



2021  metropolitan family services™

ANNUAL REPORT

families  powered





metropolitan[™]
family services

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

THE **m**POWERMENT *of* Re

- 
- RE-ENVISION** **Adoption and Guardianship Support and Preservation program** *supports families formed by adoption or guardianship with counseling and crisis intervention*
- RESILIENCE** **Rapid Re-Housing program at Metropolitan Calumet** *coordinates subsidized housing and wrap-around support to survivors of domestic violence*
- RENOVATE** **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*
- RE-IMAGINE** **Metropolitan Southwest expands into Merrionette Park,** *building our capacity and broadening our reach in the Southwest suburbs*
- REMAIN** **Legal Aid Society's Individual Rights and Social Justice Practice Group** *represents and advocates for victims of crime in cases including immigration relief*
- RE-GROWTH** **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.



EMPOWERMENT

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



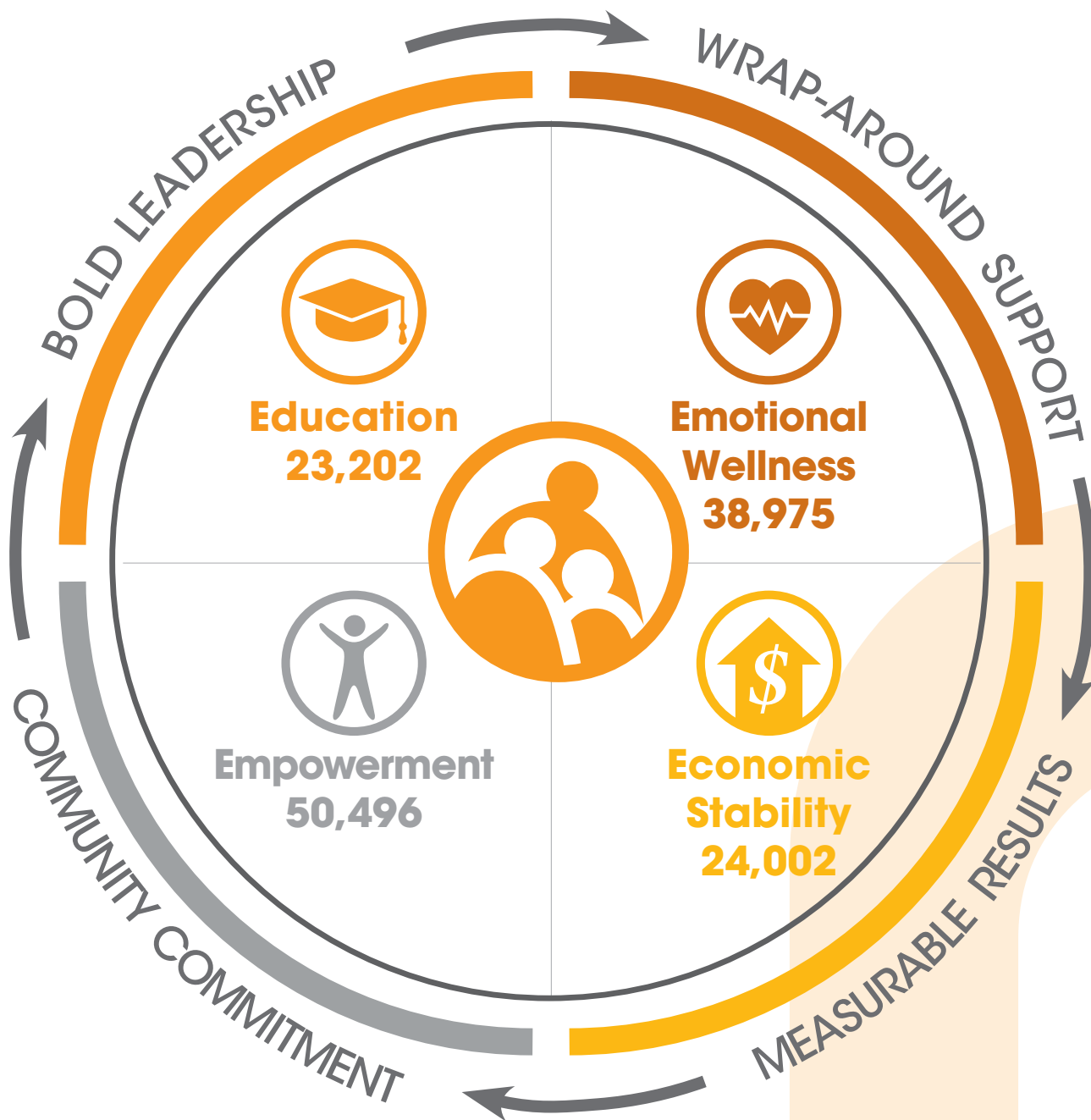
EDUCATION

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, parenting and family support and older adult services.



