



Moving Lives **FORWARD**TM

2018 ANNUAL REPORT

Since 1950, Metropolitan Family Service (MFS) has been honored to play a vital role in the greater Portland and SW Washington region, providing resources and services that help over 18,000 people of all ages and backgrounds be successful in their lives.

As needs in the community have changed over time, so has the focused work of MFS. Today, most people who access our programs are individuals and families that face poverty, inequity, or social isolation – and sometimes they face all three.

To create opportunities that change lives and make communities stronger, MFS has continuously joined forces with key partners from education, healthcare, business and government. We work within the community to deliver 24 culturally responsive programs that help people succeed – whether it is at a school, community center or in someone’s home – we meet people where they are.

We commit to constantly strive, with humility, to improve our ability to respond to each person in a culturally responsive way, and to accept everyone with respect, openness, and curiosity.

OUR VISION:

A world where children never go hungry, young people are always educated, families are financially stable, older adults remain connected, and everyone is healthy, happy and cared for.



I am so happy to celebrate the work of MFS as we share our report that highlights our community work that moves lives forward.

You will see the strides we are making to help youth succeed, to build economic empowerment, and to support health and wellness across the lifespan. There are some true leaps forward in these pages.

However, as you read through, you will only be seeing a glimpse of the people we come to know through MFS. You won’t be able to see the persistence it takes to break down barriers that are rooted deeply, or hear the voices of our community members who express the challenges they face, and you won’t be able to directly witness the accomplishments and joy that we see.

When you see the beautiful pictures of people in these pages, I urge you to remember that day to day life is where MFS comes into the picture. MFS is in the hallways after school; we are at our food pantries when families and elders arrive, we are in homes in Rockwood, or Milwaukie, or Beaverton – as parent coaches; we are in a volunteer’s car, when they drive a community member to dialysis or chemotherapy sessions.... And we are at the local high school with 10 partner organizations offering free tax preparation and financial coaching... to name a few of many examples. You can imagine that reaching 18,000 community members wherever they are in their lives is an honor for us – and – it also takes a bit of flexibility and strategy on our part!

In closing, I want to recognize the compassion, expertise and sheer energy that our team of staff and volunteers put into their work, and to thank our tremendous Board of Directors that oversees us with such grace, dedication and insight.

I hope you enjoy our report, and I invite you to be in touch with me to share your thoughts, feedback and ideas.

Email: judys@mfs.email
Phone: 502-232-0007, ext 102
Address: 1808 SE Belmont, Portland, Oregon 97214

Thank you for your support; we would not be able to do what we do without you. In service to our community,

Judy Strand, CEO
Metropolitan Family Service



Moving Lives
FORWARD

“MFS helps people move into prosperity, promotes equity, and builds a connected community for all ages.”

– Judy Strand, CEO
Metropolitan Family Service



We Focus Our Work On THREE CRITICAL COMMUNITY INITIATIVES:



1. EARLY CHILDHOOD DEVELOPMENT AND YOUTH SUCCESS

We believe every child should get a good start in life and have the opportunity to grow into healthy, educated and engaged members of our community.



2. ECONOMIC WELL-BEING

We believe people in the community should live with dignity, security and purpose.



3. COMMUNITY-BASED HEALTH AND WELLNESS

We believe people should be equipped to play an active role in their well-being and that societal costs for healthcare can be reduced.

OUR MISSION:

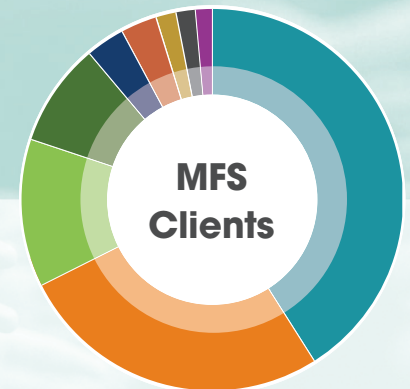
Metropolitan Family Service (MFS) helps people move beyond the limitations of poverty, inequity, and social isolation.



Why are we doing this work?

