Metropolitan Family Services *m*powers families to learn, to earn, to heal and to thrive.

Part mentor, part motivator, part advocate, since 1857 metropolitan Family Services has been the engine of change that *m*powers families to reach their greatest potential and positively impact their communities.

*m*powered for life
Adoption and Guardianship Support and Preservation program supports families formed by adoption or guardianship with counseling and crisis intervention.

Rapid Re-Housing program at Metropolitan Calumet coordinates subsidized housing and wrap-around support to survivors of domestic violence.

Domestic Violence Shelter at Family Shelter Service of Metropolitan Family Services DuPage offers help and hope for survivors of domestic violence as they rebuild their lives.

Metropolitan Southwest expands into Merrionette Park, building our capacity and broadening our reach in the Southwest suburbs.

Legal Aid Society’s Individual Rights and Social Justice Practice Group represents and advocates for victims of crime in cases including immigration relief.

Metropolitan Peace Academy, an initiative of Metropolitan Peace Initiatives, professionalizes the field of street outreach.
HOLISTIC STRATEGY TO EMPOWER FAMILIES

**ECONOMIC STABILITY**
We equip strong, self-sustaining families with the tools to find and maintain employment, achieve financial literacy, and build family wealth.

**EMOTIONAL WELLNESS**
We encourage healthy and productive lives through counseling and mental health services, parenting and family support and older adult services.

**EDUCATION**
We prepare young people and parents for success, from the early years throughout school, and all the way to college.

**EMPOWERMENT**
We help families stand up and be heard by providing legal aid, violence prevention, and domestic violence services.

**BOLD LEADERSHIP**
**WRAP-AROUND SUPPORT**
**COMMUNITY COMMITMENT**
**MEASURABLE RESULTS**

- **Education**
  - 23,202

- **Emotional Wellness**
  - 38,975

- **Empowerment**
  - 50,496

- **Economic Stability**
  - 24,002
Values

**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.
We are extremely excited and grateful to share a milestone this year for Metropolitan Family Services – we helped to power 136,675 children and families in 2021!

In the process of surpassing the 100,000 mark – reaching an ever-growing number of children, youth and adults throughout metropolitan Chicago and DuPage County with services designed to improve quality of life – we learned about not only endurance, but also about expectation and expansion.

Around the time we set our goal of powering 100,000 families by 2020, the theme of our Annual Report was “The Power of WE.” In 2021, we focused on The Power of “RE.”

To us at Metropolitan, “RE” means many things.

• It means resilience. We worked to keep bouncing back, proactively enduring despite the ups and downs of navigating a constantly changing, pandemic-challenged landscape.

• It means resurgence. We prioritized retaining existing services, while building our support for intermittent emergency services such as food donations and deliveries, to meet lingering needs that went above and beyond the norm throughout our communities.

• In 2021, we reimagined how to deliver services in ways that kept clients engaged despite the isolation and fatigue many felt, in being alone or limited to virtual communications long-term, and in a lack of connection with others in person.

• As we’ve reflected on progress and roadblocks, we consistently ask questions to rethink how we best approach serving others. How effective are we? What can we do better to serve our clients, communities, supporters and colleagues? How do we apply our learnings to look for what is possible, to transform challenges into opportunities?

Throughout it all, we remained focused on our mission of strengthening families and communities, and due to your support and the phenomenal MFS family, we now reach more than 136,000 people with life-changing services!

We’re honored to share some of these stories of powerment with you in this year’s Annual Report – lives revived, restored, renewed!

Join us as we explore and celebrate the power of “RE!”

Ashley Duchossois Joyce
Board Chair

Ric Estrada
President & CEO
Adoption and Guardianship Support and Preservation program supports families formed by adoption or guardianship with counseling and crisis intervention.

“Each child has been able to improve in their own unique ways, leading to a more connected and supportive family dynamic.”

– Dillon Murray, Social Worker

“My graduate degree has helped me understand the human mind, learn empathy, and the importance of getting an understanding of the clients … of providing compassion to the individuals we work with,” shares Brenda Love, a therapist with our Adoption and Guardianship Support and Preservation (ASAP) program. “Everyone has a story that is important for them, and they want to be heard and understood.”

