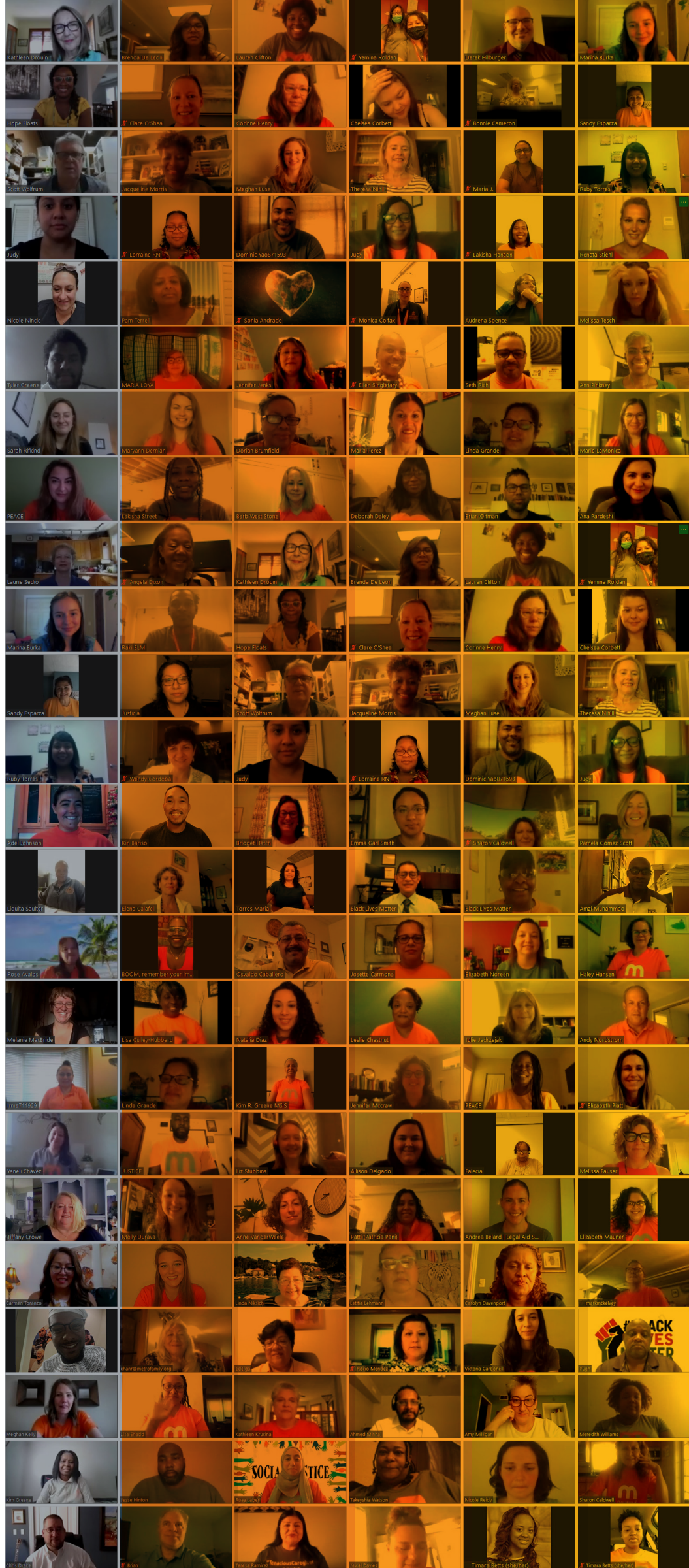




ANNUAL REPORT

2020

families **m**powered





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.

mpowered for life



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.



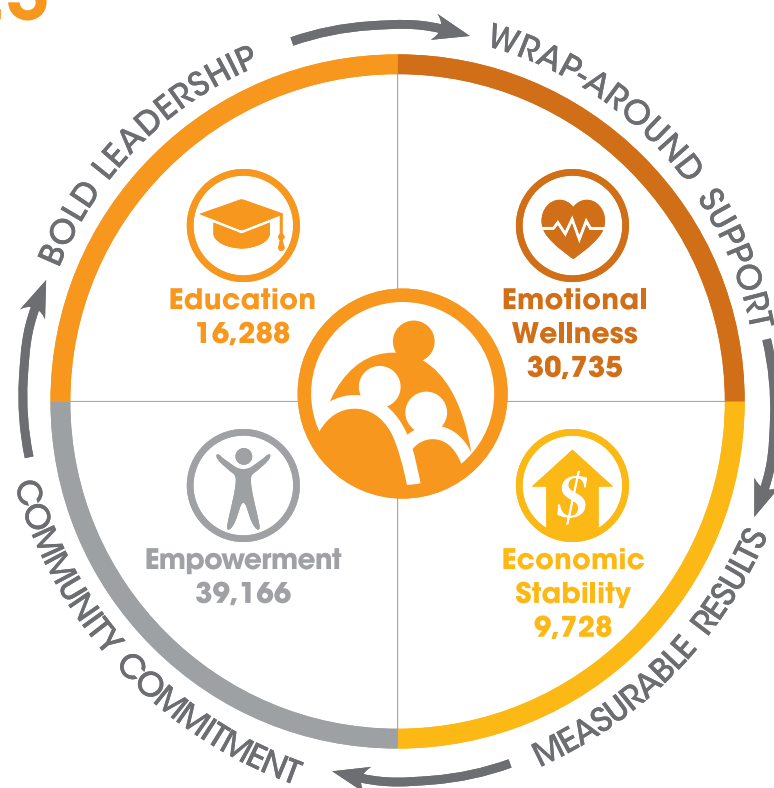
ECONOMIC STABILITY

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.

FAMILY Values

F

FOCUS ON STRENGTHS

As servant leaders, we value individuals, families and communities, their inherent strengths, their ability to learn and grow, be resilient and find solutions to challenges. Our servant mindset inspires us to help people reach their full potential and own their empowerment.

A

ACCOUNTABILITY

We are honest and transparent, effectively managing resources entrusted to us, and in turn, investing in the people and communities we serve.

M

MOBILIZE FOR SOCIAL JUSTICE

We work to increase diversity, racial, gender and economic equity, inclusion and cultural competency in all that we do.

I

INNOVATIVE CULTURE

We are agile, responsive to complex and emerging social challenges. We are equally agile in our operations and management functions, while maintaining the integrity of our operational and management systems.

L

LEARNING ORGANIZATION

We value experience gained from mistakes, knowing this is key to continuous improvement and greater wisdom.

Y

YES-MINDED APPROACH

We look for what is possible and find creative solutions, transforming challenges into viable opportunities.

FINDING OUR STRENGTH IN VALUING EACH OTHER

Fiscal Year 2020 started as a “normal” year for us at Metropolitan Family Services, but it ended as one we will never forget. We all experienced a sea change, starting in January 2020, when the first person was diagnosed domestically with COVID-19.

Fast forward to March. With the need for social distancing and the sudden shift to largely virtual/remote service delivery, our “staff superheroes” went above and beyond, using creativity, resourcefulness and determination to provide programs and services ranging from early learning and counseling to domestic violence services and legal aid.

At the same time our back office employees were hard at work. Our IT team facilitated a quick and masterly pivot for hundreds of staff who moved from on-site to virtual working – securing and supplying employees with equipment and expanding our technology infrastructure to handle the rapid transformation.