Our communities in the greater Portland and SW Washington area are facing a variety of serious challenges that keep families from realizing their full potential daily. Some examples include:

- The majority of people MFS works with are living close to the poverty level which is \$25,750 for a family of 4 or \$12,490 for an individual. As a result, their monthly income does not meet their basic needs - so many are forced to face houselessness and / or food insecurity.
- 70% of community members accessing MFS services are part of communities of color that have been historically marginalized and continue to face discrimination, negative bias, and a heightened risk of personal harm as a result.
- There are a growing number of older adults and people experiencing disability turning to MFS for help because they lack critical support systems and are detached from the services they need.



Latino/Hispanic	40%
White or Caucasian	30%
Asian	12%
Black/African American	9%
African	2%
Native Hawaiian/Pacific Islander	2%
Native American/Alaskan Native	1%
Slavic	1%
Middle Eastern	1%

Our Mission is to Solve Problems that **HELP PEOPLE MOVE FORWARD**

We help people succeed where they are at in life, and we are available throughout their entire lives.

In pursuit of this mission, we are committed to the principles and practices that support social justice for all.

Those who are faced with a combination of low wages, health issues or difficult personal circumstances need ways to gain their foothold and move past the obstacles they face.

How do we accomplish this?

We get to know people in their daily lives - who they are and what is important to them, and, how we can help them move their lives forward. Each person, from young to old, has a different challenge; but we know that some challenges are shared by many, and design our systems to bridge those gaps. We listen - we believe the strengths and wisdom of the communities we engage is the basis for everything we do at MFS.



MFS Diversity, Equity, and Inclusion Commitment

MFS serves a diverse client base in our community, encompassing all ages and many cultures, facing a myriad of social health and economic factors. A significant number of community members accessing MFS services are part of communities that have been historically marginalized, and continue to face discrimination, negative bias and a heightened risk of personal harm as a result.

Through our services and approach, MFS seeks to help people build connections, skills, and resources in order to access the full range of opportunities our larger society offers.

MFS commits to raising our voice to build pathways, change systems, and confront obstacles in an effort to gain social justice for all, which we believe is a continuing process of discovery, learning and growth.

“In pursuit of our mission, we are committed to the principles and practices that support social justice for all.”

– *MFS Equity Lens, 2019*



Moving Lives
FORWARD



EARLY CHILDHOOD AND YOUTH SUCCESS

READY, SET, GO!

(RSG) is a unique early childhood program where families actively learn with their children. Families learn and play together, in high quality pre-school classrooms, and then transfer and reinforce those skills at home, dramatically increasing the opportunity for overall success.



CURRENTLY SERVING OVER 300 FAMILIES ANNUALLY



RECENTLY GROWN FROM 2 TO 6 SITES



EXPLORING THE EXPANSION OF ADDITIONAL SITES IN 2019-2020

92%

OF CHILDREN SHOWED IMPROVEMENT IN DEVELOPING SOCIAL EMOTIONAL SKILLS THAT PREDICT SCHOOL SUCCESS. (as measured by the Child Behavior Rating Scale)

79%

OF CHILDREN SCORED AT AVERAGE OR ABOVE ON THE STATE GET READY TO READ LITERACY ASSESSMENT.

100%

OF PARENTS REPORTED IMPROVEMENT IN FAMILY FUNCTIONING.

15%

OF PRE-K PROGRAM GRADUATES OUTPERFORMED THE STATE AVERAGE.



A 2016 Portland State University longitudinal study found that RSG virtually eliminated the achievement gap for students of color by the 3rd grade.

COMMUNITY SCHOOLS

MFS Community Schools are full-service neighborhood centers in low-resourced communities that weave school and community partners together to help make sure students and families have what they need to be successful.

The collective efforts of youth, parents, businesses, faith communities, libraries, and community organizations create a network of support to ensure youth academic success and strong communities.

We collaborate with all of our schools to meet the specific needs of their communities - while also integrating academic and enrichment support (e.g. art, music, sports, life-skills), financial education, nutrition, and parent education.

5,400 SCHOOL AGE YOUTH SERVED

20 COMMUNITY SCHOOLS IN FIVE SCHOOL DISTRICTS

700 PARENTS OF YOUTH ENROLLED IN ADULT EDUCATION

We offer additional access to Youth Advocates, Parent Coaching, Family Resource Coordinators, Hunger Relief.

