It's a great feeling, to help ease people's anxiety." Volunteer Glen Kanwit says learning new areas of law and engaging with a community in need of help appealed to him, as did working with clients to learn how to handle their obstacles.
- "The Help Desk is built to be serviced by volunteer attorneys." Dana shares that the Desk is an ideal fit for retired attorneys and corporate legal departments like LAS partner Aon looking to engage their attorneys in probono service.



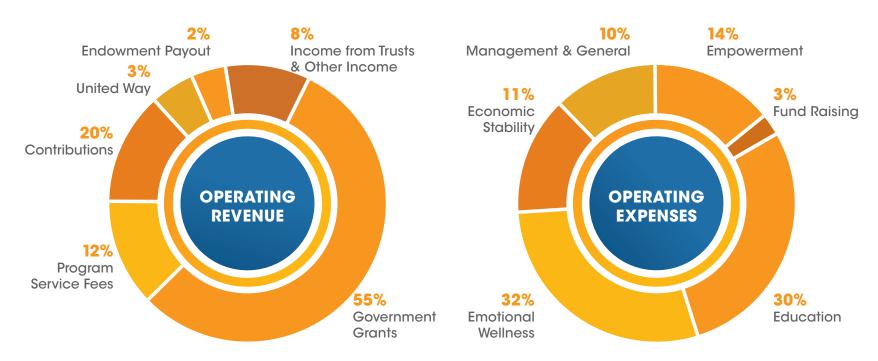


STATEMENT OF ACTIVITIES

Amounts in 000's

OPERATING REVENUE	2019	2018	
Government Grants	40,558	35,046	
Program Service Fees	9,130	9,054	
Contributions	14,560	10,090	
United Way	2,023	1,795	
Endowment Payout	1,549	1,333	
Income from Trusts & Other Income	6,022	6,485	
Total Operating Revenue	73,842	63,803	
OPERATING EXPENSES			
Program Expenses			
Education	23,533	19,391	
Emotional Wellness	22,485	18,966	
Economic Stability	10,058	8,621	
Empowerment	8,016	7,974	
Total Program Expenses	64,092	54,952	
Management & General	7,563	6,958	
Fund Raising	2,347	2,171	
Total Operating Expenses	74,002	64,081	
Total Operating Expenses Operating Surplus (Deficit)	74,002 (160)	64,081 (278)	
Operating Surplus (Deficit)			
Operating Surplus (Deficit) OTHER CHANGES IN NET ASSETS	(160)	(278)	
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BREAKDOWN OF EXPENSES



ASSETS	2019	2018
Cash	2,581	154
Receivables	12,684	14,126
Investments	42,901	42,679
Interest in trusts	17,022	16,915
Property and equipment	21,119	16,542
Other	1,811	1,516
Total Assets	98,118	91,932
LIABILITIES AND NET ASSETS	2019	2018
Accounts payable and accruals	5,111	5,838
Line of credit	3,376	3,646
Notes payable	1,194	873
Bonds payable	12,700	12,700
Pension liability	6,794	5,741
Other	4,441	3,482
Total Liabilities	33,616	32,280
Net Assets	64,502	59,652
Total Liabilities and Net Assets	98,118	91,932



93,106 LIVES powerea!



Headquarters 14,402 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 12,292 Clients