This client-driven approach is the foundation of our work with families.

This program, offered at Centers across Metropolitan, empowers families formed through adoption or guardianship. A range of home-based and group-based support, as well as connections to additional resources, help ensure sustainable progress; our staff re-envisions the ASAP foundation to fit each family, regardless of what their story looks like.

One of the most rewarding parts of the job for therapist Brenda Love is “to see a kid’s face light up when they really start to understand what you are trying to teach them,” she shares. “Kids are so resilient and willing to learn.”

IMPACT

Adoption and Guardianship Support and Preservation across Metropolitan

powered 372 CHILDREN AND THEIR FAMILIES

98.5% of families stayed together, avoiding a legal disruption in the adoption process

1,760 of 136,675 lives mpowered!
• Adoptive parents Lee and Kate grew in their therapeutic parenting of their adopted daughter Lexi, particularly in how trauma affects her behavior.

• Pria and Michele, both strong and optimistic, commit to themselves and each other in therapy, progressing toward their own goals while strengthening their mother-daughter relationship.

• The Daichenets have six children, two of whom are adopted; their openness in individual and family therapy helped strengthen their family dynamic, as well as their ability to effectively support Manny’s Autism-specific needs and behaviors.
Rapid Re-Housing program at Metropolitan Calumet coordinates subsidized housing and wrap-around support to survivors of domestic violence

“It starts with us working as a team and moving together; we have such a great foundation in-house. We build [survivors] up and help them succeed in the next phase of their new lives.”
– Terri Brown-Green, Housing Navigator

What happens once a survivor of domestic violence leaves a shelter?
The ultimate goal is independence, self-sufficiency; the first step is a new place to live.

Our Rapid Re-Housing program opens a new door to financial stability for survivors by finding them a home, subsidizing the rent and providing holistic support, as they contribute more and more in rent until they sustain it on their own. Based at our Calumet Center but serving survivors city-wide, the program opens a door, then offers a safety net and an accountability partner until they walk through it themselves.

* Rocio Villagomez, Case Manager, visits a client in her new home

IMPACT  

Housing Navigation services

Opening doors for **207 SURVIVORS** including **20 FAMILY MEMBERS**

**35 CLIENTS** currently rebuilding their lives in Rapid Re-Housing

207 of 136,675 lives **m**powered!
Domestic Violence Shelter at Family Shelter Service of Metropolitan Family Services DuPage offers help and hope for survivors of domestic violence as they rebuild their lives.

“There’s still help out there, let’s figure out what that help looks like.”

– Debbie Galvez, Safe Home Coordinator

The domestic violence shelter at Family Shelter Service of Metropolitan Family Services DuPage housed residents offsite when safety guidelines prohibited our survivors and their families from living in such close quarters; but the shelter wasn’t empty. Debbie Galvez, Safe Home Coordinator, managed a renovation project, finishing a much-needed kitchen expansion and enhancing a space families call home when at their most vulnerable.

Now as the shelter welcomes back families, they’ll live in a space better equipped to support them as they rebuild their lives and begin to thrive.

IMPACT

Did you know? Beyond offering shelter, FSS of MFSD provides holistic support and referrals to additional services

1,427 CLIENTS received Domestic Violence Shelter, Counseling, and/or Court Advocacy services in DuPage

FSS of MFSD staff connected 1,382 SURVIVORS to additional support

17,393 of 136,675 lives mpowered!
Metropolitan Southwest expands into Merrionette Park,
building our capacity and broadening our reach in the Southwest suburbs

“When [people] see just how amazing we look here at Southwest - how bright it is, how cheerful, how wonderful it is - I feel like we’re now going to be able to offer our clients a little something more.”
- Melissa Coleman, Case Manager at Metropolitan Southwest

Metropolitan Southwest’s new Merrionette Park location expands our capacity to serve the needs of Southwest suburban families, with services spanning behavioral health, nurse home visiting, workforce development, legal aid, and domestic violence.

