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.

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.
This year, MFS celebrates “community” - and here, community starts from within.

Community is built on people’s connections, including in the workplace. Our community continues to touch thousands of clients and families, and our thousand-member staff continues to go above and beyond to ensure our services reach clients where they are. They’ve continued to innovate through in-person and online services. We are extremely grateful to the MFS team, both for this past year and throughout the pandemic, for their enduring commitment to keeping families and communities strong.

Much has happened in the last 12 months! Highlights include the $3 million transfer of assets from MFS to leaders in Chicago’s West Englewood community through We Grow Chicago (We Grow). We Grow is a neighborhood-based coalition led by Imagine Englewood II, Metropolitan Family Services and three local, Black-led organizations including Growing Home, Grow Greater Englewood and Teamwork Englewood.

We Grow owns 15 properties on the “Peace Campus,” which spans the 6400 block of South Honoré Street. We are excited to share that plans are in the works to transform one of the Peace Campus homes into a state-of-the-art digital technology center, operated by MFS and We Grow, where we will train youth for some of the most promising careers of the future. Speaking of the MFS/We Grow partnership, we couldn’t be more enthused about local leaders being empowered to chart the future of their communities!

At MFS, we’ve also been working diligently to improve our infrastructure for better service delivery. That includes refining our behavioral health systems, launching an in-depth review of our careers platforms and processes, and developing a new Intake and Referral Program. The latter will make it much easier and quicker for us to connect clients with services, in ways that more efficiently equip clients to choose the services that best support their unique needs.

Board Chair Ashley Duchossois Joyce culminates her three-year term in October 2022. She graciously extended her tenure for another year, providing the agency with additional stability through the pandemic. Ashley played an instrumental role in increasing Board engagement, further diversifying our Board membership to better reflect those we serve, and changing Board committees to inspire new ideas and impact.

MFS honors Ashley’s many contributions to our agency. Her Board service is the most recent example of a deep commitment that spans more than two decades. We also look forward to David Tropp assuming the Chairmanship in fall 2022. Bringing close to three decades of experience with MFS as a Board member, David’s leadership shows how our Board is stronger than ever.

All of our growth and transition could not be possible without our community members, drivers and leaders, both internal and external. We thank you so much for your continued faith in our mission to Mpower Chicagoland!
WORKFORCE DEVELOPMENT

Workforce Development at Metropolitan means consistently developing and reworking spaces of community. Whether those spaces are physical – gaining hands-on experience at work sites, building a Free Library for our Altgeld Gardens residents – or emotional – cultivating a safety net of wraparound support for job-seekers and their families – we’re committed to empowering our communities to persevere through life’s challenges.

As we celebrate the culmination of 20 years of Workforce Development at Metropolitan, we’ve opened a new space dedicated to empowering job-seekers well into the future: our Jones Center! As we expand our programming and develop connections with employer partners, we’re seeing growth. Growth of diversity in trades, of bridging our work with youth into our work with adults; we’re seeing the benefits in a community’s workforce being of the community.

MORE POWERMENT: HEAR FROM OUR WORKFORCE DEVELOPMENT STAFF AND JOB-SEEKERS
MFSANNUALREPORT.ORG/WORKFORCE-DEVELOPMENT
Amanda remembers a major moment of progress for her family: sitting down at the dinner table, all together.

Amanda and her husband had received support as foster parents, but those services dissipated once they adopted their children. She and her family needed consistency and support. Her three children had all experienced vastly different traumas, and their unique needs and behaviors created “a state of chaos,” as Amanda put it. “When Brenda walked in the door, I was so excited and grateful. There was this calm and this peace. She just heard, and understood, and saw what was happening.”

“It’s been the consistency and the trusted voice I so appreciate. I’m so grateful for continued services now, because we need them but we’ve grown so much, and so it’s exciting. It’s exciting because there’s hope.”