Meanwhile, our front-line staff – those whose roles required them to remain on-site and/or be on-site regularly throughout the pandemic – were amazing. Their commitment has been essential in keeping things running. They included but are not limited to members of our IT, Accounting and HR departments, our Support and Operations staff, and our colleagues who staff our Domestic Violence Shelter, Mobile Crisis Response services, and Community Integrated Living Arrangement facilities, the latter three providing 24/7 support for clients.

Then, in the midst of responding to COVID-19, the murder of George Floyd shook our city, nation and world. It was more than the murder of one man – many such atrocities had happened before in America. But the outrage it sparked, and the rioting that followed, forced all of us to pause and examine where we really stand as a nation – to determine whether we truly believe in and are committed to “liberty and justice for all.”

As an organization, we are extremely diverse in terms of who we serve and our staff, from senior leadership to front-line employees. Our staff is 40 percent Black, 32 percent Brown, 24 percent White, 2 percent Asian and 2 percent Other/Multiracial. The racial representation of our client base is similar. That said, we have taken this time to assess our own attitudes towards race and racism. It hasn’t been easy. Sometimes it has been extremely uncomfortable. But as a leader in a sector that exists to serve and empower people, we are not afraid of these issues; we choose to face them.

To help foster racial justice at Metropolitan, we are establishing a President’s Committee on Racial Equity, Inclusion and Justice. This committee is comprised of staff across Metropolitan, to ensure the work is both inclusive and garners varying perspectives of our diverse workforce. The committee is charged with leading the commitment of the agency to achieve racial equity both in the workplace and with the clients we serve.

These have been challenging times, but we have seen that such times can bring out the best in people. With the help of many generous donors, our staff served as emergency workers, delivering desperately needed food, diapers and home goods to families throughout the Chicago area and in DuPage County.

In addition, our Communities Partnering 4 Peace (CP4P) partners – our street peace ambassadors – served a dual role in the early days of the COVID pandemic, educating community members about the dangers of the disease and the importance of wearing PPE. Collectively they also distributed thousands of pounds of food to families in need.

Speaking of food, job losses resulting from the pandemic’s impact made food insecurity a major issue for many. Again, **with donor support, staff at multiple sites were able to distribute food to our communities.** A special thanks goes to the Greater Chicago Food Depository, which partnered with our Calumet Center for a staff-initiated weekly food drive that fed more than 4,500 people over a seven-week period on the city’s South Side. Cars were lined up for blocks to participate.

We sincerely thank everyone who made these emergency resources possible during this turbulent time, starting with our Board of Directors, who established a COVID-19 Relief Fund for our clients. We also were honored to be a beneficiary of three special virtual relief events supporting Chicago-area nonprofits – “An Evening Inn,” featuring the multifaceted talents of David Davis, who has performed with Quincy Jones; “Our City of Neighbors,” an online concert featuring a wide variety of local independent musicians; and “Sweet Home Chicago,” which showcased locally and nationally known entertainers, athletes and other notables with Chicago ties. Finally, we thank the Chicago COVID-19 Fund. It was our first external investor during this time. All together, more than \$680,000 was donated to Metropolitan that enabled families and individuals to meet emergency needs, helping cover rent, utilities, food and other necessities.

The pandemic is not over, and the work to implement racial justice is just beginning. The future will hold additional challenges. But we are determined and hopeful. Metropolitan Family Services finds its strength in valuing each other and working together – including staff, clients, partners and supporters – to find solutions. By doing so, we will take on these tough times and persevere. With your support, we will find and implement solutions to make the most of the future as we keep Mpowering families.

Ashley Duchossois Joyce
Ashley Duchossois Joyce
Board Chair

Ric Estrada
Ric Estrada
President & CEO

COVID-19 RESPONSE

PROTECTING THE WELL-BEING OF OUR CLIENTS AND STAFF

Our agency was founded in 1857 as the Chicago Relief & Aid Society; we've existed through challenging times for more than 160 years. Despite an unprecedented situation, responding in support of our communities during times of need is in our DNA.

MASK-MAKING VOLUNTEERS

We are all smiles and gratitude underneath our masks for the clients, volunteers and supporters across Metropolitan who hand-crafted and donated face coverings to help protect our staff as they deliver critically needed food and supplies in our communities.

- "We are all in it together, and I can do my part too." Susana, a client mother and advocate for families in our North Center community, made 50+ protective masks.
- Longtime friend and supporter Donna Tropp wanted to help staff in her Evanston/Skokie Valley Center community – so she took up sewing for the first time in years.
- "With so many unknowns it is important that we come together and serve in whatever capacity we are able." Debbie, a volunteer in our Southwest Center's Blue Island-Robbins community, got her kids involved in making masks from old scrunchies.

OUR CITY OF NEIGHBORS

Heroes make Chicago sing!

YouTube

Thurs. April 30 at 7pm (CST)

A live-stream concert by Windy City artists playing for a cause, not applause.

[WindyCityIndie.com](https://www.windycityindie.com)

Sandra Antongiorgi
McKinley Park
@SAntongiorgi

OUR CITY OF NEIGHBORS

COVID-19 RELIEF EVENTS

APRIL 30

Our City of Neighbors, presented by Windy City Indie

A concert event highlighting a diverse roster of established and emerging local artists, raising emergency funds for four Chicago front-line nonprofit organizations

MAY 16

Sweet Home Chicago, presented by the Chicago CEO COVID-19 Coalition

A telethon-style event celebrating the togetherness and grit that makes Chicago the special community it is, featuring celebrities and sports personalities with Chicago ties

JUNE 26

An Evening Inn, presented by David Davis

A special performance from musician David Davis, featuring a specialty cocktail and a special cause: Mpowering children and families across Chicagoland

TEXT 'SWEETHOME' TO 41-411 TO DONATE





VAUGHN BRYANT, Executive Director, Metropolitan Peace Initiatives & Communities Partnering 4 Peace

"A level playing field is what we're asking for," shares Vaughn Bryant, Executive Director of Communities Partnering 4 Peace (CP4P) and Metropolitan Peace Initiatives (MPI). While COVID-19 and civil unrest have highlighted the deep level of disparity in communities where CP4P and MPI operate, Vaughn points to decades of disinvestment as a major contributor to the violence his programs work to prevent.

Seeing the anger, frustration, and confusion of those first few weeks when COVID-19 hit, Vaughn says, led CP4P and MPI toward a renewed focus on addressing these broader systemic issues – which present as barriers to healing and success for our communities – by expanding its programming in Behavioral Health, Workforce Development, and Legal Aid, in addition to financial relief for small businesses affected by looting. "It's responding to the needs our partners have told us about, and us operationalizing those needs," he says. "This is an infrastructure we're building for the long haul," Vaughn says.

"Our work can help heal the trauma of gun violence, but there have to be other things happening simultaneously," Vaughn says. "We're one piece of a larger comprehensive effort."