FAMILY 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.

THE POWER *of* RE



We are extremely excited and grateful to share a milestone this year for **M**etropolitan Family Services – we helped to **m**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 **m**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 **m**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

ReENVISION

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-envision 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*

mpowered **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 Daichendts 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.





ReSILIENCE

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!

ReNOVATE

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.



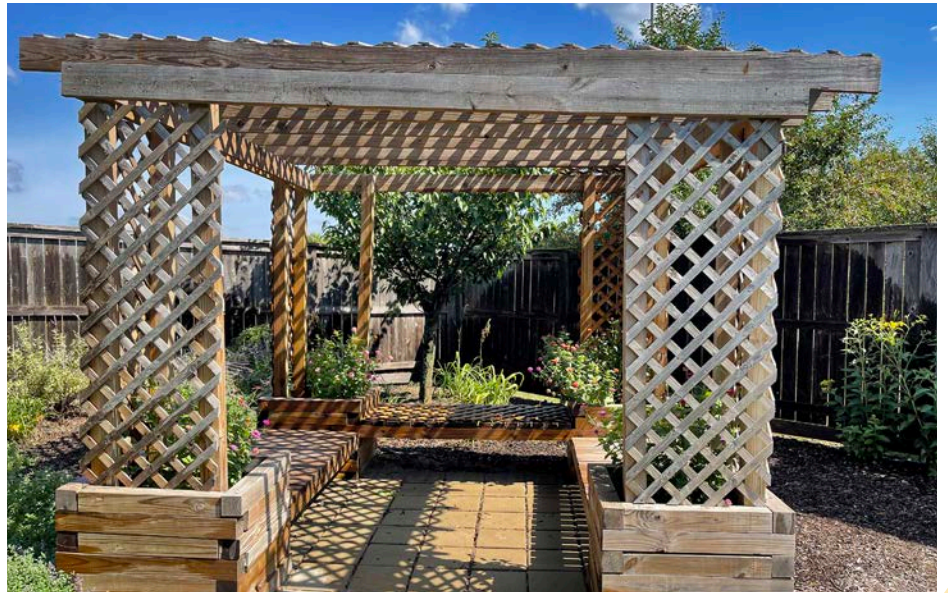
IMPACT

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 **m**powered!





ReIMAGINE

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**

16,691 of 136,675 lives **m**powered!

ReMAIN

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!**

metropolitan family

MIDWAY

3843

BLACK
LIVES
MATTER

IN THIS HOUSE, WE
BLACK LIVES
WOMEN'S RIGHTS
ARE HUMAN
NO HUMAN IS
SCIENCE IS
LOVE IS
KINDNESS IS E

God Bless My
HUSTLE

MARK IS REQUIRED
UPON ENTRANCE
SEQUELARE
NARCARA AC
ENTRADA



metropolitan
services

MIDWAY



ReGROWTH

Metropolitan Peace Academy, an initiative of Metropolitan Peace Initiatives, professionalizes the field of street outreach

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

"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



"I've heard so many different stories I've found myself carrying with me, but it's helped me do better within my work and communicate better, and just respond better overall."

Jill Flowers, ALSO, 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	2021	2020
Government Grants	65,526	50,281
Program Service Fees	9,235	9,964
Contributions	9,263	17,220
United Way	1,559	2,143
Endowment Payout	1,668	1,668
Income from Trusts & Other Income	8,257	6,980
TOTAL OPERATING REVENUE	95,508	88,256

