2023
ANNUAL REPORT

CULTURE of COMMUNITY

families mpowered
122,970 lives mpowered!

Transforming lives throughout our 10 Community Centers and affiliate sites throughout Chicago, Cook and DuPage Counties, and beyond.
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
Holistic Strategy **TO EMPOWER FAMILIES**

**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.

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

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

**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.

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

**YES-MINDED APPROACH**
We look for what is possible and find creative solutions, transforming challenges into viable opportunities.

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**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 is MFS’ middle name and is the core of who we are, but if our agency had a nickname, it would have to be “community”.

We strive every day to make communities stronger, healthier, more peaceful, and to provide hope – this is what motivates us daily. Our “culture of community” includes 10 centers – our original seven throughout Cook and DuPage Counties and now the Legal Aid Society, Metropolitan Peace Initiatives, and the Howard & Evanston Community Center (more on the latter below). And that’s not all – did you know MFS has more than 60 affiliate sites – all working to Mpower families and communities?

Speaking of Centers and sites, this past year through your support and that of our partners, we were able to expand our Midway Center, which grew from 13,700 to 20,700 square feet. The expansion allows our team to provide services to at least 20,000 clients annually, in the Gage Park, Englewood, West Lawn and other neighborhoods on Chicago’s Southwest Side.

Though MFS continues to grow, many of our agency’s efforts this past year focused on sustainability. As growth has happened, we have worked to fortify programming. Examples are as diverse as our Workforce Development programs, which have experienced major increase in recent years, and our Mobile Crisis Response Program, which provides emergency intensive mental health services to those experiencing acute psychiatric episodes.

Metropolitan grows when growth makes sense, and there are times when we have been sought by other agencies to align with them. Last year, we continued to prepare for the new Howard & Evanston Community Center (HECC) to officially join the Metropolitan Family. Though this technically happened at the start of our new fiscal year – July 1, 2023 – we wanted to highlight this exciting news as we continue to expand services and clients served with innovative programming supporting North Side communities.

We could not be more pleased to highlight our newest Center and to welcome Jason Kaiser, its Executive Director. The Howard & Evanston Community Center provides MFS with a hub on Chicago’s far North Side, and allows us to reestablish our connection with Evanston. HECC has a 50-plus year history, with services ranging from immigrant and refugee support to its amazingly inspiring Youth Club House, where teens are learning cutting-edge tech skills including coding, computer animation and content creation. The Club House has already inspired a sister site, to be facilitated by MFS next year, that will be built on the We Grow Peace Campus, benefiting youth in Chicago’s West Englewood community.

Lastly, we are excited to share that we are developing a new, leading-edge, state-of-the-art Metropolitan Peace Academy (MPA) Training Center! The space will provide a central, permanent home for outreach worker professionalization, case manager and victims’ services education, personal development and recreation. This facility will equip MPA to train more outreach workers and case managers to be the most effective advocates for peace building.

As you can see, much is happening at MFS! On behalf of all we serve and the Metropolitan team, our sincerest thanks to all who are Mpowering us to make these strides possible.
Nurturing New Beginnings:

HEALTHY FAMILIES PROGRAM

Becoming a first-time mother is a journey filled with excitement and uncertainty. The Healthy Families program provides wraparound services for first-time moms, “to provide them with resources, as well as resources for their babies,” says Rose Avalos, Family Support Specialist.

For the past five years, Rose has been working with Janet Roa and her daughter, Eliana, who graduated from the program this summer. For Janet, Rose has become more than just a family support mentor, but a friend and a pillar of support.

When Janet was just four months pregnant and still in nursing school, she was connected via her doctor to the Healthy Families program, where she met Rose. “I wanted to find some resources, especially being a first-time mom, so that’s why I enrolled,” she explains. Rose’s role extended beyond home visits and advice; she provided insights and knowledge that empowered Janet to care for her newborn with confidence. From discussing self-care and setting achievable goals, to learning baby basics and tracking developmental milestones, Rose was there to guide Janet. “She was able to see me grow from when I was pregnant to now, graduating from the program,” Janet explains.

