**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.

**METROPOLITAN FAMILY SERVICES**

**mpowers 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.**

**mpowered for life**
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 life-changing 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 Meiman 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.
"I don’t want to remain on the sidelines any longer, but wish to be engaged in the community actively making a difference."

— VENESSA SCHWARTZ, Executive Director, Metropolitan Family Services Southeast Chicago

"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

Vanessa Schwartz is from the Southeast Chicago community, and as the newly promoted Executive Director of Metropolitan Southeast Chicago, her biggest priority is integrating Metropolitan and social services into the community where she grew up.

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.”

"My heart has always been in South Chicago.

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

"Let people shine.

— KATY MALEK, Metropolitan & Legal Aid Associate Board

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."

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.

Board: Katy Malek, M-LAB

"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."
“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

LEADERSHIP IN ACTION

- “They didn’t just help each other with one thing, they continued to support each other.” Prentiss and Shadelle inspired Audrey Spence, Executive Director of Metropolitan Calumet, by inspiring each other. “It influenced Shadelle to go to UAPB. It 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.”

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 Ruua 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.

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.

- “I never really thought about being a father 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.”

— SUNN POWELL, Powell’s Barber Shop, Gerst Family Young Fathers Program partner

LEADERSHIP IN ACTION

- “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 for 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.

“We’re stronger together.”
— CHRISTINE ESCALERA, Outreach Worker at CP4P partner ALSO (Alliance of Local Service Organizations)

“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?”

“‘It’s about building people,’” says Vanessa DeReef, Director of Training at the Metropolitan Peace Academy. “I want you to learn something about yourself.”
— VANESSA DEREEF, Director of Training, Metropolitan Peace Academy

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

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 cohort’s 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.’”

“‘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 hesitant 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.”

LIGHT IN THE NIGHT
Reclaiming safe spaces in CP4P neighborhoods with positive activities through community events

478 EVENTS
69,526 ATTENDEES

VIOLENCE PREVENTION
25% DECREASE IN SHOOTINGS CITYWIDE
INCLUDING IN 7 OF 9 CP4P COMMUNITIES

STREET OUTREACH
CANVASSING
Building relationships with community members, building awareness of community resources and increasing awareness of gun violence prevention services

REACHED 51,304 KEY INDIVIDUALS
OVER 22,820 HOURS

CONFLICT MEDIATION
Identifying and responding to conflicts as they arise in the neighborhoods

957 MEDIATIONS

Source: Chicago Police Department [2017 - 2018]
LEADERSHIP IN ACTION

• “How can we support the whole family? How can we find them a new normal?” 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.

• “If we expect it of our clients, we have to be willing to do it ourselves.” Judie says it set her up well for her new role.

LEADERSHIP IN ACTION

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.”

“CONSTANT BARRIERS”:

It takes 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.”

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.

“CONSTANT BARRIERS”:

No matter where a domestic violence survivor connects with us, we want to make sure we’re maximizing people’s access.

— AMY MILLIGAN, Domestic Violence Services Director, Metropolitan Family Services

LEADERSHIP IN ACTION

• “If it’s an interesting opportunity to provide a wide range of services that are accessible, excellent and responsive,” Amy says, “it’s one of those opportunities.” 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 says. 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 spaces.

“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 spaces.

With Metropolitan CEO Ric Estrada and Discover CEO Roger Hochschild on mulch duty, a group of more than 200 community volunteers spent a day of 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
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.

• “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.

Matt Walch leads by example. His goals for LAS involve elevating awareness and growing funds, and he’s focused on engaging board members as advocates.

LEADERSHIP

• “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.

LEADERSHIP IN ACTION

• “We’ve seen our relationships get stronger.” — LEGAL AID SOCIETY’S ELDER JUSTICE INITIATIVE partners with Metropolitan’s Adult Protective Services team

• “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 pro bono service.

LEADERSHIP

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

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

— 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.”

— 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.