– Amanda, Metropolitan DuPage client
## Statement of Activities

**Years Ended June 30, 2022 and 2021**

**Amounts in 000’s**

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
</tr>
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<tbody>
<tr>
<td>Government Grants</td>
<td>65,526</td>
<td>79,921</td>
</tr>
<tr>
<td>Program Service Fees</td>
<td>9,235</td>
<td>8,273</td>
</tr>
<tr>
<td>Contributions</td>
<td>9,263</td>
<td>11,370</td>
</tr>
<tr>
<td>United Way</td>
<td>1,559</td>
<td>1,403</td>
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<tr>
<td>Endowment Payout</td>
<td>1,668</td>
<td>1,668</td>
</tr>
<tr>
<td>Income from Trusts &amp; Other Income</td>
<td>8,257</td>
<td>4,107</td>
</tr>
<tr>
<td><strong>Total Operating Revenue</strong></td>
<td>95,508</td>
<td>106,742</td>
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</table>

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
</tr>
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<tbody>
<tr>
<td>Government Grants</td>
<td>13,512</td>
<td>13,507</td>
</tr>
<tr>
<td>Program Service Fees</td>
<td>50,732</td>
<td>42,253</td>
</tr>
<tr>
<td>Contributions</td>
<td>20,683</td>
<td>22,115</td>
</tr>
<tr>
<td>United Way</td>
<td>19,873</td>
<td>16,656</td>
</tr>
<tr>
<td>Management &amp; General</td>
<td>9,670</td>
<td>1,403</td>
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<tr>
<td>Fund Raising</td>
<td>73,902</td>
<td>119,374</td>
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<tr>
<td><strong>Total Operating Expenses</strong></td>
<td>119,374</td>
<td>121,008</td>
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<tr>
<td><strong>Operating Surplus (Deficit)</strong></td>
<td>193</td>
<td>(506)</td>
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</table>

### Other Changes in Net Assets

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depreciation &amp; Amortization</td>
<td>(862)</td>
<td>(1,019)</td>
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<tr>
<td>Net Investment Gains (Losses)</td>
<td>11,995</td>
<td>(9,562)</td>
</tr>
<tr>
<td>Change in Pension Liability</td>
<td>4,354</td>
<td>(213)</td>
</tr>
<tr>
<td>Change in Market Value of Interest Rate Swap</td>
<td>1,011</td>
<td>1,530</td>
</tr>
<tr>
<td>PPE Loan</td>
<td>0</td>
<td>9,670</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>2,405</td>
</tr>
<tr>
<td><strong>Non Operating Activity</strong></td>
<td>1,067</td>
<td>4,222</td>
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<tr>
<td><strong>Total Change in Net Assets</strong></td>
<td>15,170</td>
<td>14,977</td>
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<tr>
<td><strong>Net Assets at Beginning of Year</strong></td>
<td>58,732</td>
<td>73,902</td>
</tr>
<tr>
<td><strong>Net Assets at End of Year</strong></td>
<td>73,902</td>
<td>76,207</td>
</tr>
</tbody>
</table>

### Contribution for Goods and Services

- 2021: 3,388
- 2022: 3,428

### Statement of Financial Position

**June 30, 2022 and 2021**

**Amounts in 000’s**

#### Assets

<table>
<thead>
<tr>
<th></th>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash</td>
<td>12,220</td>
<td>13,512</td>
</tr>
<tr>
<td>Receivables</td>
<td>22,115</td>
<td>13,507</td>
</tr>
<tr>
<td>Investments</td>
<td>42,253</td>
<td>50,732</td>
</tr>
<tr>
<td>Interest in trusts</td>
<td>16,656</td>
<td>19,873</td>
</tr>
<tr>
<td>Property and equipment</td>
<td>22,470</td>
<td>20,683</td>
</tr>
<tr>
<td>Other</td>
<td>1,067</td>
<td>1,403</td>
</tr>
<tr>
<td>Construction work in Progress</td>
<td>4,222</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td>121,008</td>
<td>119,374</td>
</tr>
</tbody>
</table>