“I miss Rose since I’ve graduated, but we keep in touch. I’ll always remember the support that was given to me when I needed it the most.”
— Janet

“I look at [the work] as starting with a seed, when you’re planting a beautiful flower. The program is normally four or five years, and when [the client] enters their last years, you see this beautiful, flourishing flower.”
— Rose

Rediscovering Autonomy:

LAS ANTI-HUMAN TRAFFICKING INITIATIVE

“I would love for my job to not exist,” says Alex Johnson, a Supervising Attorney at Metropolitan’s Legal Aid Society (LAS), who works with survivors of human trafficking in Northern Illinois. “Vulnerability can be exploited, and that looks different for everyone,” she says. “If we expect it to look one way, we can miss when it’s actually there.”

The Legal Aid Society’s Anti-Human Trafficking Initiative provides holistic legal services to survivors of human trafficking and those who have experienced labor exploitation, which “can look like a lot of things,” says Katrina Quillen, a Supervising Attorney at LAS. “Both of these issues boil down to the exploitation of another person for their labor or services — whether a situation is human trafficking or labor exploitation is a matter of degree, not of type.”

Quillen is part of a new LAS initiative focusing on human trafficking in the agricultural industry in Central Illinois. “Right now, we are laying the groundwork,” she says. Outreach to inform various stakeholders, be it community leaders, law enforcement, or vulnerable individuals, is key in the program’s early stages, as many people may not know how to recognize trafficking, respond to it or get help. By spreading awareness in collaboration with shelters, support programs and local organizations, the program enhances the overall community response, contributing to a more effective support system for victims and survivors.

“For a lot of survivors, it’s about rediscovering their autonomy,” Johnson says. “At the end of the day, we are helping them find their autonomy again, and that’s our job.”
“The fact that [the client] was able to get help the day of, I think she was totally shocked,” says Miriam Valencia, a Domestic Violence Advocate, of the responsiveness the Domestic Violence Housing Program.

The program, which is a branch of MFS’ Housing Services, aims to connect clients who are experiencing domestic or gendered violence, homelessness, or financial hardships with stable housing and other resources to enable self-sufficiency. Beyond housing, the program is able to give clients’ back their sense of control and agency, often after a situation where they had none.

“I do check in’s, I call them to see how they are, what they need,” she says. Miriam connected Jeanet and her sons with counseling services and encouraged Jeanet to pursue new career goals.

“She called and asked what I wanted to do,” recalls Jeanet. “It makes you start thinking, ‘what do I want for myself?’” Jeanet went on to obtain real estate licenses, sponsored by the program.

“I don’t have to worry about being unemployed again. My licenses will always be with me,” she says.

“It’s more than just housing,” says Jeanet. “It’s like a family that is going to keep pushing you through the hard times.”

Empowering Communities from Within: TRANSFORMING PLACES

The story of the Transforming Places Pilot Program and the Blue Island Robbins Neighborhood Network (BIRNN) is one of collaboration, connection and community.

The BIRNN, in coordination with United Way and MFS, is an initiative that responds to community needs in the Blue Island/Robbins area with neighborhood-specific solutions. As one of United Way’s Neighborhood Networks, the program is a blueprint for the Transforming Places Pilot Program, a place-based investment strategy in partnership with Cook County.

The goal of the neighborhood networks of Transforming Places is to coordinate resources and programs in support of each neighborhood’s local plan, which is developed by community voices and organizations alike. By embracing a focused approach to addressing specific community needs, Transforming Places transcends traditional service models as it empowers communities from within.

An example of this was during the COVID-19 vaccine rollout, when several of organizations in the network partnered and were able to successfully provide clinics, education and materials very specific to their neighborhoods, which larger citywide or statewide campaigns lacked.

“We aren’t isolated community groups; there’s a purpose,” says Christine Suddreth, a BRINN partner from Pathways. “We recognize your neighborhood has to have a network of community members who live there. You have to bring everybody together.”