— 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.
**STATEMENT OF ACTIVITIES**

**OPERATING REVENUE**

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
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<tbody>
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<td>Government Grants</td>
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<td>Program Service Fees</td>
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<tr>
<td>Contributions</td>
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<td>10,090</td>
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<td>United Way</td>
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<td>Endowment Payout</td>
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<td>Income from Trusts &amp; Other Income</td>
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<td><strong>Total Operating Revenue</strong></td>
<td><strong>73,842</strong></td>
<td><strong>63,803</strong></td>
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**OPERATING EXPENSES**

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<tr>
<td>Education</td>
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<td>Emotional Wellness</td>
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<td>Economic Stability</td>
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<td>Empowerment</td>
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<td>Total Program Expenses</td>
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<td>Management &amp; General</td>
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<td><strong>Total Operating Expenses</strong></td>
<td><strong>74,002</strong></td>
<td><strong>64,081</strong></td>
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**Operating Surplus (Deficit)**

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<tr>
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<tbody>
<tr>
<td></td>
<td>(160)</td>
<td>(278)</td>
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**OTHER CHANGES IN NET ASSETS**

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<tbody>
<tr>
<td>Depreciation &amp; Amortization</td>
<td>(589)</td>
<td>(561)</td>
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<td>Net Investment Gains (Losses)</td>
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<td>Bequest</td>
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<tr>
<td>Inherent Contribution</td>
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<td>Change in Pension Liability</td>
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<td>Change in Market Value of Interest Rate Swap</td>
<td>(667)</td>
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<tr>
<td>Other</td>
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<td>(1,003)</td>
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<td><strong>Non Operating Activity</strong></td>
<td><strong>5,010</strong></td>
<td><strong>2,301</strong></td>
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**Total Change in Net Assets**

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<tbody>
<tr>
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<td>4,850</td>
<td>2,023</td>
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**Net Assets at Beginning of Year**

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<tbody>
<tr>
<td></td>
<td>59,652</td>
<td>57,629</td>
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**Net Assets at End of Year**

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<tr>
<th></th>
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<th>2018</th>
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<tbody>
<tr>
<td></td>
<td>64,502</td>
<td>59,652</td>
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**Contribution for Goods and Services**

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**STATEMENT OF FINANCIAL POSITION**

**ASSETS**

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<td>Receivables</td>
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<td>Investments</td>
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<td>Interest in trusts</td>
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<td>16,915</td>
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<td>Property and equipment</td>
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<tr>
<td>Other</td>
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<td>1,516</td>
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<tr>
<td><strong>Total Assets</strong></td>
<td><strong>98,118</strong></td>
<td><strong>91,932</strong></td>
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**LIABILITIES AND NET ASSETS**

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<tr>
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<th>2018</th>
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<td>Accounts payable and accruals</td>
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<td>Bonds payable</td>
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<td>Pension liability</td>
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<td>5,741</td>
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<td>Other</td>
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**Net Assets**

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<td>64,502</td>
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**Total Liabilities and Net Assets**

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<td>98,118</td>
<td>91,932</td>
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</table>
Metropolitan Family Services provides Education and/or Emotional Wellness services at its sites and offsite in client homes, schools, hospitals and other locations throughout all counties shown above.

The Behavioral Health Consortium includes Metropolitan and 11 other behavioral health providers and serves Medicaid, Medicare and commercial insurance recipients.
OUR FOUNDERS
Chicago Cook Workforce Partnership
Community Foundation for the Blind and Visually Impaired
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"ULTA Beauty is a proud partner of Metropolitan Family Services in Chicago because we believe in investing in organizations that empower families to achieve their full potential. We know that our support is at its best when it's living, especially to those organizations that strengthen our community." - KECIA STEELMAN, Chair, Store Operations Metropolitan of ULTA Beauty.
[Domestic violence survivors] have seen the worst of humanity in their belongs – on Metropolitan, and not our families. They are not our families. FSS does care about health, addiction and physical health, requiring a Service of Metropolitan Family Services DuPage (FSS health, addiction and physical health, requiring a and other social issues such as education, mental employees. To learn more, contact: Jean Xoubi, Chief Development Officer]

2019 ANNUAL REPORT

LEADERSHIP

The demand for domestic violence services continues to outpace capacity in DuPage County. We’re seeing increasing intersections between domestic violence and other social issues such as education, mental health, addiction and other health challenges for families. The newly merged Family Shelter Service of Metropolitan Family Services DuPage (FSS of MFD) shifts the coordination of services where it belongs – on Metropolitan, and not our families.}

“[Domestic violence survivors] have seen the worst of humanity in their belongs. They do not see them as people in our families. They are not our families. FSS does care about health, addiction and physical health, requiring a Service of Metropolitan Family Services DuPage (FSS health, addiction and physical health, requiring a and other social issues such as education, mental employees. To learn more, contact: Jean Xoubi, Chief Development Officer]"
JULY 2018
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 center’s garden.