#### Liabilities and Net Assets

<table>
<thead>
<tr>
<th></th>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts payable and accruals</td>
<td>11,992</td>
<td>11,081</td>
</tr>
<tr>
<td>Investment Bond</td>
<td>2,500</td>
<td>8,422</td>
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<tr>
<td>PPP Loan</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>NMTC Notes</td>
<td>10,835</td>
<td>0</td>
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<tr>
<td>Bonds payable</td>
<td>12,700</td>
<td>12,700</td>
</tr>
<tr>
<td>Pension liability</td>
<td>544</td>
<td>2,749</td>
</tr>
<tr>
<td>Other</td>
<td>6,230</td>
<td>6,772</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td>44,801</td>
<td>45,472</td>
</tr>
<tr>
<td><strong>Net Assets</strong></td>
<td>76,207</td>
<td>73,902</td>
</tr>
<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td>121,008</td>
<td>119,374</td>
</tr>
</tbody>
</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.

Transforming lives across seven community centers, 24 satellite and offsite locations, and beyond
THANK YOU TO OUR METROPOLITAN FAMILY

Our family of supporters forms the heart of community empowerment at Metropolitan Family Services. Your engagement in and on behalf of the communities we serve transforms challenges into opportunities. Together, we’re Mpowering 117,491 children and families to learn, eat, and thrive!

GOVERNMENT
Addison School District #4
Chicago Board of Education
Chicago Department of Family & Support Services
Chicago Department of Housing
Chicago Department of Health
Chicago Board of Education
Chicago Housing Authority
Collage of DuPage
DuPage County
DuPage County Treasurer
City of Benton
City of Chicago
City of Naperville
Federal Emergency Management Agency
Metropolitan Family Services Foundation

BUSINESS
Busch Capital Development
Chicago Community Bank
Chicago Community Housing
Dominant Valence
Benzing Capital

NONPROFIT ORGANIZATION AND DISTRICT DONORS

$200,000 to $499,999

- The Eastern Door Project

$150,000 to $199,999

- The Chicago Community Trust

$100,000 to $149,999

- The Obama Foundation

$50,000 to $99,999

- Northern Illinois University

- The Henry and Grace Metzger Foundation

- The[dim163589831]

- Usa Bank

-$1,000 to $2,499

- Bank of America

-$500 to $999

- Bank of America

-$250 to $499

- Bank of America

-$200 to $499

- Bank of America

-$100 to $199

- Bank of America

-$50 to $99

- Bank of America

-$25 to $49

- Bank of America

-$20 to $42

- Bank of America

-$10 to $19

- Bank of America

-$5 to $9

- Bank of America

-$2 to $4

- Bank of America

-$1 to $4

- Bank of America

-$0.50 to $1

- Bank of America

$500 to $999

- The Chicago Community Trust

$250 to $499

- The Chicago Community Trust

$200 to $499

- The Chicago Community Trust

$150 to $499

- The Chicago Community Trust

$100 to $499

- The Chicago Community Trust

$50 to $499

- The Chicago Community Trust

$25 to $499

- The Chicago Community Trust

$20 to $499

- The Chicago Community Trust

$15 to $499

- The Chicago Community Trust

$10 to $499

- The Chicago Community Trust

$5 to $499

- The Chicago Community Trust

$2 to $499

- The Chicago Community Trust

$1 to $499

- The Chicago Community Trust

$0.50 to $499

- The Chicago Community Trust

$250 to $999

- The Chicago Community Trust

$150 to $999

- The Chicago Community Trust

$100 to $999

- The Chicago Community Trust

$50 to $999

- The Chicago Community Trust

$25 to $999

- The Chicago Community Trust

$20 to $999

- The Chicago Community Trust

$15 to $999

- The Chicago Community Trust

$10 to $999

- The Chicago Community Trust

$5 to $999

- The Chicago Community Trust
Metropolitan's strong leadership and tangible impact are critical today and it is apparent to us, must endure to positively impact the Chicago area and thrive. When you strengthen your own family's financial future through the Family Trust, you're also strengthening the future of every one of our families, and the future of Metropolitan Family Services in their financial plans, ensure their family's crucial investment today will help families across Chicagoland reach their greatest potential for generations to come.

This year, Metropolitan Family Services Mpowered 117,491 families to learn, earn, and heal. When you strengthen your own family’s financial future through the Family Trust, you're also strengthening the future of every one of our families, and the future of the communities we all call home.