 [More from Vaughn on mfsannualreport.org/Vaughn-Bryant](https://mfsannualreport.org/Vaughn-Bryant)

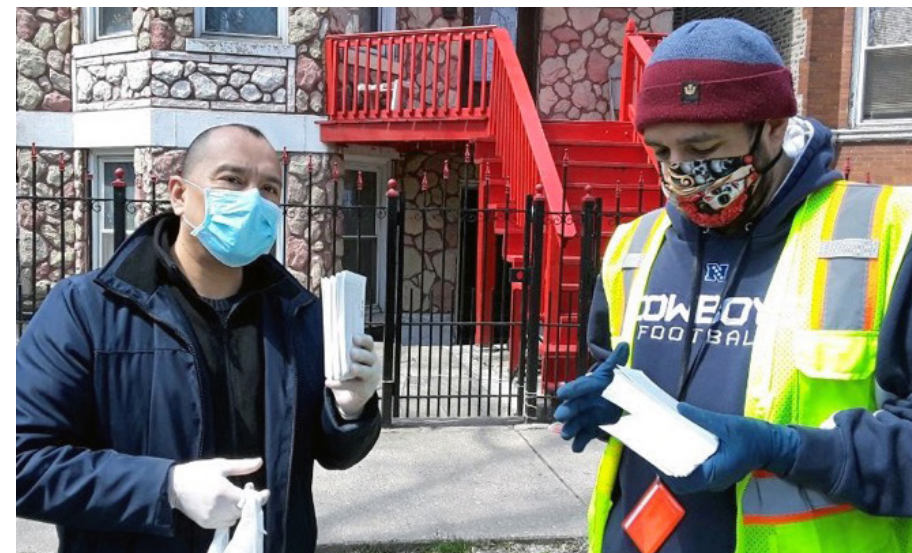


VIOLENCE PREVENTION

Metropolitan Peace Initiatives (MPI) continues to expand, now offering support in Behavioral Health, Workforce Development and Legal Aid for Communities Partnering 4 Peace (CP4P) participants.

"In the face of two pandemics [COVID-19 and violence], our city's street outreach community continues to prove why they are the value-add in this work."
– Vanessa DeReef, Director of Training, Metropolitan Peace Initiatives

- Outreach workers, whose relationships uniquely position them as credible messengers in their communities, delivered critical information and supplies throughout the shelter-in-place order.
- When racial tensions erupted in the neighboring communities of Little Village and Lawndale, outreach workers at CP4P partners New Life Centers and UCAN worked tirelessly to broker peace.
- Supporting business owners affected by looting in the wake of George Floyd's murder: Through Operation Restore, outreach teams identify what entrepreneurs need to help get them back on their feet, back in business, and back to adding life to their communities.
- In collaboration with ReCAST Center for Learning & Resilience, the Metropolitan Peace Academy offers city-wide trainings to equip communities with knowledge and skills to promote resilience and communicate with others about the efficacy and importance of trauma-informed practices.



THE LEGAL AID SOCIETY

"I hope the inequities the pandemic has exposed in our society will not get quickly unlearned and that the legal community will grow in the overall understanding of the critical role that legal aid organizations play in addressing them."

– Miguel Keberlein, Executive Director

AT THE INTERSECTION OF LEGAL AID AND VIOLENCE INTERRUPTION

- Through individualized, hyper-local legal services based at Communities Partnering 4 Peace (CP4P) partner organizations, CP4P Justice Corps offers justice-involved adults the opportunity to move past the legal issues and barriers holding them back from success.

"This program is hope, for a new future, for a new life."

- Legal Aid Society's (LAS) Safety & Family team collaborated with our North Center to support Maria, a survivor of domestic violence, and her family, through legal and mental health services, empowering Maria and her children to process their trauma and restore a sense of well-being.



- In shifting from trainings at consulates and tabling at resource fairs to radio appearances and Know-Your-Rights webinars, LAS's Individual Rights & Social Justice outreach team adapted to continue providing key information around resources available to the communities they support.



FOCUS ON STRENGTHS

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STAFF EMPOWER

- Our DuPage Early Learning staff has heart! "I love to teach and to learn from my coworkers and their experiences," shares one teacher. "I love to have fun and enjoy my kids' successes, be there to support them, and make them feel safe."
- Live from our Southeast Chicago Center ... Open Mic Night! Supporting each other in a freer-flowing environment "can help clients see that they are more than a diagnosis and that there are various paths to healing," shared co-organizer Nathalie Macias. Albert, an Adult Mental Health client, felt a sense of camaraderie. "You didn't just clap politely. You really engaged us."

CLIENTS EMPOWER

- "We feel confident that we are going to overcome this obstacle." Arely, a mother in our Midway Center's Parents as Partners Program, leveraged rent assistance from our COVID Relief Fund to prioritize her child's and her own education.
- High school senior Therese knows "every student wants to go to a college they feel safe at, to have that confidence" – so she did something about it: Therese worked with Family Shelter Service of Metropolitan Family Services DuPage to create an online database of sexual assault information on Illinois schools.



RHONDA FREEMAN, Early Learning Manager

MARIE LAMONICA, Education Manager

"We're building the ship as we're sailing it," says Marie LaMonica, Education Manager for our Early Learning programs, of her team's work to plan for a consistently changing situation. One thing that does not change is the way the staff lifts up their families in any situation, even a global pandemic.

"When we do the work we do, we empower our families and respect them as their children's first teachers," shares Rhonda Freeman, Early Learning Manager. "We're the second teachers. We respect their values, and incorporate their family values into our early learning principles."

Because every parent is in a different place in their lives, every parent has different goals. "We help formulate what those goals are, and provide them with supports and resources to help them get there," Rhonda says, whether that's housing, food and supplies, or how they engaged with virtual learning.

 [More from Rhonda and Marie on mfsannualreport.org/Rhonda-Marie](https://mfsannualreport.org/Rhonda-Marie)



VOLUNTEERS EMPOWER

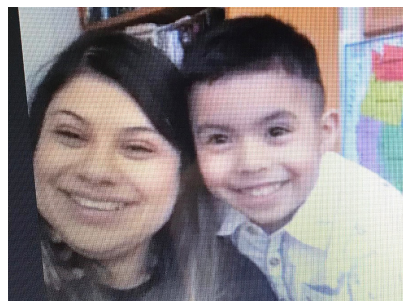
- Family Shelter Service of Metropolitan Family Services DuPage volunteer Heather paid it forward with a gift card from her employer, shopping from local restaurants struggling from the shutdown and donating the food to our domestic violence shelter. Inspiring her friends to join her, she turned \$100 into \$2,000 worth of support for her community.

BOARD MEMBERS EMPOWER

- Calumet Community Board Member LaToya Huggins organized a unique experience at our Calumet Center, known as "The Miracle on 103rd Street": Get Growing Foundation's Plant Truck stopped by to share plants and experience-based learning around horticulture. While speaking with a group of seniors, LaToya learned about their plight of food deserts in the community.
- As the pandemic exacerbated the issue of access to both food and transportation, another Calumet Community Board Member, London Rakestraw, saw an opportunity. London's company, SCR Medical Transportation Inc., began offering rides to seniors in partnership with the Pullman Walmart, to transport them safely for their much-needed shopping.

COMMUNITY PARTNERS EMPOWER

- BMO Harris Bank shared the light with our families as part of its Magnificent Mile Lights Festival: by donating for every social media post with the event hashtag #BMOLightsFest, BMO contributed to Mpowering lives across the greater Chicagoland area.



FAMILY

ACCOUNTABLE

We are honest and transparent, effectively managing resources entrusted to us, and in turn, investing in the people and communities we serve.