AUGUST 2018
Play ball! Metropolitan’s softball team makes the playoffs of Chicago’s nonprofit league.

SEPTEMBER 2018
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.

OCTOBER 2018
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 2018
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 Crer’s Ame Duncan.

DECEMBER 2018
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.

JULY 2019
North Center renovations fuel program expansion: The Campaign to Mpower Families funds upgrades to technology, as well as work and conference spaces.

FEBRUARY 2019
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 2019
Metropolitan & the mayoral election: CP4P Training Director Vanessa Delfleet asks a question during ABC7’s mayoral debate and Metropolitan sponsors an iVest Chicago panel.

APRIL 2019
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, Columnist'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.

JUNE 2019
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 2019
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.

Revisit these moments with extra photos and video online: mfsannualreport.org/highlights
## Impact in Numbers

### 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.

### Adoption Preservation
- Provides home-based intervention for families formed through adoption or subsidized guardianship.
- 959 families with 404 children.
- Less than 1% of families experienced a legal disruption.

### Senior Counseling
- 98% of clients decreased barriers to accessing behavioral health care.
- 97% of clients improved functioning.
- 94% in overall functioning.
- 94% in coping skills.
- 96% in safety concerns.

### 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
- 93% are prepared to deal with setbacks or difficulties in searching for a job.
- 100% completed job readiness training.
- 97% are employed or have a source of income.
- 93% increased emotional support for their children’s mother.

### Domestics Violence: Counseling and Court Advocacy
- 2,058 clients (191 children & 1,867 adults).
- 95% “I have an increased understanding of my legal rights as a DV victim.”
- 97% “The emotional support I received from the FSS of MFSD court advocates was helpful.”

### Legal Aid Society
- 3,980 clients received information or referrals.
- 3,201 additional family members received services.
- 96% “I feel more hopeful about my future.”
- 99% “I better understand the effects of abuse on my children’s lives.”

### Empowerment
- 179 Dads.
- 87% of parents reduced their risk of child maltreatment.
- 94% of students understand what they need to do to go to college.

### Educational Outcomes
- 90% met or exceeded standards for age-appropriate growth and development.
- 3,691 participants attended an LAS training.
- Topics include: Know Your Rights, Identifying Trafficking Victims, Labor Trafficking Initiative.
- 29 schools.
- 7,652 students.
- 85% of students learned to work better as a team.
- 340 graduates.
- 98% of parents shared the class helped them understand their child’s feelings, behaviors, and needs.

### Economic Stability
- 93% are prepared to deal with setbacks or difficulties in searching for a job.
- 179 Dads.
- 93% spent more time with their children.
- 93% increased emotional support for their children’s mother.

### Domain Results
- Safety and Family: 1,527 clients (+2,499 family members).
- Includes Domestic Violence, Safe Families Program, Elder Justice Initiative, Young Fathers Legal Clinic.
- Includes health, housing, employment.
- Includes Human Trafficking Initiative, Victims Legal Assistance Network, victim rights, social services referrals and linkages.
- Pro Bono: 85 clients (+89 family members).

### Client Outcomes
- 12,922 clients.
- Clients said: “I have an increased understanding of my legal rights as a DV victim.”
- “The emotional support I received from the FSS of MFSD court advocates was helpful.”

### Community Outreach & Education
- 3,691 participants attended an LAS training.
- Topics include: Know Your Rights, Identifying Trafficking Victims, Labor Trafficking Initiative.
- 8,058 hours donated by volunteers, law students and pro bono attorneys, valued at $1,591,140.
- 281 children.
- 947 family members benefited.

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