- Mr. and Mrs. Erik Barefeld, Members, The Family Trust
How has your sense of place and togetherness changed this year? As we recover together from the pandemic, we’re discovering new and reworked spaces of community, both physical and virtual. We’re seeing moments of progress big and small take on new significance.

As we’re evolving and redefining what support and community look like together, we’re proud to be a consistent presence for our families. Metropolitan has been here through it all.

“Since the first time I met and talked with Ms. Ruidias, it was very evident her children were her number one priority.”

Ms. Ruidias, a single mother of four whose two youngest children go to our North Children’s Center, lost her job in the restaurant industry during the pandemic, and due to various complications, did not qualify for unemployment. She wasn’t alone.

Natalie Quintanilla, a Family Support Worker at our North Center, checks in with Ms. Ruidias weekly. She takes advantage of every opportunity and resource Natalie shares, from financial assistance with bills and rent to free internet. Now Ms. Ruidias is working part-time while accommodating her children’s schedules, and feels hopeful about the upcoming school year.

Rochelle, a client of the Legal Aid Society’s Domestic Violence programs, shared her story of surviving and leaving an abusive situation at our Equal Access to Justice Award Luncheon. “It’s just me and my baby. I don’t have no parents, I don’t have no friends, I don’t have too many family members, and I’m so happy I gained a family through the situation I was going through.”

Loren Gutierrez, Managing Attorney of LAS Safety and Family Practice Group, led that family - a team navigating virtual communication and court appearances to work toward an Order of Protection for Rochelle.

When the court finally granted her Order of Protection, Rochelle shares, “I felt like I could breathe and that I could sleep. I felt like I got help and felt like you [LAS] were there with me, even if you weren’t there physically.”

The Legal Aid Society’s Domestic Violence programs

mPOWERED 881 CLIENTS

Handled 935 CASES involving brief and extended legal services

Handled 278 ORDERS of protection for 151 CLIENTS

Our 40th annual Mpower the Night celebrated the power of community transformation. Each element of our program celebrated the progress and impact of collaboration and community connection, including a discussion on the future of urban agriculture and community development with the leaders of the organizations comprising We Grow Chicago.

mPOWERED COMMUNITY PARTNERS

We Grow is a new collaborative addressing food equity and community empowerment, led by West Englewood community organizations.

“We were able to bring together organizations like We Grow that aren’t just focused on a single area but really trying to help communities build what they need.”

[We Grow is] a sustainable umbrella organization for supporting West Englewood families so they can go from surviving to thriving,” says Michelle Rashad, Executive Director of We Grow and Imagine Englewood if, a We Grow partner organization. “We also hope our Peace Campus will serve as a new place-based model for uplifting Black and Brown communities that can be scaled across the city and nation.”

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HIGHLIGHTS

South Side Weekly featured Vanessa Schwartz, Executive Director of our Southeast Chicago Center and born and raised in the community, about her leadership in a community activism effort to stop a major company, General Iron, from moving a scrap metal plant to the area.

SOUTH SIDE WEEKLY

Welcome to our new Headquarters!

"There’s something here for everybody," shares Bryan Johnson, Senior Director of Evaluation and Outcomes, referring to Focus Rooms for personal space, Zoom Rooms for virtual meetings, and windows throughout for natural light. "This space will allow for most sites to be empowered; through our grants work, through our evaluation, through our strategy and direction."

Everyone should have access to fresh, healthy food, no matter where they live! Our Calumet Center holds regular food distribution events in our Roseland community. Our Altgeld Youth Leadership Program is fighting food insecurity with its own youth-led food pantry, offering healthy and fresh grocery options in an under-resourced area.
Mpowered to Advocate

Our first-ever Legislative Roundtable offered our staff and clients a virtual space to connect with their legislators, sharing their experiences and advocating for issues important to them and our communities.

Maciej, a client in our Southwest Center’s Behavioral Health program, talked about a safe space he’s developed with his therapist, Katie.

“She really saved me, honestly,” he shares. “I could see right away that the care was there, like nothing I had experienced before.”