“They say not to judge a book by its cover. Before ... the book might’ve looked a little bit used, but when you opened the book, you got the best knowledge out of it,” says Melissa Coleman, Case Manager in our Mobile Crisis Response program. “Now, the cover of the book matches what’s on the inside. That’s how I want people to see us: we’re the shiny penny through and through.”

Maintaining a presence in Blue Island and Robbins through our collaboration with the United Way Neighborhood Network Initiative was important in building and maintaining a presence and trust with our communities, shares Pam Terrell, Executive Director of Metropolitan Southwest. Given disinvestment in the areas, Pam and her staff talked extensively with their families, “just to make sure they knew we had their best interests in mind,” she says. “Even though we’re moving, we’re still immersed in that community and we have enhanced our partnerships.”

**IMPACT** Mobile Crisis Response program

Supports **3,024 CHILDREN & FAMILIES** while providing connections to additional support **FOR ANOTHER 1,500** lives **mpowered!**
Legal Aid Society’s Individual Rights and Social Justice Practice Group represents and advocates for victims of crime in cases including immigration relief

“I was scared in those moments [throughout the legal process], but I felt good with emotional and legal support.”

– Danica, Legal Aid Society (LAS) client and mother of two

It felt scary for Ana, age eight, and Danilo, age 10, to sit in Immigration Court, waiting to hear whether they’d be allowed to stay with their parents in the United States after surviving exploitation by human traffickers. It was just as scary for their mother, Danica, who sat in the back of the courtroom, and in addition to anxiety for her children, waited on legal status and work authorization for herself.

Hilary Chadwick, Supervising Attorney in the Legal Aid Society’s Individual Rights and Social Justice Group, sat right next to them. For more than two years, she worked with the family to prepare their paperwork, assert their rights as they cooperated with law enforcement’s investigation of their traffickers, and advocate with the Immigration Court and Department of Homeland Security to stop deportation proceedings against Ana and Danilo. In weekly therapy with LAS’ Eligia Milan, the family worked on processing through their trauma, and Danica says she felt support from the entire LAS team as her family began a fresh start.

So how did it feel when the family learned of the approval of their legal status, learned they wouldn’t have to go back to court or back to an abusive situation in their country of origin, after all they’d overcome?

“Tranquila,” Danica says. Calm. Like everything is going to be okay now.

*All clients’ names have been changed to protect their identities

**IMPACT**

The Individual Rights and Social Justice Practice Group served **195 CLIENTS**

Community education and outreach events reached more than **10,600 PEOPLE**

20,403 of 136,675 lives mpowered!
Norman Kerr, City of Chicago’s Director of Violence Reduction, at a Metropolitan Peace Academy graduation:

“Where do you think it’s best to plant a young tree: an open spot in a forest or in a wide-open field?

Ecologists tell us that a young tree grows better when it’s planted in an area with older trees. The reason, it seems, is that the roots of the young tree are able to follow the pathways created by former trees and implant themselves more deeply.

Over time, the roots of many trees may actually graft themselves to one another, creating an intricate, interdependent foundation hidden under the ground. In this way, stronger trees share resources with weaker ones so that the whole forest becomes healthier.

That’s legacy: an interconnection across time, with a need for those who have come before us and a responsibility to those who come after us.”
Developing a citywide network of outreach workers

“There’s been nothing but an amazing opportunity for me to really grow, from not only just people that know the work, people that have been in the field but people that have really lived the lifestyle of what it means to make an impact on the lives of people.”
Daniel Lujan, Hope Culture, Cohort Seven

“It’s been nothing but an amazing opportunity for me to really grow, from not only just people that know the work, people that have been in the field but people that have really lived the lifestyle of what it means to make an impact on the lives of people.”
Daniel Lujan, Hope Culture, Cohort Seven

Empowering outreach workers by sharing best practices

“There’s no bridge to get to success, there’s no bridge to get to the other side, there’s no bridge to say, your life can be different. The outreach worker meets that participant at the beginning of that bridge, and we begin to build that bridge, brick by brick. … The Peace Academy is what gave me the bricks to build this bridge for the participants.”
Jason Little, Chicago CRED, Cohort Six