“I would like to highlight the partnership of the BIRNN, its partners, and the community. Without community voices guiding our work, providing services and filling in the gaps we often find in underserved communities would be impossible.”

– Kentric Benson, Neighborhood Network Program Manager, MFS Team Member
Catalyzing Change: A YEAR OF EXPANSION, ENGAGEMENT AND EMPOWERMENT

GROWTH

• Metropolitan Peace Initiatives (MPI) has grown nearly 50% in the last year in support of our 13 Communities Partnering 4 Peace (CP4P) partners, helping each build capacity and increase comprehensive service delivery in the 27 communities they serve. Behavioral Health Services, Metropolitan Peace Academy training, the CP4P Justice Corps (legal services provided by Metropolitan’s Legal Aid Society), Workforce Development, and Program Operations have all experienced exponential growth.

• MPI developed a citywide Crisis Prevention & Response Unit (CPRU) to consist of carefully selected, credible men and women recruited from communities across Chicago that are most impacted by gun violence. These communities overlap with those that are home to many youths and adults involved in crisis.

• MPI launched a Policy and Advocacy arm to focus on civic power and representation through legislative/advocacy engagement on behalf of and in collaboration with our CP4P coalition member organizations. MPI Policy leads frontline community violence intervention (CVI) advocacy engagement at all stages of the public policy process to address, repair, restore, sustain, enhance and defend the systemic health of CP4P-designated communities. In March 2023, MPI Policy and Advocacy, together with the Illinois Peace Project (IPP), held a unique and inaugural Public Safety Mayoral Forum in the run-up to the Chicago Mayoral election. The event had an overflow crowd of faith-based leaders, legislators, city stakeholders and members of the CVI community.

• MPI created a Communications Department to craft and disseminate consistent coherent messaging about its mission, goals, services, partnerships and collaboration. This ensures external and internal stakeholders receive timely, accurate and relevant information. The department will include strategy, advocacy support, public relations, media relations and social media.

• The Metropolitan Peace Academy (MPA) secured building space that will provide a centralized permanent home for outreach worker professionalization, case manager and victims’ services education, personal development and recreation. Groundbreaking has taken place, and the new space will feature training classrooms, administrative offices, a gym, yoga space, café, lounge area, and meditation space. This facility will equip MPA to train more outreach workers and case managers than in previous temporary locations.

• In FY2023, MPA graduated 87 outreach professionals, 39 case managers and 57 victims’ services responders. MPA has successfully matriculated 335 outreach workers and 88 case managers since its inception. Also in FY2023, Chief of Training, Vanessa Perry DeReef, Ph.D., received an Appreciation Award, and Field Manager Jowaine Washington was awarded a Lifetime Achievement Award.

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MORE EMPOWERMENT − READ THE FULL STORY: MFSANNUALREPORT.ORG/MPI
Catalyzing Change: A YEAR OF EXPANSION, ENGAGEMENT AND EMPOWERMENT

COLLABORATION

- **Southland RISE**, an offshoot of Senator Richard Durbin’s HEAL program, is a collaboration between MPI and CP4P, UChicago Medicine, and Advocate Christ Medical Center, working to strengthen the violence recovery ecosystem on Chicago’s South Side and in its south suburbs. Since the initiative was founded, a group of leadership and designated team members from the two hospitals, along with MPI and CP4P, have been working to strengthen collaboration between hospitals and street outreach organizations, with the goal of improving treatment and supporting crime survivors and their families.

As part of this effort, and with grant funding from the Illinois Criminal Justice Information Authority (ICJIA), a training curriculum was developed and implemented in 2023 by MPI/CP4P and Southland RISE, which brings together the perspectives and knowledge of both street outreach and hospital frontline staff.

- MPI and CP4P partnered with City Colleges of Chicago (Daley and Wright) to provide workforce development, training and certifications in welding and National Institute for Metalworking Skills (NIMS) CNC programming, welding and forklift operation. Twenty-five students graduated with certifications in FY2023, and 30 participants are currently enrolled in the same programs.