Future Kindergarteners coming through! Our Midway Children’s Center kids visited their neighborhood elementary school to explore the classrooms they’ll be in next year, and really enjoyed this experience as preparation for their big transition.

Especially in our home-based programs, we’re grateful for creative new opportunities to gather together - like an afternoon in the park! This socialization event for DuPage Center families focused on gross motor development, or skills that use body movements - in this case, yoga!
HIGHLIGHTS

Our Southeast Chicago Center’s Behavioral Health program hosted a Family Funday to engage staff and families in fun, energizing and physical activities to support community healing. As we emerge from sheltering in place cut off from support systems, to racial violence and injustice, to remote learning and telehealth, and beyond, we appreciated the opportunity to reconnect.

Our first in-person Metropolitan Peace Academy graduation since the pandemic brought together nine cohorts of outreach workers and case managers to celebrate their achievements. In the iconic words of Director of Training Vanessa Perry DeReef … BOOM!

A group of volunteers from Mesirow joined our Skokie Center staff to help kick off an exciting refresh of our interior and exterior spaces! Applying more than 14 gallons of fresh paint transformed our waiting room and hallways into a more friendly area for our staff and families. We’re also looking forward to welcoming our Skokie Valley community with new landscaping and signage outside.
30 of participants in Workforce Development programs completed a Job Readiness Training and increased their financial net worth by paying off debts or increasing household income.

**EMOTIONAL WELLNESS**

Across our Behavioral Health Programs: 96% of clients shared their overall health improved as a result of MFS services.

**EDUCATION**

Across all Center-Based and Home-Based programs:
- EARLY LEARNING: 1,268 CHILDREN, AGES 0-5, 1,383 FAMILY MEMBERS
- COMMUNITY SCHOOLS: 5,241 STUDENTS enrolled in programming at 28 partner schools, K-12, 580 PARENTS enrolled in activities

**ECONOMIC STABILITY**

- WORKFORCE DEVELOPMENT: 417 JOB-SEEKERS EMPOWERED through career and financial coaching, job training and placement, resume writing, and other employment support
- DOMESTIC VIOLENCE SERVICES: 4,757 CLIENTS received Domestic Violence services including counseling, legal advocacy, economic self-sufficiency, and other supports
- FINANCIAL OPPORTUNITY CENTER: 4,186 FAMILY MEMBERS

**EMPOWERMENT**

- DOMESTIC VIOLENCE SERVICES: 24,954 PEOPLE attended 853 community presentations on Domestic Violence
- LEGAL AID SOCIETY: 13,226 CLIENTS SERVED including 4,186 FAMILY MEMBERS

**METROPOLITAN PEACE INITIATIVES (MPI)**

- 120 PARTICIPANTS received Workforce Development support, including Job Readiness Training, skill-based training, and GED attainment
- 101 PARTICIPANTS received Behavioral Health support, including counseling and connections to community-based healthcare

**COMMUNITIES PARTNERING 4 PEACE (CP4P)**

- Metropolitan Peace Academy: 63 GRADUATES from the 144-hour curriculum professionalizing street outreach

**LEGAL AID SOCIETY**

- 435 Orders of Protection legally protected survivors of domestic violence
- 3,684 connected to additional support via referrals, legal clinics, and know-your-rights presentations

**METROPOLITAN COMMUNITY WRAPS AROUND OUR FAMILIES**

- ENGAGED 23,540 households and family members of program participants
- REACHED 48,434 attendees in trainings, workshops, health fairs, and resource fairs
- CONNECTED 17,881 individuals to additional resources, either inside Metropolitan or to our partner organizations

**ACROSS OUR BEHAVIORAL HEALTH PROGRAMS**

- 5,560 CLIENTS
- 7,399 FAMILY MEMBERS

**PACT IN NUMBERS**

Across all Center-Based and Home-Based programs:

- 63 GRADUATES from the 144-hour curriculum professionalizing street outreach

**LEGAL AID SOCIETY**

- 5,321 MEDIATIONS COMPLETED by identifying and responding to conflicts

**METROPOLITAN PEACE INITIATIVES (MPI)**

- 48,730 ATTENDEES at 764 COMMUNITY EVENTS

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