Professionalizing the field of street outreach

“It taught me what hyperlocal meant, it taught me about restorative justice, it taught me about the pillars, how to be disciplined in my work, professional in my work, the dos and the don’ts.”
LaCrisha “Chanel” Jones, One Northside, Cohort Six

“It showed me on another level how to move around, how to do it right.”
Terra T-Baby Jenkins, East St Louis, Cohort Seven

Providing opportunities for continuing education

“I told myself, I have to challenge myself and not drop out of something when I dropped out of everything, high school, I dropped out of things, and I’m like, no – I’m going to give myself a challenge and stay. So I stayed, and I’m glad I did, because I learned so much.”
Diana Hincapie, Enlace, Cohort Seven

“I want to go further, I want to be able to further my education in this as a facilitator and maybe even go onto college to be an instructor.”
Orville Mustafa Miller, SWOP, Cohort Six

Strengthening the Peace Academy, one cohort at a time

“Every chance I get to bring something to the Peace Academy or this profession in general, I want to use what I’ve learned up until this date from the Peace Academy to give back or come up with something that will help us all become better human beings.”
Lamont Taylor, INVC, Cohort Six
# STATEMENT OF ACTIVITIES

Years Ended June 30, 2021 and 2020
Amounts in 000’s

## OPERATING REVENUE

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Grants</td>
<td>65,526</td>
<td>50,281</td>
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<tr>
<td>Program Service Fees</td>
<td>9,235</td>
<td>9,964</td>
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<tr>
<td>Contributions</td>
<td>9,263</td>
<td>17,220</td>
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<tr>
<td>United Way</td>
<td>1,559</td>
<td>2,143</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>8,257</td>
<td>6,980</td>
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<tr>
<td><strong>TOTAL OPERATING REVENUE</strong></td>
<td>95,508</td>
<td>88,256</td>
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## OPERATING EXPENSES

### PROGRAM EXPENSES

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<tr>
<th></th>
<th>2021</th>
<th>2020</th>
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<tbody>
<tr>
<td>Emotional Wellness</td>
<td>25,921</td>
<td>26,801</td>
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<tr>
<td>Empowerment</td>
<td>22,366</td>
<td>18,770</td>
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<tr>
<td>Education</td>
<td>22,157</td>
<td>22,299</td>
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<tr>
<td>Economic Stability</td>
<td>12,647</td>
<td>8,454</td>
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<tr>
<td>Total Program Expenses</td>
<td>83,091</td>
<td>76,324</td>
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<tr>
<td>Management &amp; General</td>
<td>9,691</td>
<td>9,332</td>
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<tr>
<td>Fund Raising</td>
<td>2,533</td>
<td>3,074</td>
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<td><strong>TOTAL OPERATING EXPENSES</strong></td>
<td>95,315</td>
<td>88,730</td>
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## OPERATING SURPLUS (DEFICIT)

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<tr>
<th>2021</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Surplus (Deficit)</td>
<td>193</td>
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</tbody>
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## OTHER CHANGES IN NET ASSETS

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depreciation &amp; Amortization</td>
<td>(862)</td>
<td>(805)</td>
</tr>
<tr>
<td>Net Investment Gains (Losses)</td>
<td>11,995</td>
<td>(2,373)</td>
</tr>
<tr>
<td>Change in Pension Liability</td>
<td>4,354</td>
<td>(1,202)</td>
</tr>
<tr>
<td>Change in Market Value of Interest Rate Swap</td>
<td>1,011</td>
<td>(899)</td>
</tr>
<tr>
<td>Other</td>
<td>(1,521)</td>
<td>(17)</td>
</tr>
<tr>
<td><strong>NON OPERATING ACTIVITY</strong></td>
<td>14,977</td>
<td>(5,296)</td>
</tr>
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## TOTAL CHANGE IN NET ASSETS