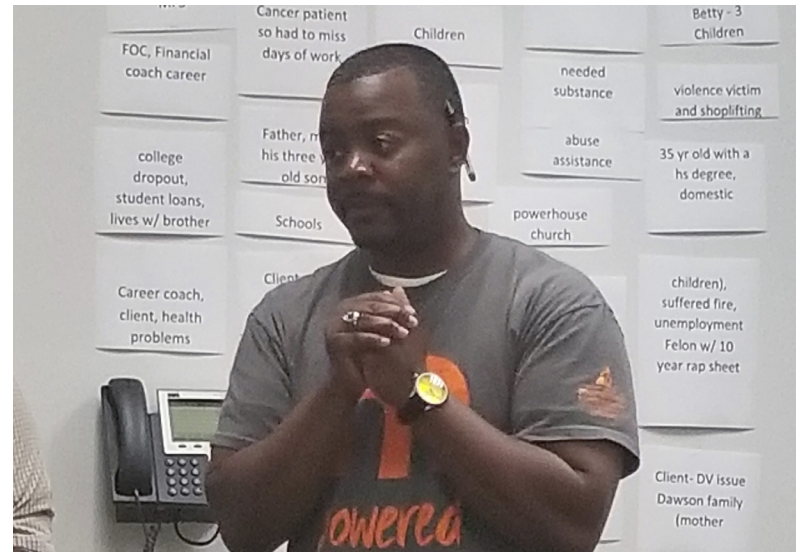
QUINCY ROSEBOROUGH, Workforce Development Director

“Our most important goal is job placement,” says Quincy Roseborough. “When folks start working, when they’re gainfully employed, it helps to create more peaceful and vibrant communities.”

Quincy’s work has consistently involved job development and community building, and in his 14 years at Metropolitan he’s seen how they are inextricably linked as elements of economic stability. Moving forward, he’s learning how to build that same community online.

“COVID-19 has created an opportunity to be innovative in our service delivery,” shares Quincy. Shifting our Workforce Development services online allows our staff to not only operate more efficiently and cost-effectively, but also to meet clients where they are in new ways.

When people have jobs paying a livable wage, Quincy says, “ultimately it goes back into the communities.”



[More from Quincy on mfsannualreport.org/Quincy-Roseborough](https://mfsannualreport.org/Quincy-Roseborough)

- How do you teach construction online? Jesse Hinton, supervisor of our Calumet Center’s YouthBuild Program, sent construction videos and discussed them over Zoom, while expanding the program’s focus on mentorship and leadership. Jesse shares, “Anyone can teach you how to swing a hammer and use a drill, but to get you to use life skills? That’s a whole other deal.”
- “This is what we signed up for; this is what we want to do.” The new graduates of our Calumet Center’s Certified Medical Administrative Assistant Training Program have all passed their state licensing exam and are working with our Financial Opportunity Center to find employment in healthcare fields at a critical time.



FAMILY

MOBILIZE FOR SOCIAL JUSTICE

We work to increase diversity, racial, gender and economic equity, inclusion and cultural competency in all that we do.

EMPOWERED FAMILIES COUNT: METROPOLITAN AND THE 2020 CENSUS

- Transforming cries for justice into sustained change! Our CEO, Ric Estrada, part of the City of Chicago’s Complete Count Committee, joined Mayor Lori Lightfoot to launch Boards Of Change, featuring locally created art on boarded businesses, encouraging everyone to complete the Census and register to vote.
- Staff across the agency, trusted voices in their communities, are our Census Champions. “[It] gives them a sense of pride,” shares Calumet’s Deborah Daley. “They know their voice made a difference.”

AT METROPOLITAN, WE BELIEVE FAMILY MATTERS

- Older adults matter: As members of the Naperville Senior Task Force’s Dementia Friendly Initiative, our DuPage Center’s Senior Services staff consistently seek opportunities for community education and awareness of dementia within our own programs and the broader community.
- LGBTQ+ communities matter: In partnership with Howard Brown Health, Metropolitan offers an agency-wide cultural competency training on foundations of care in Lesbian, Gay, Bisexual, Transgender and Queer, as well as Transgender and Gender Non-Conforming communities.
- Criminal justice reform matters: Vaughn Bryant, Executive Director of Metropolitan Peace Initiatives and a member of the NFL Players Coalition, worked with the Players Coalition to present a conversation with the Cook County State’s Attorney candidates.

“It’s time to reimagine how we can and should develop ways to remove racial disparities, strengthen our families and communities, and create a civic community that values all and provides an even playing field.” – from Metropolitan’s statement on George Floyd

JESSICA-ROSE WALLACE, Director of Government Affairs & Advocacy

“The work Metropolitan does is a reflection of mobilizing for social justice,” shares Jessica-Rose Wallace, Director of Government Affairs and Advocacy. “Many of the clients and communities we serve live on the margins and experience social inequities every single day. Metropolitan was created to address these socio-economic disparities; we’ve been doing this work all along.”

Jessica-Rose views her role as aligning social justice advocacy with Metropolitan’s respected history to influence public policy, and create social impact through legislative and grassroots advocacy. The Government Affairs department provides guidance for an agency of people - who are already integrated in social justice, just by coming to work every day - around how they can advocate for their clients and communities. She shares, “Our staff applies principles of social justice to their work by ensuring their clients have equal access to services, opportunities, resources and legal representation. They can speak strongly to the inequities their clients seek to overcome.”

COVID-19 and recent racial unrest have underscored the need for change by highlighting the disproportionate impact of systemic inequity our communities face; and as Jessica-Rose says, “Communities of color—particularly, black brown and indigenous communities—are most vulnerable when it comes to matters of accessing clean air and water, quality education, healthcare and economic opportunity. These are Metropolitan’s communities, and their needs are directly linked to social justice.”

“That’s our vision for Government Affairs. We are trying to help people see the inequities that we see, and how we work to eradicate them.”

[More from Jessica-Rose on mfsannualreport.org/Jessica-Rose-Wallace](https://mfsannualreport.org/Jessica-Rose-Wallace)



FAMILY

INNOVATIVE CULTURE

We are agile, responsive to complex and emerging social challenges. We are equally agile in our operations and management functions, while maintaining the integrity of our operational and management systems.

PAM TERRELL, Executive Director, Metropolitan Southwest

“Transition, transition, transition,” says Pam Terrell of her experience as Executive Director of our Southwest Center.

Facing funding cuts and major organizational changes “put me into a mode of support, education and resilience,” shares Pam, whose leadership – rooted in working alongside her team to find solutions together – helped keep the Center moving forward through implementing a new technology system, undergoing assessments, shifting program models, and expanding into a new community.

Then a global pandemic happened. Our Southwest Center’s focus on mental health meant several programs needed to stay open during the shelter-in-place order. “Our support team had to figure out how to resolve those barriers,” Pam says. But because of what her team had learned, they were uniquely positioned to share their approach with other programs: “We talked about how we got resilient, and got back out there.”

Throughout it all, Pam shares, her staff demonstrated they were there for their clients and for each other. “I believe in them, and I always felt like we can do this because of who they are,” Pam shares. “We carried out each and every letter of the FAMILY values.”



[More from Pam on mfsannualreport.org/Pam-Terrell](https://mfsannualreport.org/Pam-Terrell)

We’re all in this TOGETHER

“With all that’s going on in the news, not knowing how your loved ones are doing is very difficult.