More empowerment – read the full story: MPSANNUALREPORT.ORG/MPI

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**METROPOLITAN PEACE INITIATIVES**

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<thead>
<tr>
<th>MPHCT STATS</th>
<th>MPI Behavioral Health</th>
<th>MPI Workforce Development</th>
<th>CP4P Justice Corps</th>
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</thead>
<tbody>
<tr>
<td>225</td>
<td>179</td>
<td>45</td>
<td></td>
</tr>
<tr>
<td>PARTICIPANTS SERVED</td>
<td>PARTICIPANTS SERVED</td>
<td>CLIENTS RECEIVED</td>
<td>EXPUNGEMENTS</td>
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<table>
<thead>
<tr>
<th>Light in the Night</th>
<th>Metropolitan Peace Academy</th>
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<tbody>
<tr>
<td>(Community Events)</td>
<td></td>
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<tr>
<td>395 EVENTS HELD</td>
<td>183 GRADUATES</td>
</tr>
<tr>
<td>51,192 TOTAL NUMBER OF ATTENDEES</td>
<td>87 OUTREACH PROFESSIONALS</td>
</tr>
<tr>
<td>(zero incidents of gun violence)</td>
<td>39 CASE MANAGERS</td>
</tr>
<tr>
<td>Street Outreach</td>
<td>4,888 CONFLICTS MEDIATED</td>
</tr>
<tr>
<td>106,215 HOURS CANVASSED</td>
<td>142,600 CONTACTS MADE</td>
</tr>
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</table>
HIGHLIGHTS

We had many exciting opportunities to celebrate the achievements of our clients and communities throughout the year!

Family Fun Day
Family Fun Day at the Southeast Chicago Center gave staff in our Behavioral Health and Mental Health Juvenile Justice program the chance to celebrate clients and their successes.

Altgeld Leaders Trip to DC
Members of our Altgeld Gardens Youth Leadership Program participated in a whirlwind trip of the nation’s capitol, visiting monuments, museums, memorial sites, the historic Howard University, and more! All gained a broader view of life and opportunities beyond Altgeld.

Healthy Families Summer Graduation
Our Healthy Families program celebrated its summer graduates at our North and Southeast Chicago Centers! Healthy Families provides holistic services to moms to promote their children’s well-being from birth through age five, educating about changes as their baby grows.

DuPage Gala
This year’s DuPage Gala highlighted how our services wrap around clients’ needs, such as with Elizabeth, who was able to secure behavioral health and housing services for herself and children in working with MFS and our partner agencies.

We Grow – Seeds of Change Award
MFS was honored to be jointly recognized, along with our We Grow Chicago partners Imagine Englewood It, Teamwork Englewood, and Grow Greater Englewood, for the Seeds of Change Award, presented by our fellow partner agency Growing Home, in May 2023. The award recognizes “long-standing partners who work collectively to resolve pressing issues in our neighborhoods.”

Sones de Mexico/Violin & Guitar Classes Launch
Children ages 9 and up enjoyed the opportunity to take Spanish-language violin and guitar classes this spring, taught in person and online by professional musicians from the Grammy-nominated Sones de México Ensemble!

Week of the Young Child
During the nationally celebrated Week of the Young Child, children and teachers at our Bensenville Early Learning Center and St. Andrews Head Start, both in DuPage County, created instruments, planned a “concert,” and invited their parents to attend the concert to conclude the week!

Youthbuild Youth’s Visit to State’s Capitol
Last month, our Youthbuild leaders and staff visited Springfield for the Illinois Youthbuild Coalition’s conference and construction challenge, where they both constructed projects and met with elected officials to advocate for program funding.

MORE IMPACT ON MFSANNUALREPORT.ORG/HIGHLIGHTS
**HIGHLIGHTS**

*mpower the Night*

Our 41st Annual *mpower the Night* welcomed Board Members and nearly 400 guests back to MFS with an in-person celebration of community connection!

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**2023 ANNUAL REPORT**

Midway Center Expansion & Jones Center Build Out

As we expanded our Midway Center and built out our Jones Center, we were pleased to offer participants in our Illinois Youth Investment Program the chance to participate in the construction! Special thanks to our program partner Bowa Construction.