<table>
<thead>
<tr>
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<th>2020</th>
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</thead>
<tbody>
<tr>
<td>Total Change in Net Assets</td>
<td>15,170</td>
<td>(5,770)</td>
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</tbody>
</table>

## NET ASSETS AT BEGINNING OF YEAR

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Assets at Beginning of Year</td>
<td>58,732</td>
<td>64,502</td>
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</tbody>
</table>

## NET ASSETS AT END OF YEAR

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Assets at End of Year</td>
<td>73,902</td>
<td>58,732</td>
</tr>
<tr>
<td>Contribution for Goods and Services</td>
<td>3,388</td>
<td>2,454</td>
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</tbody>
</table>
BREAKDOWN OF EXPENSES

FY21

OPERATING REVENUE

- Government Grants: 69%
- United Way: 10%
- Program Service Fees: 10%
- Contributions: 10%
- Endowment Payout: 2%
- Income from Trusts & Other Income: 7%

OPERATING EXPENSES

- Management & General: 10%
- Empowerment: 24%
- Economic Stability: 13%
- Fund Raising: 3%
- Emotional Wellness: 27%
- Education: 23%

STATEMENT OF FINANCIAL POSITION

June 30, 2021 and 2020
Amounts in 000’s

ASSETS

- Cash: 2021 - 13,512, 2020 - 3,446
- Receivables: 2021 - 13,507, 2020 - 13,320
- Investments: 2021 - 50,732, 2020 - 40,896
- Interest in trusts: 2021 - 19,873, 2020 - 16,604
- Property and equipment: 2021 - 20,683, 2020 - 21,450
- Other: 2021 - 1,067, 2020 - 1,009

TOTAL ASSETS: 2021 - 119,374, 2020 - 96,725

LIABILITIES AND NET ASSETS

- Accounts payable and accruals: 2021 - 9,724, 2020 - 6,800
- Due to INVC: 2021 - 1,357, 2020 - 0
- Investment Bond: 2021 - 2,500, 2020 - 2,500
- Line of credit: 2021 - 0, 2020 - 876
- PPP Loan: 2021 - 9,670, 2020 - 0
- Notes payable: 2021 - 0, 2020 - 1,123
- Bonds payable: 2021 - 12,700, 2020 - 12,700
- Pension liability: 2021 - 2,749, 2020 - 7,972
- Other: 2021 - 6,772, 2020 - 6,022

TOTAL LIABILITIES: 2021 - 45,472, 2020 - 37,993

NET ASSETS: 2021 - 73,902, 2020 - 58,732

TOTAL LIABILITIES AND NET ASSETS: 2021 - 119,374, 2020 - 96,725
136,675 lives mpowered!

Transforming lives across seven community centers, 24 satellite and offsite locations, and beyond

HEADQUARTERS
**24,247 Clients**
101 North Wacker, Suite 1700
Chicago, IL 60606
312-986-4000
The Legal Aid Society
312-986-4200
Employee Assistance Network
312-986-4249

MIDWAY
**19,713 Clients**
3843 West 63rd St.
Chicago, IL 60629
773-884-3310
Serving Brighton Park, Chicago Lawn,
Clearing, Englewood, Gage Park, New City, West Englewood and West Lawn

CALUMET
**13,487 Clients**
235 East 103rd St.
Chicago, IL 60628
773-371-3600
Serving Beverly, Chatham,
Englewood, Morgan Park, Mount Greenwood, Pullman, Riverdale,
Roseland, Washington Heights, Washington Park, West Pullman and Woodlawn

NORTH
**20,204 Clients**
3249 North Central Ave.
Chicago, IL 60634
773-371-3700
Serving Belmont Cragin, Hermosa,
Irving Park and Portage Park

DUPAGE
**25,582 Clients**
222 East Willow Ave.
Wheaton, IL 60187
630-784-4800
Serving all communities of DuPage County, including Wheaton, Elmhurst, Naperville, West Chicago, Woodridge and Addison

SOUTHEAST CHICAGO
**14,319 Clients**
3062 East 91st St.
Chicago, IL 60617
773-371-2900
Serving Calumet Heights, East Side, Hegewisch, South Chicago and South Deering