MFS is one of only three agencies in all of Chicago that provides supervised visits and safe exchange for FREE. We are an essential part of family life, being able to facilitate parents having this contact with their children.

- Monica, Midway Connections Project Director

- Our Midway Connections program provides supervised visitation for families who have experienced domestic violence. With in-person visits not possible, our staff facilitated phone conversations instead, between parents and children who hadn’t talked for weeks.

ADAPTING TO REMOTE COMMUNICATIONS LOOKS A LITTLE DIFFERENT FOR EVERYONE.

- In our Early Learning programs, staff deliver activity boxes and check in regularly. “We always want to keep looking for ways to keep the children engaged, continue learning, and making their awesome brains grow,” shares Miriam Roa, a teacher at our Midway Children’s Center.
- During a time when mental health is critical, staff in our Behavioral Health programs work to build trust through a phone or a computer screen, in Telehealth and virtual support groups.



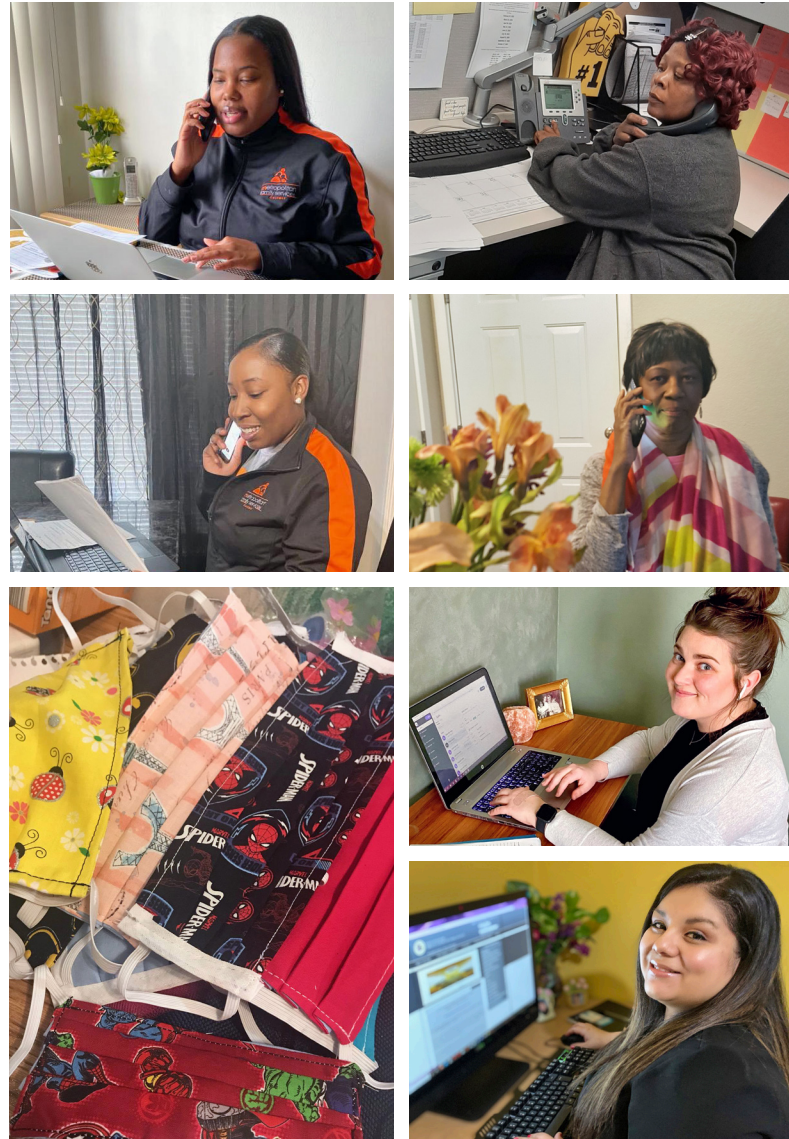
“I look like an astronaut when I go into a home now,” shares Crisis Worker Melissa Coleman, of the full PPE she wears for the safety of herself and the families she visits. While the pandemic makes it more difficult for families to reach out, our Southwest Center’s Mobile Crisis Response program has continued to make home visits to families in mental health crisis.



FAMILY

LEARNING ORGANIZATION

We value experience gained from mistakes, knowing this is key to continuous improvement and greater wisdom.



- Our Electronic Health Records team spreads positivity and supports staff in shifting to online communications through webinars, interactive trainings and supporting the Information Systems Management team with continually growing technology needs as our staff works remotely.
- A staff resource library for our Southwest Center “will remove barriers therapists face in an evolving clinical world,” shares Program Supervisor Ruaa Jaber. “They have access to resources that could add value and skills to the work they do, leading to better outcomes for their clients.”
- Court Advocate Nancy Rodriguez shares a now-typical experience: “I helped a client, who is pregnant and has other small children at home, to complete the paperwork for an Emergency Order of Protection over the phone. I emailed the paperwork to the court clerks to process, her case was heard via video conference, and I was with her throughout the entire process.”
- Family Shelter Service of Metropolitan DuPage’s 24/7 Domestic Violence Hotline took close to 1,100 calls in April alone. “I talked to a woman around 3 a.m.,” shares Betsy Carlson, Safe Connections Coordinator. “She is a first responder and was afraid to leave her child with the babysitter. After I explained some of the help we could provide ... she was relieved and felt hopeful that her situation could improve.”
- A Domestic Violence Counseling client, while learning to sew on her path to financial stability, created protective masks for her friends and family. “She was able to use her creative skills and perseverance,” shares her counselor, Ruby Torres.

BRYAN JOHNSON, Senior Director of Strategy and Innovation

“There are so many unique and valid voices across the organization,” Bryan Johnson shares, and as Senior Director of Strategy and Innovation, he listens to them all and works to apply what he hears. This includes developing Metropolitan’s Strategic Plan and Racial Equity & Inclusion initiatives, as well as overseeing the alignment and strategic direction of our Behavioral Health, Domestic Violence, and Workforce Development programs.

Bryan sees his role as finding ways to learn from challenges and drive Metropolitan’s growth. “We’re thinking about these complex social issues that present as barriers to clients,” he shares. “In developing models that serve and operationalize what we hope to do, what are the barriers that exist for staff?”

It’s all a learning process. “There’s no wrong conversation around how we serve clients and how we want to be in the workplace,” Bryan says. “There’s a space in the conversation for everyone.”

[More from Bryan on mfsannualreport.org/Bryan-Johnson](https://mfsannualreport.org/Bryan-Johnson)

YES-MINDED APPROACH

We look for what is possible and find creative solutions, transforming challenges into viable opportunities.



AUDRENA SPENCE, Executive Director, Metropolitan Calumet

Audrena Spence and her team of dedicated staff distributed food for 2,042 households at the Calumet Center on three subsequent Fridays in June. They partnered with the Greater Chicago Food Depository and local elected officials. Staff and volunteers were mobilized, and they set up in a nearby parking lot to offer fresh produce and other food items. This effort provided critical access for a community facing barriers related to food insecurity and transportation. “It has brought life to the site,” Audrena shared.