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**DuPage Home-Based Early Learning**

Last summer we congratulated the young graduates of our DuPage Center’s Home-Based Early Learning programs! We loved celebrating this milestone with them and their families.

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**Vaughn Bryant in Crain’s− “Complexity of Crime in Chicago”**

“It’s a double-edged sword because to survive in some of these communities, you feel like you have to be armed. But if nobody’s armed, then at least people aren’t dying,” says Vaughn Bryant, Executive Director of Metropolitan Peace Initiatives, in a Crain’s Chicago Business feature on the complexities behind crime rates across Chicago: https://www.chicagobusiness.com/.../chicago-violence...

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**Legal Aid Society/Equal Access to Justice Luncheon**

The 2022 Equal Access to Justice Award Luncheon celebrated the pro bono contributions that empower LAS’ programs, highlighting those of our honorees, Laura J. Schumacher and AbbVie, and Discover.

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**David Tropp, New Governing Board Chair**

We were pleased to welcome our incoming Board of Directors Chair, David S. Tropp, Executive Vice President, CBRE, Inc., here pictured with immediate past Board Chair Ashley Duchossois Joyce! A Board Member since 1994, David’s leadership has guided the agency’s numerous real estate transactions and contributes greatly to MFS’ Head Start Oversight Board.

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**Sones Interview & Performance**

Our North Center’s Festa Mexicana Summer Day Camp with Sones de Mexico Ensemble provided a fun opportunity for youth to learn guitar, dance, singing, and folk crafts in an immersive, Spanish-language experience to connect with Mexican culture. Special thanks to the Ralla Klepak Foundation for Education in the Performing Arts for making the Camp possible!

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**End of Year Celebration/ DuPage/Bensenville Early Learning**

Families enjoyed a fun end-of-the-year celebration at our DuPage Center’s Bensenville Early Learning Center.
“Early in my career I joined MFS’ Metro Board — its young professionals’ board [now known as MLAR]. I was immediately so impressed with all of the things the agency does to strengthen families, and also how fiscal sound it was. When I met my husband, Stan, he also got to know MFS and was incredibly impressed. I was later asked to join the agency’s governing Board of Directors, and one of the top things I have had the honor of doing was eventually becoming a Board Chair.

The agency continues to grow in so many amazing ways to proactively help many of Chicago’s most vulnerable families. One thing I really love about it is that as the city and families need change, MFS acts as a change agent to help add so many positive resources.

We encourage others to join the Family Trust as part of their estate planning. MFS has been a part of our lives in Chicago for all 117 years, and feel confident it will be here for at least another 170 years! The agency takes the management of estate grants very seriously. People can be very confident that their funds will go to great use in strengthening Chicago’s vulnerable families for many years to come.

Stan and I are honored to be part of the Family Trust. We became members because it is a way to invest in MFS in an ongoing way after we are no longer here. We believe philanthropy should be part of our long-term estate plan, and there is no better place to leave our investment than in MFS.”

– Ginger (Virginia) Johnson Pillman and Stan Pillman, Members, The Family Trust
STATEMENT OF ACTIVITIES

Years Ended June 30, 2023 and 2022
Amounts in 000’s

OPERATING REVENUE

<table>
<thead>
<tr>
<th>Description</th>
<th>2023</th>
<th>2022</th>
</tr>
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<tbody>
<tr>
<td>Government Grants</td>
<td>99,243</td>
<td>79,321</td>
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<tr>
<td>Program Service Fees</td>
<td>11,146</td>
<td>8,273</td>
</tr>
<tr>
<td>Contributions</td>
<td>11,760</td>
<td>11,518</td>
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<tr>
<td>United Way</td>
<td>1,382</td>
<td>1,403</td>
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<tr>
<td>Endowment Payout</td>
<td>1,668</td>
<td>1,668</td>
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<tr>
<td>Income from Trusts &amp; Other Income</td>
<td>3,999</td>
<td>4,724</td>
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<tr>
<td><strong>TOTAL OPERATING REVENUE</strong></td>
<td><strong>129,158</strong></td>
<td><strong>106,907</strong></td>
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OPERATING EXPENSES