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

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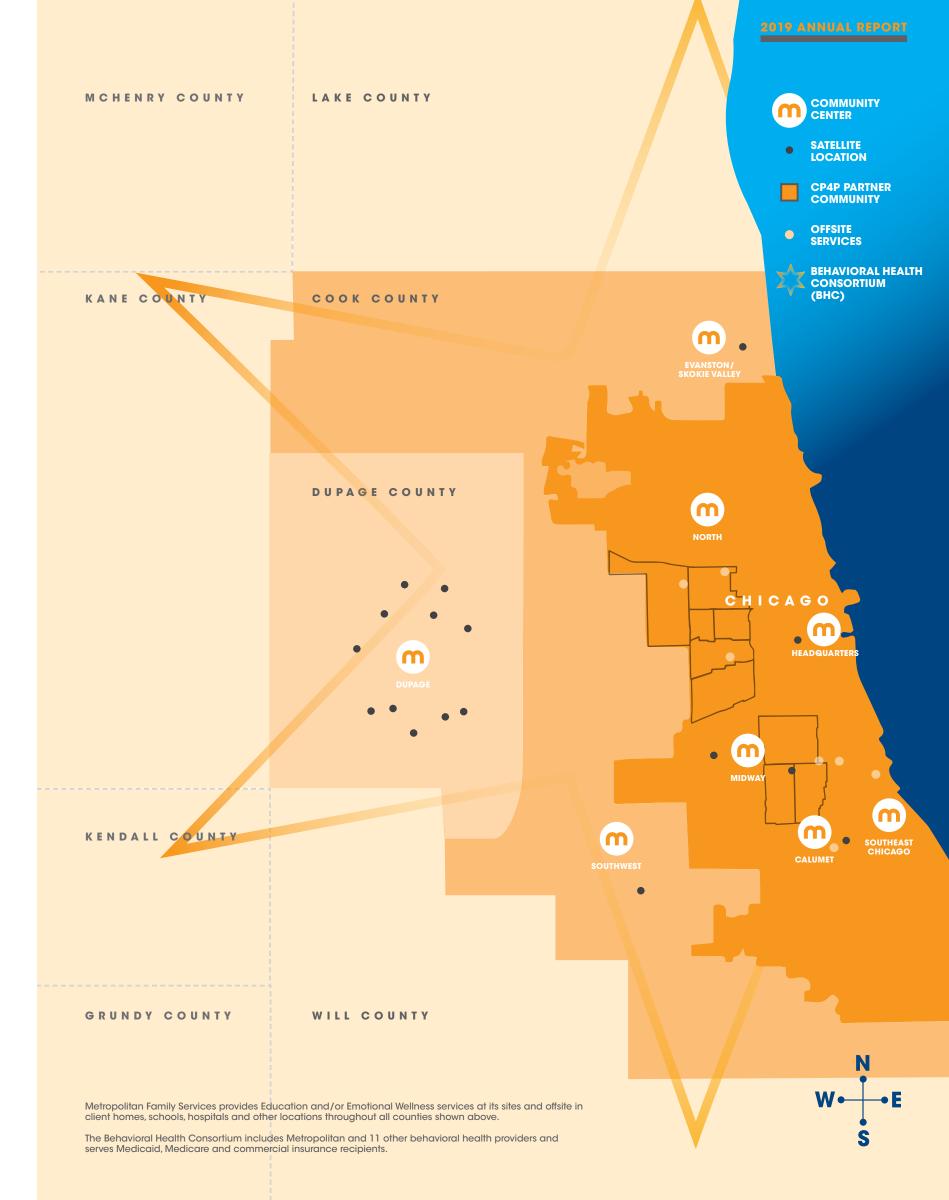
















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"I want my kids to volunteer, I want them to give back. My family's very blessed and we have a huge support system. I want my children to know they're very fortunate and that they need to give back and help those who may be going through a difficult time in their life."

- GINA SHARP, Board Member, Family Shelter Service and **Metropolitan DuPage**

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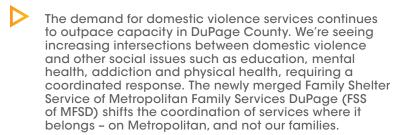
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A CONTINUUM OF SUPPORTIVE SERVICES FOR DOMESTIC VIOLENCE SURVIVORS: Metropolitan Family Services DuPage merges with Family Shelter Service



LEADERSHIP IN ACTION¥

- "We are truly excited about combining strengths to better serve our clients." Metropolitan DuPage Executive Director Rita Lopez Brosnan on integrating our agencies
- "It's about collectively doing more than we can do individually." Family Shelter Service Executive Director Judie Caribeaux transitions to Metropolitan as Senior Director of Strategy and Innovation



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Empowering families goes beyond impacting lives today. At Metropolitan Family Services it means investing in future generations. Our Family Trust offers a unique opportunity to ensure thousands of family members, from newborns to seniors, will be able to access services that will help stabilize, strengthen and transform their lives.

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HIGHLIGHTS

2018

JULY

Southeast Chicago Center celebrates its 30th anniversary by highlighting its Community Schools programs

Children at our Midway Learning & Wellness Center are growing in more ways than ever - by helping with the





AUGUST

Play ball! Metropolitan's softball team makes the playoffs of Chicago's nonprofit league

SEPTEMBER

Go Metro Go: Cubs recognize CEO Ric Estrada with the Roberto Clemente Award – and manager Joe Maddon wears a Metropolitan shirt

Advocacy in Action: North Center staff canvasses the community in a Block Blitz sharing resources for families





HIGHLIGHTS

2019

JANUARY

North Center renovations fuel program expansion: the Campaign to Mpower Families funds upgrades to technology, as well as work and



FEBRUARY

Young artists from our DuPage Center's Early Childhood Collaborative schools are now part of an art gallery at the DuPage Children's Museum

MARCH

Metropolitan & the mayoral election: CP4P Training Director Vanessa DeReef asks a question during ABC7's mayoral debate and



Metropolitan sponsors an inVEST Chicago panel



OCTOBER

Metropolitan collaborates with local police departments to participate in Domestic Violence Awareness Month, with a march and balloon release with the 5th District at Calumet Center, and a walk and rally with the 25th District at North Center

The Legal Aid Society recognizes outstanding pro bono contributions at its Equal Access to Justice Award Luncheon, which also featured a conversation with honoree **Brett Hart of United**



NOVEMBER

Mpower the Night raises more than \$1 million to Mpower children and families, in a special evening featuring a violence prevention panel with CP4P staff and Chicago CRED's Arne Duncan

DECEMBER

Board member Merle Goldblatt Cohen brings the season's cheer to our Midway families by hosting a holiday party