The idea arose from discussions with staff about the needs of their clients as well as their needs. This is indicative of the responsiveness and inclusive leadership Audrena brings to Calumet Center. It’s not only about bringing staff together for action in response to the community’s challenges; it’s about giving staff opportunities to lead.

When you help people grow and become leaders, and give them opportunities so they’re prepared,” she shares, “people deliver their best.”

[More from Audrena on mfsannualreport.org/Audrena-Spence](https://mfsannualreport.org/Audrena-Spence)

- Learning from check-ins with senior clients that isolation was a key issue facing the community, Carrie Pullie, Program Director at our Calumet Center’s Altgeld Gardens site, put together a way to stay connected: BINGO! Calling out numbers over Zoom and delivering cleaning supplies as prizes looked so fun, Carrie’s staff started playing their own games during staff meetings.
- Food insecurity is an issue our Altgeld Youth Leadership Program youth care about; during monthly Food Distribution Events, they offer donated nonperishables – and smiling faces – to their neighbors in need.

WE’RE ALL IN THIS TOGETHER: COMMUNITY PARTNERS

SAY YES TO FAMILIES ACROSS METROPOLITAN

- Longtime Metropolitan partner Cradles 2 Crayons has donated diapers before, but when the pandemic hit, our families needed them like never before. Cradles 2 Crayons came through for us: not only with diapers, but also with hygiene kits and wipes for nearly 1,000 families across our North, Midway, Calumet and DuPage communities.
- The boxes we distributed for our Early Learning families in DuPage held more than school supplies; the food, cleaning products and hard-to-find items were a lifeline to some clients. Our partners at PNC, already involved with our Early Learning programs, funded the initiative to sustain that lifeline for our families through the pandemic.
- Our North Center serves more than 5,600 in the community; in a pandemic, that translates to a lot of hand sanitizer. When Koval Distillery donated 500 gallons, we distributed it to our families at the North Center and multiple MFS sites, keeping our communities safe in what North Center Executive Director Roxanne Nava called “a rippling effect.”



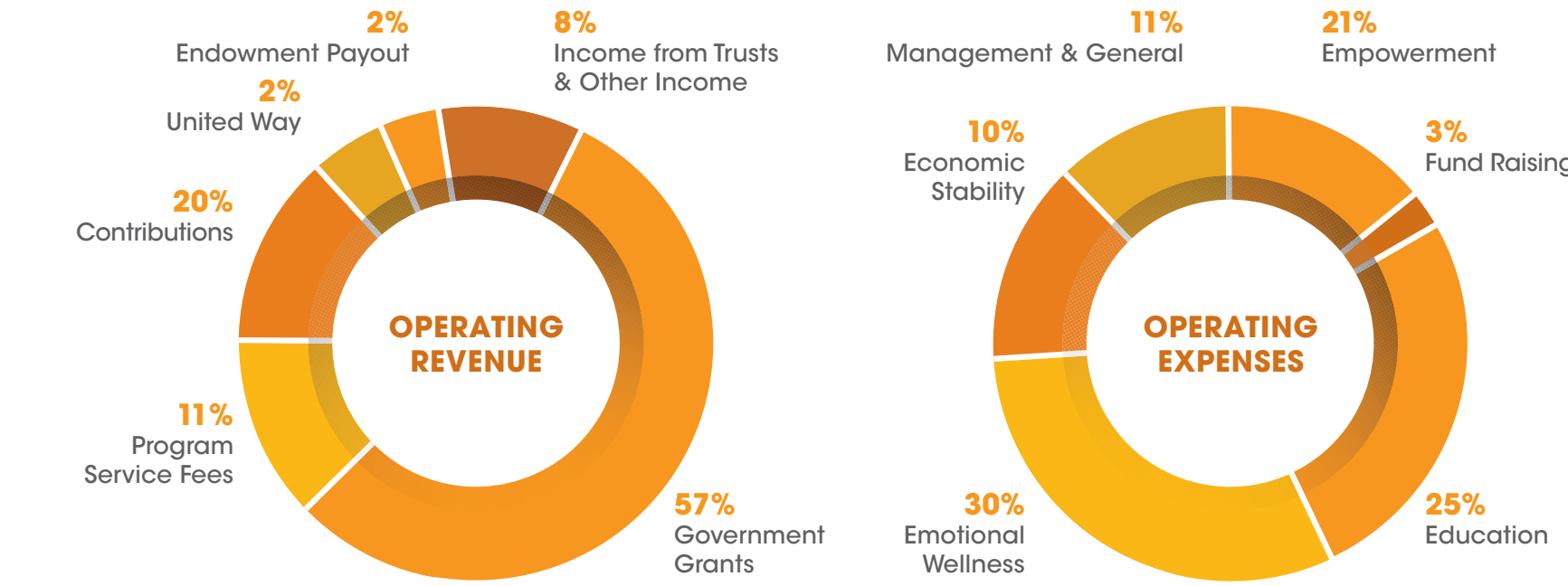
STATEMENT OF ACTIVITIES

Amounts in 000's

OPERATING REVENUE	2020	2019
Government Grants	50,281	40,558
Program Service Fees	9,964	9,130
Contributions	17,220	14,560
United Way	2,143	2,023
Endowment Payout	1,668	1,549
Income from Trusts & Other Income	6,980	6,022
Total Operating Revenue	88,256	73,842
OPERATING EXPENSES		
Program Expenses		
Emotional Wellness	26,801	23,533
Education	22,299	22,485
Empowerment	18,770	10,058
Economic Stability	8,454	8,016
Total Program Expenses	76,324	64,092
Management & General	9,332	7,563
Fund Raising	3,074	2,347
Total Operating Expenses	88,730	74,002
Operating Surplus (Deficit)	(474)	(160)
OTHER CHANGES IN NET ASSETS		
Depreciation & Amortization	(805)	(589)
Net Investment Gains (Losses)	(2,373)	207
Bequest	0	0
Inherent Contribution	0	6,762
Change in Pension Liability	(1,202)	(1,053)
Change in Market Value of Interest Rate Swap	(899)	(667)
Other	1,107	350
Non Operating Activity	(4,172)	5,010
Total Change in Net Assets	(4,646)	4,850
Net Assets at Beginning of Year	64,502	59,652
Net Assets at End of Year	59,856	64,502
Contribution for Goods and Services	2,454	3,057

BREAKDOWN OF EXPENSES

FY20



STATEMENT OF FINANCIAL POSITION

Amounts in 000's

ASSETS	2020	2019
Cash	3,446	2,581
Receivables	14,444	12,684
Investments	40,896	42,901
Interest in trusts	16,604	17,022
Property and equipment	21,450	21,119
Other	1,009	1,811
Total Assets	97,849	98,118
LIABILITIES AND NET ASSETS		
Accounts payable and accruals	6,800	5,111
Line of credit	3,376	3,376
Notes payable	1,123	1,194
Bonds payable	12,700	12,700
Pension liability	7,972	6,794
Other	6,022	4,441
Total Liabilities	37,993	33,616
Net Assets	59,856	64,502
Total Liabilities and Net Assets	97,849	98,118