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<tr>
<th>Description</th>
<th>2023</th>
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<tbody>
<tr>
<td>Emotional Wellness</td>
<td>42,694</td>
<td>30,599</td>
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<tr>
<td>Empowerment</td>
<td>28,195</td>
<td>27,301</td>
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<td>Education</td>
<td>27,500</td>
<td>23,910</td>
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<tr>
<td>Economic Stability</td>
<td>14,556</td>
<td>12,744</td>
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<tr>
<td><strong>Total Program Expenses</strong></td>
<td><strong>112,945</strong></td>
<td><strong>94,554</strong></td>
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<tr>
<td>Management &amp; General</td>
<td>13,131</td>
<td>10,461</td>
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<tr>
<td>Fund Raising</td>
<td>2,724</td>
<td>2,398</td>
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<td><strong>TOTAL OPERATING EXPENSES</strong></td>
<td><strong>128,800</strong></td>
<td><strong>107,413</strong></td>
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OPERATING SURPLUS (DEFICIT)

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<tr>
<th>Description</th>
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<th>2022</th>
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</thead>
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<tr>
<td>Depreciation &amp; Amortization</td>
<td>(1,218)</td>
<td>(1,057)</td>
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<tr>
<td>Net Investment Gains (Losses)</td>
<td>2,663</td>
<td>(9,562)</td>
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<tr>
<td>Change in Pension Liability</td>
<td>594</td>
<td>(213)</td>
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<tr>
<td>Change in Market Value of Interest Rate Swap</td>
<td>778</td>
<td>1,530</td>
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<tr>
<td>PPP Loan</td>
<td>0</td>
<td>9,670</td>
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<tr>
<td>Inherent Contribution of HACC</td>
<td>3,279</td>
<td>0</td>
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<tr>
<td>Inherent Contribution of I-Grow</td>
<td>0</td>
<td>2,988</td>
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<tr>
<td>Transfer of Assets of I-Grow</td>
<td>(2,868)</td>
<td>0</td>
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<td>Capital Grants</td>
<td>2,783</td>
<td>2,452</td>
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<td>Release of Restriction</td>
<td>1,243</td>
<td>(797)</td>
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<tr>
<td><strong>NON OPERATING ACTIVITY</strong></td>
<td><strong>7,254</strong></td>
<td><strong>5,011</strong></td>
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<td><strong>TOTAL CHANGE IN NET ASSETS</strong></td>
<td><strong>7,612</strong></td>
<td><strong>4,505</strong></td>
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STATEMENT OF FINANCIAL POSITION

June 30, 2023 and 2022
Amounts in 000’s

ASSETS

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<tr>
<th>Description</th>
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<tr>
<td>Cash</td>
<td>15,324</td>
<td>12,220</td>
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<tr>
<td>Receivables</td>
<td>28,247</td>
<td>20,758</td>
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<tr>
<td>I-Grow assets</td>
<td>0</td>
<td>2,988</td>
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<tr>
<td>Investments</td>
<td>44,259</td>
<td>42,253</td>
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<tr>
<td>Interest in trusts</td>
<td>17,231</td>
<td>16,656</td>
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<tr>
<td>Property and equipment</td>
<td>31,690</td>
<td>22,477</td>
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<td>Construction work in Progress</td>
<td>0</td>
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<tr>
<td>Lease ROU Asset</td>
<td>10,325</td>
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<tr>
<td>Other</td>
<td>1,448</td>
<td>1,072</td>
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<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td><strong>148,524</strong></td>
<td><strong>121,918</strong></td>
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LIABILITIES AND NET ASSETS