OPERATING EXPENSES

PROGRAM EXPENSES

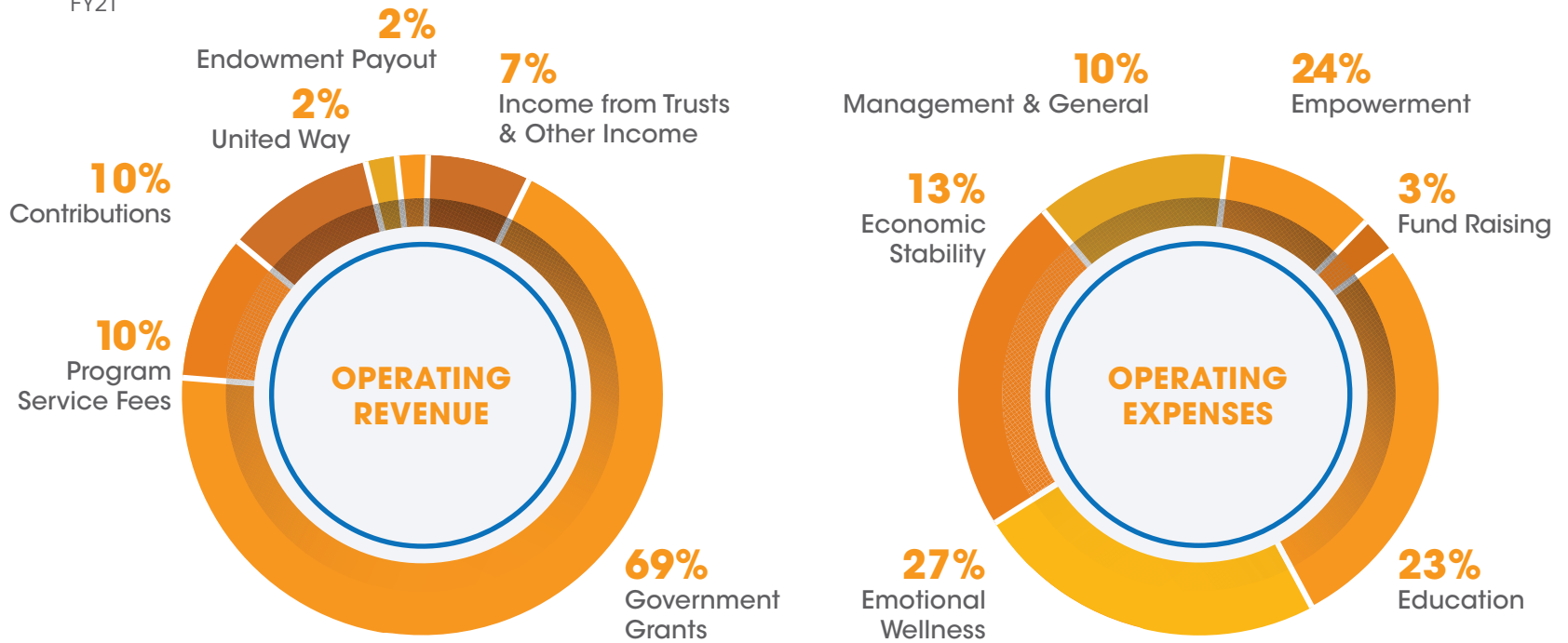
Emotional Wellness	25,921	26,801
Empowerment	22,366	18,770
Education	22,157	22,299
Economic Stability	12,647	8,454
Total Program Expenses	83,091	76,324
Management & General	9,691	9,332
Fund Raising	2,533	3,074
TOTAL OPERATING EXPENSES	95,315	88,730
OPERATING SURPLUS (DEFICIT)	193	(474)

OTHER CHANGES IN NET ASSETS

Depreciation & Amortization	(862)	(805)
Net Investment Gains (Losses)	11,995	(2,373)
Change in Pension Liability	4,354	(1,202)
Change in Market Value of Interest Rate Swap	1,011	(899)
Other	(1,521)	(17)
NON OPERATING ACTIVITY	14,977	(5,296)
TOTAL CHANGE IN NET ASSETS	15,170	(5,770)
NET ASSETS AT BEGINNING OF YEAR	58,732	64,502
NET ASSETS AT END OF YEAR	73,902	58,732
Contribution for Goods and Services	3,388	2,454

BREAKDOWN OF EXPENSES

FY21



STATEMENT OF FINANCIAL POSITION

June 30, 2021 and 2020
Amounts in 000's

ASSETS

	2021	2020
Cash	13,512	3,446
Receivables	13,507	13,320
Investments	50,732	40,896
Interest in trusts	19,873	16,604
Property and equipment	20,683	21,450
Other	1,067	1,009
TOTAL ASSETS	119,374	96,725

LIABILITIES AND NET ASSETS

Accounts payable and accruals	9,724	6,800
Due to INVC	1,357	0
Investment Bond	2,500	2,500
Line of credit	0	876
PPP Loan	9,670	0
Notes payable	0	1,123
Bonds payable	12,700	12,700
Pension liability	2,749	7,972
Other	6,772	6,022
TOTAL LIABILITIES	45,472	37,993
NET ASSETS	73,902	58,732
TOTAL LIABILITIES AND NET ASSETS	119,374	96,725

136,675 lives **m**powered!