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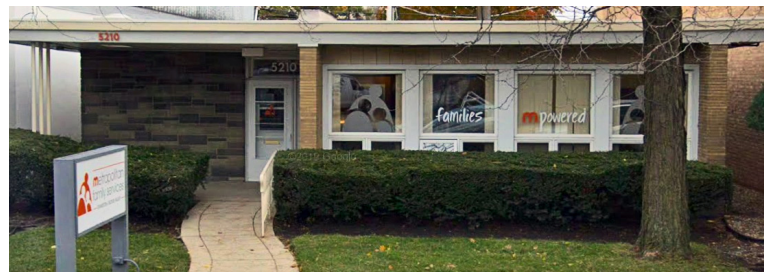
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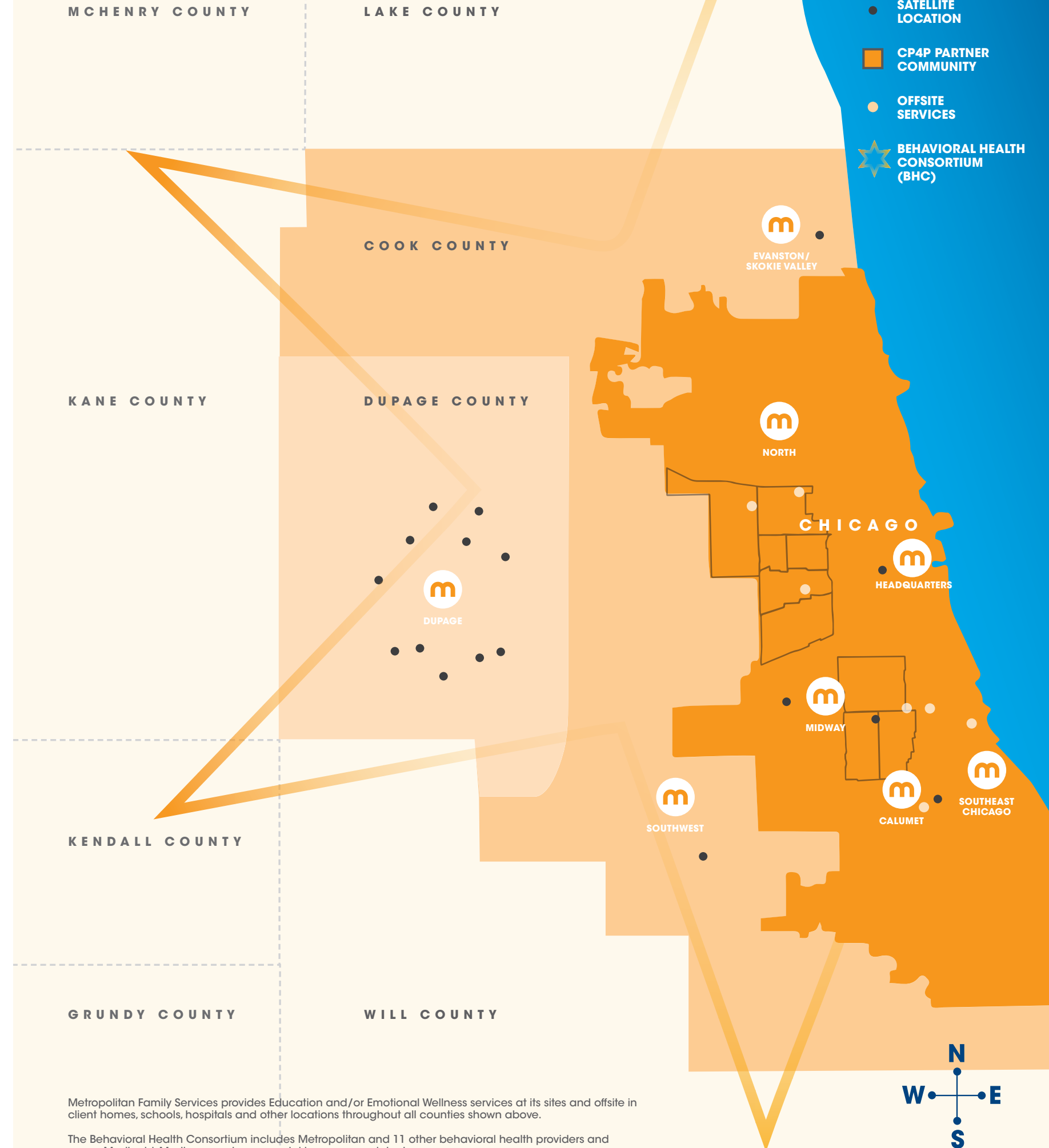


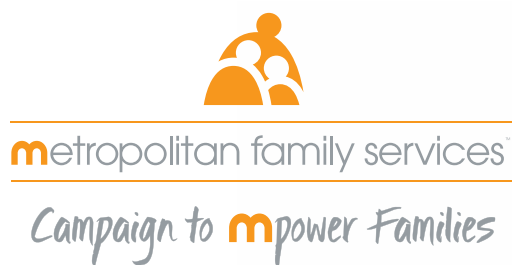
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“Thanks to the Campaign to Mpower Families [that funded the] Supervisor Training Program, I’ve been able to sharpen the tools in my toolkit to become a better and well-rounded supervisor. I have started to implement techniques to empower my staff to empower others.”

- Elizabeth Mauner, Information Systems Supervisor



“These men [Gerst Family Young Fathers staff] are men of their word. They see something in me that I didn’t see in myself.”

- Joe Avila, Father of the Year honoree in our Gerst Family Young Fathers Program, which thanks to the Campaign to Mpower Families doubled in capacity for empowering fathers to actively nurture and financially support their children

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Joseph Imburgia
Nick Keseric
Dean Leffelman
Glenn Mazade
Charles McKenna
Carl Neumann
Frank Pecora
Ed Perez
Sally Porter
Susan Rose
Daniel Schuchardt
Kim Stapleton
Pamela Sharar-Stoppel
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*Executive Committee member
BDSC = Business Development and Stewardship Committee

THE FAMILY TRUST

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.

“Metropolitan’s strong leadership and tangible impact are critical today, and it is apparent to us that they must endure to positively impact the Chicago area for future generations. Their data focus, strategic plan and program outcomes make it possible to envision a level of permanence. It was an important decision for our family to establish an investment plan for Metropolitan Family Services in our will and support the perpetuity of their vision. Our commitment to our neighbors and love for Metropolitan Family Services are our driving forces to become proud Family Trust members and update our estate plan.”

– Mr. and Mrs. Erik Barefield, Members, the Family Trust

FAMILY TRUST MEMBERS

Anonymous
Natalie Anenberg
Patricia Ashbrook
Mr. and Mrs. Erik Barefield
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
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Richard L. Jones

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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 Peara
Barbara Petersen
Ginger and Stanley Pillman
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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

www.metrofamily.org/family-trust

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

HIGHLIGHTS 2019

JULY

Asserting Achievement, Literacy & Resiliency's College Preparedness and Readiness Trunk Party for college-bound youth in our Calumet Center's Upward Bound program included a day of college readiness workshops and a suitcase filled with items they'll need at school.

AUGUST

"What I learn from gardening is not to give up and keep going even if it don't look right," says Tania, a participant in our Southeast Chicago Center's "Grow Where You're Planted" garden group.

SEPTEMBER

As part of an agency-wide commitment to engaging fathers and father figures in supporting their children, our Early Learning programs participated in the Million Fathers March; dads dropped their children off for preschool, and several stayed to read a story in the classroom.