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<thead>
<tr>
<th>Description</th>
<th>2023</th>
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<tbody>
<tr>
<td>Accounts payable and accruals</td>
<td>13,147</td>
<td>11,218</td>
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<tr>
<td>Investment Bond</td>
<td>8,500</td>
<td>2,500</td>
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<tr>
<td>NMTC Notes</td>
<td>10,368</td>
<td>10,317</td>
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<tr>
<td>Bonds payable</td>
<td>12,700</td>
<td>12,700</td>
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<tr>
<td>Pension liability</td>
<td>(49)</td>
<td>544</td>
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<tr>
<td>Lease Liability</td>
<td>10,541</td>
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<tr>
<td>Other</td>
<td>7,298</td>
<td>6,232</td>
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<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td><strong>62,505</strong></td>
<td><strong>43,511</strong></td>
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NET ASSETS

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<tr>
<th>Description</th>
<th>2023</th>
<th>2022</th>
</tr>
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<tbody>
<tr>
<td><strong>NET ASSETS</strong></td>
<td><strong>86,019</strong></td>
<td><strong>78,407</strong></td>
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TOTAL LIABILITIES AND NET ASSETS

<table>
<thead>
<tr>
<th>Description</th>
<th>2023</th>
<th>2022</th>
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<tbody>
<tr>
<td><strong>TOTAL LIABILITIES AND NET ASSETS</strong></td>
<td><strong>148,524</strong></td>
<td><strong>121,918</strong></td>
</tr>
</tbody>
</table>
**PACT IN NUMBERS**

**ENGAGED 23,406**

households and family members of program participants

**REACHED 51,918**

attendees in trainings, workshops, health fairs, and resource fairs

**CONNECTED 17,999**

individuals to additional resources, either within Metropolitan or to our partner organizations

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**EMOTIONAL WELLNESS**

**Behavioral Health**

2,545 **CLIENTS SERVED**

5,622 **FAMILIES SERVED**

83% of clients strongly agree they were satisfied with services received

197 different zip codes were served through our BH program agency-wide

41,496 **HOURS of services provided**

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**Adoption Preservation and Support**

252 **CLIENTS SERVED**

223 **FAMILIES SERVED**

**AT CASE CLOSING:**

99% of families remained together (or intact)

99% of families’ immediate needs were met

99% of families reported an increase in family functioning

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**EDUCATION**

**Early Learning**

ACROSS ALL CENTER-BASED AND HOME-BASED PROGRAMS:

1,215 **CHILDREN AGES 0-5 SERVED**

4,033 **FAMILY MEMBERS SERVED**

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**Head Start/Early Head Start**

93% of parents know how to access other services in the community (e.g., employment and training, parenting classes, health care, etc.)

91% of parents know how to create goals for their family with the help of their case manager

On average, 80% of children met or exceeded age-appropriate cognitive skills

On average, 80% of children met or exceeded age-appropriate social-emotional skills

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**EMPOWERMENT**

**Domestic Violence Services**

51,848 **HOURS OF DIRECT SERVICE WERE PROVIDED TO CLIENTS IMPACTED BY DV**

25,188 participants attended

1,079 domestic violence presentations

7,771 **HOTLINE CALLS** were taken to connect callers with DV-related support, helpful information, and individualized referrals

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**Legal Aid Society**

Volunteers donated over 7,900 hours of time to LAS this fiscal year, accounting for over $2.5 million in legal services to our clients

RECOVERED OVER $150,000 for clients who experienced labor exploitation, including assisting clients whose recovery amounts make a big difference to them, but are too small for the private bar to take on

OBTAINED $500,000 in child support and other financial awards for survivors of domestic violence in Cook and DuPage Counties

The Anti-Trafficking team engaged in outreach work throughout Illinois

91 **visits** made to Illinois farms and connected with nearly 500 farmworkers

29 **outreach events** held and connected with over 250 people during the outreach events

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**FINANCIAL OPPORTUNITY CENTER (FOC)**

On average, clients experienced a $13 increase in their wages while working with the FOC

84% of clients were placed in a job

85% of clients received services through the FOC

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80% of children met or exceeded age-appropriate cognitive skills

80% of children met or exceeded age-appropriate social-emotional skills