Metropolitan fathers (and father figures) are superheroes, inside and out! Early Learning programs hold a Male Superhero photo shoot





The newly merged Family Shelter Service of Metropolitan Family Services DuPage expands domestic violence services to create a seamless continuum for survivors in DuPage County

Over Spring Break, Calumet's Altgeld Youth Leadership Program sends 10 youth to New York City, while the Upward Bound program brings students on a college trip through Historically Black Colleges and Universities



MAY

Our DuPage Gala raises a record-breaking \$260,000 to benefit DuPage mental health programs, honors longtime Metropolitan supporters Steve and Dina Gonzalez



Introducing the Metropolitan & Legal Aid Associate Board: The Metro Board and Associate Board of the Legal Aid Society combine forces into M-LAB

Gerst Family Young Fathers program honors graduates at its annual awards banquet



JULY

C is for Community: Cookie Monster, Mayor Lori Lightfoot and Governor Pritzker help kick off another summer of Light In the Night with CP4P partner Breakthrough Urban Ministries

















MPACT IN NUMBERS



EMOTIONAL

BEHAVIORAL HEALTH

Includes counseling and mental health services through programs such as the Living Room, Project Access and InSHAPE

98% of clients decreased barriers to accessing behavioral health care

97% of clients improved functioning

including

404

ADOPTION PRESERVATION

Provides home-based intervention to families formed through adoption or subsidized guardianship

FAMILIES CHILDREN

THAN O

of families experienced a legal disruption

SENIOR COUNSELING

CLIENTS MAINTAINED OR IMPROVED IN KEY AREAS:

in overall functioning

94% in coping skills

96% in safety concerns

IN CHICAGO

about my future"

children's lives"

2,058 clients

191 CHILDREN & 1,867 ADULTS

96% "I feel more hopeful

99% "I better understand

the effects of abuse on my

3,980 clients received

3,201 additional family

members received services

information or referrals



EMPOWERMENT

DOMESTIC VIOLENCE: COUNSELING AND COURT ADVOCACY

IN DUPAGE

2,442 clients

285 CHILDREN & 2,157 ADULTS

Clients said:

95% "I have an increased understanding of my legal riahts as a DV victim"

97% "The emotional support I received from the FSS of MFSD court advocates was helpful"

LEGAL AID SOCIETY

CLIENTS

PRACTICE GROUPS

• SAFETY AND FAMILY:

1,527 CLIENTS (+2,499 FAMILY MEMBERS)
Includes Domestic Violence, Safe Families Program, Elder Justice Initiative, Young Fathers Legal Clinic

 HEALTH, HOUSING, & ECONOMIC STABILITY: 284 CLIENTS (+404 FAMILY MEMBERS)

Includes health, housing, employment

 INDIVIDUAL RIGHTS AND SOCIAL JUSTICE: 229 CLIENTS (+209 FAMILY MEMBERS)

Includes Human Trafficking Initiative, Victims Legal Assistance Network, victim rights, social services referrals and linkages

• PRO BONO:

85 CLIENTS (+89 FAMILY MEMBERS)

COMMUNITY OUTREACH **& EDUCATION**

3,691 participants

attended an LAS training Topics include: Know Your Rights, Identifying Trafficking Victims, Labor Trafficking Initiative

VOLUNTEERING & PRO BONO

8,058 hours donated by volunteers, law students and pro bono attorneys, valued at \$1,591,140

More Mpact: visit mfsannualreport.org/impact-in-numbers



ECONOMIC

FINANCIAL LITERACY

All Metropolitan Family Services workforce programs, including those for adults and youth, provide financial literacy training as part of their core services

87% of participants know how to open and use checking and savings accounts

85% identified at least one financial goal

SKILL DEVELOPMENT FOR YOUTH

95% of youth demonstrated gains in at least one college and career skill

93% are prepared to deal with setbacks or difficulties in searching for a job

GERST FAMILY YOUNG FATHERS PROGRAM

Helps fathers become financially self-sufficient and raise healthy children

JOB READINESS

100% completed job readiness training

97% are employed or have a source of income

DADS PARENTING

93% spend more time with their children

93% increased emotional support for their children's mother



EDUCATION

EARLY LEARNING

5 children ages 0-4

exceeded standards for age-appropriate growth and development

COMMUNITY SCHOOLS

Expands positive choices and opportunities for youth while achieving academic success

29 schools

7,652 students

85% of students learned to work better as a team

PARENTING FUNDAMENTALS

GRADUATES

87% of parents shared the class helped them understand their child's feelings, behaviors and needs

UPWARD BOUND

students for success

students earned \$2,195,122 IN **MERIT SCHOLARSHIPS**

of students understand what they need to do to go to college

HOME VISITING

Programs include Healthy Families, Parents as Partners, Moms Plus and **Empo**wering Families

CHILDREN

+ 947 **FAMILY MEMBERS BENEFITED**

of parents reduced their risk of child maltreatment