HIGHLIGHTS 2020

[More Highlights on mfsannualreport.org/Highlights](https://mfsannualreport.org/Highlights)

JANUARY

Human Trafficking Awareness Month: the Legal Aid Society focused on educating the community

"We need to help people know that there are remedies and there is a way out, and we need to create a more informed society that understands the dynamics of human trafficking and what we can do to fight it," shared Micaela Garrido, Outreach Coordinator.

FEBRUARY

The fall cohort of our Financial Opportunity Center's Certified Medical Administrative Assistant Program achieved a 100% pass rate on their licensing exam! One top student, Chappelle, was seven months pregnant at the beginning; she passed her exam, then had her baby a few days later.

MARCH

As our Early Learning programs transitioned to virtual learning, Midway Children's Center teacher Vanessa Ramos shared, *"While this has been a stressful and critical time for everyone I am happy to say no one is losing hope."*



APRIL

"When a community comes together, families win!" shared Nicole Nincic, DuPage Early Learning Site Supervisor. Community partners empowered our families across the agency as we all adjusted to a new normal, from food deliveries to hygiene kits, even keeping kids moving with tricycles.

MAY

Our first-ever virtual DuPage Gala raised \$271,000 to empower survivors of domestic violence and their children, while honoring Paul and Mary Ann Travers for their commitment to Family Shelter Service of Metropolitan Family Services DuPage.

JUNE

As the Metropolitan Peace Academy celebrated its newest graduates, the *"1, 2, 3, BOOM!"* was virtual, but the celebration was real.

"Everybody I met, everybody wants me to do good. It pushes me," shared Cierra McGee of ALSO.

"It was a safe space, a space where I learned a whole lot, and I feel like my arms have been stretched and touch every side of the city of Chicago," shared Imad Saadeh of SWOP.



OCTOBER

The Legal Aid Society's Equal Access to Justice Award Luncheon raised \$344,000 to support legal aid services in Chicago, and honored Jerry Krulewicz of McDonald's Corporation as part of our celebration of the pro bono contributions that make our services possible.

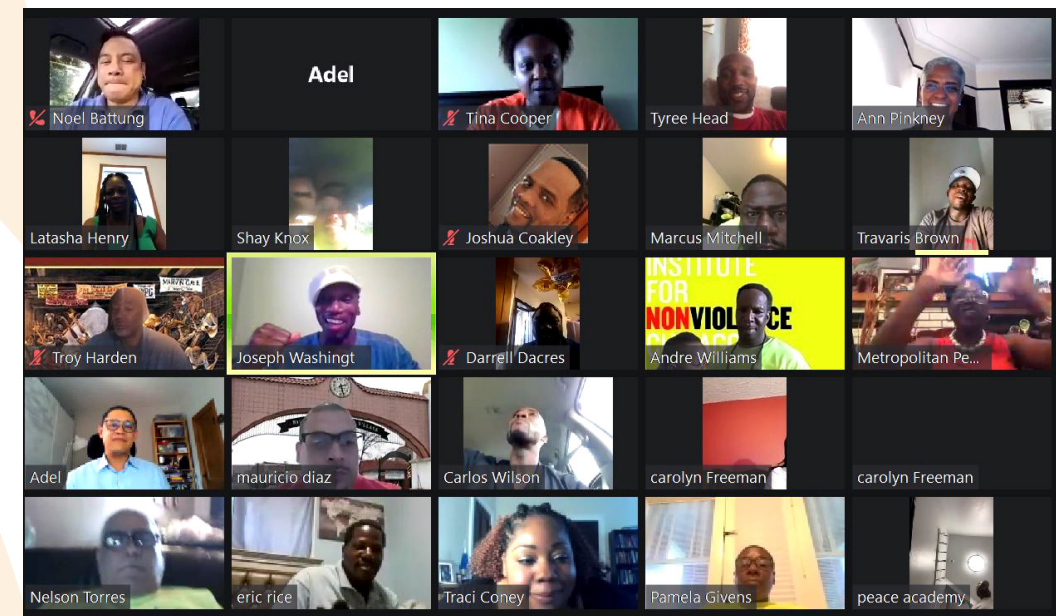
Metropolitan recognized Domestic Violence Awareness Month

NOVEMBER

Mpower the Night raised \$1.27 million to empower children and families, and honored the Tony Hunter family. "It's easy to lean in when you find a purpose that aligns with your passion," Tony said as he spoke of his passion for providing opportunities for our communities to thrive.

DECEMBER

Holiday celebrations honored community partners and Community Board members



IMPACT IN NUMBERS

 More Impact on mfsannualreport.org/impact

EMOTIONAL WELLNESS

BEHAVIORAL HEALTH

Including Child & Adolescent and Adult Mental Health

1,901 children & adolescents served **2,391** adults served

Adoption Support & Preservation

99% of families stayed together

School-Based Counseling

87% of youth improved or maintained peer relationships

EDUCATION

EARLY LEARNING

Head Start, Early Head Start, Preschool for All

1,083 children ages 0-5 **88%** met/exceeded expectations for growth and development

HOME-BASED PROGRAMS

Helping parents be parents: empowering families as their children's first teachers

233 children and their families served **93%** of parents showed an improvement in one or more risk factors for child mistreatment

COMMUNITY SCHOOLS

7,046 students enrolled in programming at 29 partner schools, K-12

Project STRIVE

47 youth enrolled in the program at 5 partner schools

ECONOMIC STABILITY

WORKFORCE DEVELOPMENT

Investing in our communities: building an empowered workforce through job readiness and placement

1,031 individuals participated **65%** made at least one gain in their education and training as a result of their program

336 clients improved their credit scores as a result of their program

GERST FAMILY YOUNG FATHERS PROGRAM

176 fathers participated **100%** completed job readiness training and digital literacy training
80% were placed in jobs

EMPOWERMENT

DOMESTIC VIOLENCE SERVICES

IN CHICAGO

1,324 clients received Domestic Violence Counseling, Court Advocacy and/or Case Management services in Cook County

1,143 adults and **181** children

IN DUPAGE

1,611 clients received Domestic Violence Shelter, Counseling, and/or Court Advocacy services in DuPage County through Family Shelter Service of Metropolitan Family Services DuPage

1,397 adults and **214** children

LEGAL AID SOCIETY

13,801 SERVED

INCLUDING **3,015** FAMILY MEMBERS

170 volunteers donated **6,621** hours of their time

Safety and Family:
Served **869** clients and **1,837** family members

Individual Rights and Social Justice:
Served **147** clients

Health, Housing, and Economic Stability:
Served **256** clients and **389** family members

COMMUNITIES PARTNERING 4 PEACE (CP4P)

Light in the Night

Reclaiming safe spaces with positive activities

78,757

ATTENDEES AT

962 EVENTS

Metropolitan Peace Academy

Professionalizing the field of street outreach

60 graduates **129** graduates since program's launch

20 graduates are now facilitators

95% of participants believe the outreach training will help them do their job better

Street Outreach

Reached

97,102 KEY INDIVIDUALS

over **66,091** HOURS

MEDIATED 2,907 neighborhood conflicts

METROPOLITAN PEACE INITIATIVES

Workforce Development

64 participants completed Job Readiness Training

68 participants enrolled in a GED program

Behavioral Health

62 participants served in **10** communities

14 communities participated in self-care workshops