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*

OUR COMMUNITIES

MCHENRY COUNTY

LAKE COUNTY

COOK COUNTY

KANE COUNTY

DUPAGE COUNTY

KENDALL COUNTY

GRUNDY COUNTY

WILL COUNTY

 COMMUNITY CENTER

 SATELLITE LOCATION

 CP4P PARTNER COMMUNITY

 OFFSITE SERVICES

 BEHAVIORAL HEALTH CONSORTIUM (BHC)

 EVANSTON/
SKOKIE VALLEY

 NORTH

CHICAGO

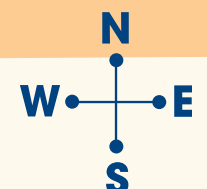
 HEADQUARTERS

 MIDWAY

 SOUTHWEST

 CALUMET

 SOUTHEAST
CHICAGO



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 POWER OF METROPOLITAN'S FAMILY

Our family of supporters empowers us every day. Your time, talent, and treasure form the foundation for Metropolitan Family Services' work to strengthen families and communities. **We're stronger together; and together, we're transforming 136,675 lives!**

Campaign to mpower Families

\$1,000,000 and above

The Chicago Community Trust
The Duchossois Family Foundation
Gary and Virginia Gerst, Graham and Christy Gerst
Robert R. McCormick Foundation
Martha and Richard Melman Partnership for Safe and Peaceful Communities
Barbara Rapp
State of Illinois Capital Development Grant

\$250,000 - \$999,000

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Michael and Ashley Joyce
Equal Justice Works
Tony and Susan Hunter
The Jentes Family Foundation
The Harry and Jeanette Weinberg Foundation

\$100,000 - \$249,000

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Maree G. Bullock, in honor of Jimmie R. Alford
Frank M. Clark, Jr.
John and Emily Costigan
Karen and John Crotty
Everytown Foundation for Gun Safety
Wade and Beverly Fetzner
Finnegan Family Foundation
Stephen and Eleni Griesemer
Estate of Arthur & Esther Kane
Kenneth D. Kopple Trust
John and Catherine MacCarthy
Mesirow Financial
Nicor Gas
Northern Trust
Nuveen Investments
Peyton and Susan Owen
Barbara Petersen
Polk Bros. Foundation
Richard and Linda Price
Silicon Valley Community Foundation
David Tropp/CBRE
Lynn and Allen Turner
Winston & Strawn

\$50,000 - \$99,999

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Rob and Darden Carr
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Schenkman and Gary Schenkman
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Kristine M. Givens
Kirk and Caroline James
John and Lisa McClure
Cathy and Bill Osborn
Kecia and Gray Steelman
Michael and Lori Vardas

\$25,000 - \$49,999

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\$10,000 - \$24,999

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Sharon R. D'Alessandro
DNJ Intermodal Services
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\$5,000 - \$9,999

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Kim Duchossois
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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

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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

YEAR IN Review 2020

JULY

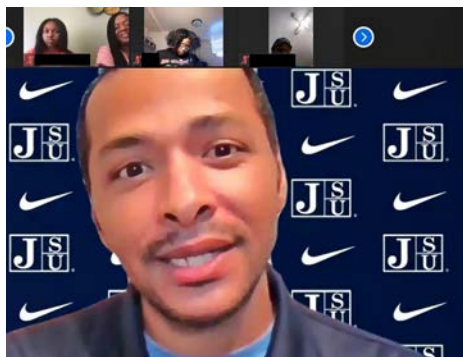
Gerst Family Young Fathers Program celebrates its graduates
“These men are men of their word, and they see something in me that I didn’t see in myself.”

– Father of the Year Joe Avila



AUGUST

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



Zoom Group Chat

From: To Everyone: 10/1
Is JSU partnered with institutions to assist online students acquire hands-on skills in the arts? Which fields of study are offered online?

From: To Everyone: 10/1
Is there a five-year dual degree program for any field of studies?

From: To Everyone: 10/1
How, if at all, will your athletic programs operate this school year with COVID restraints? What happens to those who may have athletic scholarships?

From: To Everyone: 10/1
ID, Stratton) Breakdown the tuition and room and board. What accommodations are being made for students residing in the dorms as a result of COVID-19?

From: To Everyone: 10/1
How will education majors satisfy their student teaching requirements in the school districts there?

From: To Everyone: 10/1
Where did your band rank in the battle?