EVANSTON/SKOKIE VALLEY
**2,432 Clients**
5210 Main St., Skokie, IL 60077
847-425-7500
820 Davis St., Ste 218
Evanston, IL 60201
847-425-7400
Serving Des Plaines, Evanston, Golf, Lincolnwood, Morton Grove, Niles and Skokie

SOUTHWEST
**16,691 Clients**
10537 South Roberts Rd.
Palos Hills, IL 60465
708-974-2300
11560 S. Kedzie Ave., Suite 200
Merrionette Park, IL 60803
708-974-5800
Serving Blue Island, Robbins, Ford Heights, Posen, Harvey, Evergreen Park, Oak Lawn, Alsip, Hickory Hills, Chicago Ridge, Palos Hills, Orland Park, Tinley Park, Oak Forest, Midlothian, Merrionette Park
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.
THE FAMILY TRUST

On the heels of a challenging year, protecting the people we love is likely top of mind for many of us.

The members of our Family Trust have not only committed to planning for their own family’s futures, but also, by including Metropolitan Family Services in their financial plans, will empower families in communities across Chicagoland for generations to come.

This year, Metropolitan Family Services Mpowered 136,675 families to learn, earn, heal, and thrive. Your support – and your legacy, through our Family Trust – is a critical investment in the future of every one of those families.

“As a longtime Board member for Metropolitan Family Services I long hoped I would be able to make a contribution that would demonstrate my commitment and appreciation for their incredible work. Joining MFS’ Family Trust is enabling me to do this for an organization that I love and that is the epitome of social service that works! Metropolitan Family Services made the process easy to leave a lasting impact for my community so families for generations are safely supported to learn, to earn, to heal and to thrive. I am certainly not a superstar donor, but I am happy to make this gift and invite everyone to see how simple it is to make a difference.”

– Diana Palomar, ABC7 Chicago
Metropolitan Family Services Board of Directors, Family Trust member

FAMILY TRUST MEMBERS

Anonymous
Natalie Anenberg
Patricia Ashbrook
Mr. and Mrs. Erik Barefield
Robert and Darden Carr
Jennifer Comparoni and Matthew Bernstein
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
Julie Hall
Elizabeth Harrington
Kyle Harvey
Jane Holzkamp
Jerry James and Kitty Bliss
Carol B. Johnson
Richard L. Jones
Ashley and Michael Joyce
Arthur O. Kane
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
Diana Palomar
Phyllis and Edgar Peara
Barbara Petersen
Ginger and Stanley Pillman
Barbara Rapp
Beth Dovenmuehle Rothermel
Richard 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
In a year of resilience through change, our Centers maintained a consistent presence in our communities, hosting events and fairs to provide what our families needed at the time. Together with partners and friends of Metropolitan, we offered COVID-19 testing and vaccines, distributed food and school supplies, and shared information about resources available to our neighbors.

JULY
Gerst Family Young Fathers Program celebrates its graduates “These men are men of their word, and they see something in me that I didn’t see in myself.”
- Father of the Year Joe Avila

AUGUST
Our Upward Bound college tour reaches even more students in virtual format

SEPTEMBER
Southwest Center, Blue Island Robbins Neighborhood Network

MPOWERED FAMILIES COUNT!
Staff across Metropolitan help empower our communities to get counted in the 2020 Census
OCTOBER
Legal Aid Society’s Equal Access to Justice Award Luncheon honors Hubert L. Allen of Abbott Laboratories

MPOWERED FAMILIES VOTE!
Calumet Center hosts a discussion of Otis’ Dream, a short film about voting rights
Legal Aid Society participates in Get Out The Vote effort with Chicago’s Hispanic community

Multiple Centers distribute donated Ventra passes, removing a barrier in getting to the polls

NOVEMBER
Tuskegee NEXT Cadet Marcellus flew into our Southwest Center with PPE donated by the Will Group

METROPOLITAN PARTNERS WITH CHICAGO COVID CONTACT TRACING CORPS
“I know there are people that were terrified like myself and I want to be that voice of reason and help them calm down and understand what they can do to contribute and to mitigate the spread.”
– Colleen Holifield, Metropolitan North Contact Tracer

DECEMBER
We are committed to building a more just and equitable Metropolitan Family Services, that seeks to support and actively pursues racial equity, diversity, and inclusion.