SEPTEMBER

Southwest Center, Blue Island
Robbins Neighborhood Network

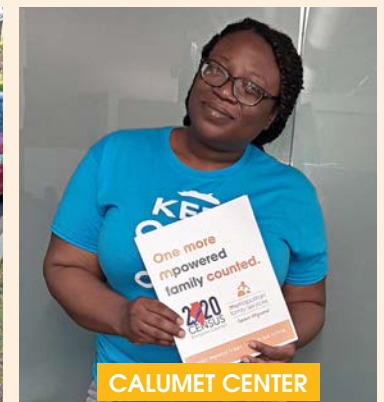
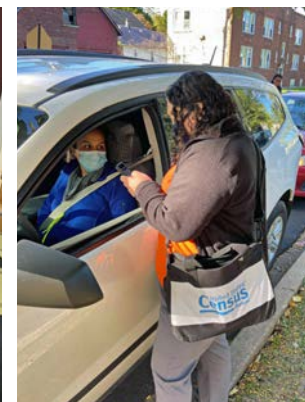


Celebrating our preschool graduates!



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



EMPOWERED 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



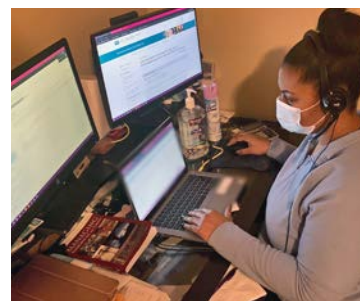
WATCH THE FULL PROGRAM
METROFAMILY.ORG/IMPOWER-THE-NIGHT

The evening's program explored the realities of violence prevention and the reasons to feel hopeful about peace in Chicago

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



Cook County State's Attorney Kim Foxx honors Miguel Keberlein (top right of Zoom meeting), Executive Director of the Legal Aid Society, with the El Humanitario Award for outstanding accomplishments in the Hispanic community.



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!**



MPA's Vanessa Perry DeReef and Steve Perkins lead our virtual celebration

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



APRIL

CALUMET CENTER & SOUTHEAST CHICAGO CENTER



WEEK OF THE YOUNG CHILD Beach Day



Pajama Day



SOUTHEAST CHICAGO CENTER



Here is the story that should run about Adam Toledo:

A 13-year-old boy was shot by police in Little Village, a working-class neighborhood on Chicago's Near West Side. Adam Toledo was a victim of the inability of Chicago and of our county to offer young Brown and Black boys hope and opportunity. He was the victim of a police system in need of major reform.

But we have the chance to be the collective heroes in this story. We the People can change the system and deliver justice to all.

- Metropolitan Family Services signs on to Latino Policy Forum's statement on Adam Toledo



SOUTHWEST CENTER



MAY

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



STEAM Night at Southeast Chicago Center's Community School partner Gallistel Elementary!



North Center partners with CABI to empower moms with new clothing

JUNE

CALUMET CENTER



IMPACT IN NUMBERS

METROPOLITAN'S FAMILY REACHES FURTHER THAN EVER

ENGAGED 34,835 PARTICIPANTS in trainings, workshops, events, health fairs, and virtual services

CONNECTED 32,501 INDIVIDUALS to additional resources, either inside Metropolitan or to our partner organizations



EMOTIONAL WELLNESS

ACROSS ALL MENTAL HEALTH PROGRAMS:

3,426 ADULTS

2,203 CHILDREN & ADOLESCENTS

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

232 CHILDREN AND THEIR FAMILIES SERVED

EARLY LEARNING

902 CHILDREN AGES 0-5

Head Start, Early Head Start, Preschool for All, Prevention Initiative

COMMUNITY SCHOOLS

3,006 STUDENTS ENROLLED IN PROGRAMMING at 27 partner schools, K-12

1,817 PARENTS ENROLLED IN ACTIVITIES

CHICAGO CONNECTED:

Community Schools staff worked to connect no-cost, high-speed Internet services to CPS students and their families

77 HOUSEHOLDS successfully signed up with services



ECONOMIC STABILITY

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

GERST FAMILY YOUNG FATHERS PROGRAM

204 FATHERS PARTICIPATED

mpowered to support **269 FAMILY MEMBERS FINANCIALLY AND EMOTIONALLY**

100% OF FATHERS completed job readiness training and digital literacy training

GREATER CHICAGO FOOD DEPOSITORY'S CHICAGO COMMUNITY KITCHENS

28 PARTICIPANTS completed nearly **951.75 HOURS OF SERVICES** including employment and career sessions, case management, and workshops



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



RE-ENVISION

RESILIENCE

RENOVATE

RE-IMAGINE

REMAIN

RE-GROWTH