RACIAL EQUITY, INCLUSION, AND JUSTICE ACTION PLAN
YEAR IN REVIEW

2021

JANUARY

CONGRATULATIONS TO OUR NEWEST METROPOLITAN PEACE ACADEMY GRADUATES!

FEBRUARY

Your Children’s Bookshelf empowers young readers across Metropolitan

MARCH

World Read Aloud Day

Chicago Metropolitan Alumnae Chapter of Delta Sigma Theta Sorority throws a baby shower for growing Calumet Center families

WE ALL HAVE AN OBLIGATION TO STAND UP AGAINST RACISM, WHEREVER AND WHENEVER WE FIND IT.

METROPOLITAN FAMILY SERVICES STATEMENT ON ANTI-ASIAN HATE
Ahead of the DuPage Gala’s focus on Early Learning, a few young friends in DuPage shared drawings of what they like to learn about!

Clinical Program Director Te’Aira Malone joins an ABC7 Town Hall on youth and mental health

Youth share their pandemic perspectives as part of a citywide time capsule project

North Center partners with CABI to empower moms with new clothing
EMOTIONAL WELLNESS
ACROSS ALL MENTAL HEALTH PROGRAMS:
99% of clients decreased barriers to accessing behavioral health care
97% of clients said their overall health improved as a result of MFS services
85% of clients shared they were satisfied with sessions that occurred via video/audio

EDUCATION
HOME-BASED PROGRAMS
Helping parents be parents: empowering families as their children’s first teachers
902 CHILDREN AGES 0-5
232 CHILDREN AND THEIR FAMILIES SERVED
Head Start, Early Head Start, Preschool for All, Prevention Initiative

WORKFORCE DEVELOPMENT
Investing in our communities: building an empowered workforce through job readiness and placement
98.9% of participants in Workforce Development programs demonstrated at least one gain in their education and training

EMPOWERMENT
DOMESTIC VIOLENCE SERVICES
IN CHICAGO
1,175 CLIENTS received Domestic Violence Counseling, Court Advocacy and/or Case Management services in Cook County
1,048 ADULTS and 127 CHILDREN
BREAKING THE CYCLE is a 10- to 12-week group offered through our Midway Center, helping participants learn, thrive and build resiliency in a domestic violence context.
100% OF ADULTS: I know the different ways people can react to traumatic experience.
85% OF ADULTS: I know how to receive legal services for domestic violence.

IN DUPAGE
1,427 CLIENTS received Domestic Violence Shelter, Counseling, and/or Court Advocacy services in DuPage County
1,257 ADULTS and 170 CHILDREN
52% OF CLIENTS began services this year

COMMUNITIES PARTNERING 4 PEACE (CP4P)
METROPOLITAN PEACE ACADEMY
Professionalizing the field of street outreach through a 144-hour curriculum
74 GRADUATES IN FY21
This brings the TOTAL GRADUATE COUNT TO 203

LIGHT IN THE NIGHT
Reclaiming safe spaces in CP4P neighborhoods with positive activities through community events
232 EVENTS
43,489 ATTENDEES

LEGAL AID SOCIETY
20,403 SERVED including 3,506 FAMILY MEMBERS
208 CLIENTS received Behavioral Health support
• SAFETY AND FAMILY
• INDIVIDUAL RIGHTS AND SOCIAL JUSTICE
• HEALTH, HOUSING, AND ECONOMIC STABILITY

STREET OUTREACH
CANVASSING: Building relationships with community members, building inroads with key individuals, and increasing awareness of community-based services
Reached 80,738 KEY INDIVIDUALS over 44,602 HOURS
CONFLICT MEDIATION: Identifying and responding to conflicts as they arise in the neighborhoods
2,874 CONFLICT MEDIATIONS