“Ready, Set, Go is successful because we build relationships and trust in a safe environment. We want the kids to love school and we prepare them for success. Also, having the parents in the classroom creates long-lasting positive change because they see what works and then carry that into the home.”

*-Maria Quijano,
RSG Program Coordinator*



COMMUNITY SCHOOL SITES

Our Community Schools sites are located in East Multnomah and North Clackamas Counties. We have early childhood, elementary, middle, and high school sites in North Clackamas, David Douglas, Centennial, Reynolds, and Gresham school districts.

We believe every child should get a good start in life and have the opportunity to grow into healthy, educated, and engaged members of our community.

The success of our children is largely determined by their achievement in school. Yet many kids face challenges or barriers that keep them from realizing their true potential. Enrichment activities, homework help, mentoring, and access to support services help our kids and their families thrive. Offering a vibrant and welcoming atmosphere for individuals of all ages, languages, and socio-economic backgrounds means everyone can be part of their school and their community. By providing safe and engaging learning centers, children, families and neighborhoods grow stronger and students flourish.

AMERICORPS

MFS proudly hosts AmeriCorps members, volunteers engaged in public service work whose goal is to “help others and meet critical needs in the community.”



AmeriCorps serves in these programs:

- Community Schools
- Economic Empowerment
- Intergenerational Mentoring
- Early Learning
- Hunger Relief

Through collaboration, mentorship, and trust, AmeriCorps provides specific culturally responsive supports that are dependent on, and in response to, the community they are serving.

“My AmeriCorps service helped me realize that youth work was my calling. It would’ve taken me much longer to get on this career path without my AmeriCorps experience.”

– Community Schools member, 2013 (and current Hunger Relief Program Coordinator)



EARLY CHILDHOOD AND YOUTH SUCCESS

MFS AARP EXPERIENCE CORPS

An intergenerational volunteer mentoring program that engages adults 50 and older to work 1:1 with students to help them reach critical literacy benchmarks by the third grade. At Experience Corps school sites across metro Portland and Gresham, findings show significant gains in reading and classroom behavior.

EXPERIENCE PDX

A part of Age-Friendly Portland, Experience PDX seeks to build a community that works for all ages and harnesses the power of intergenerational connections to address social challenges. Funded by City of Portland.

SCHOOL YEAR HIGHLIGHTS

219 STUDENTS RECEIVED TARGETED 1:1 SUPPORT

1,550 STUDENTS RECEIVED LITERACY ASSISTANCE

70% OF STUDENTS SHOWED IMPROVEMENT IN OVERALL READING AND LITERACY



Lack of access to sports is one of many barriers our youth living in high poverty neighborhoods regularly face. For the past 8 years, MFS Community Schools staff have organized an annual event that brings our families and communities together.

We use soccer as an avenue to engage families and promote healthy lifestyles.

This event includes lunch and fun activities, produce distribution and direct access to community services and resources like onsite dental and vision screenings, even a review of their credit report by an MFS financial coach.

800
ATTENDEES

240
MINUTES OF PHYSICAL ACTIVITY
PER STUDENT

300
PAIRS OF SHOES DISTRIBUTED
BY AC/PDX

35
VOLUNTEERS

16
PARTNERS & SPONSORS

14
SOCCER GAMES PLAYED

2,100
LBS OF PRODUCE FOR HARVEST
SHARE DISTRIBUTION

750
LUNCHESES SERVED

108
FAMILIES SERVED AT
HARVEST SHARE

Combining the wisdom and experience of our elders with the energy and potential of our youth, we build community wherever we work.





INDIVIDUAL AND FAMILY ECONOMIC WELL-BEING

MFS OFFERS ECONOMIC EMPOWERMENT SERVICES ACROSS ALL OF OUR CORE PROGRAMS.



WAYS TO WORK

Offers low interest car loans to qualified parents who may not be able to access traditional loans.



FINANCIAL COACHING

One-on-one financial guidance to help make informed decisions about building credit and managing debt.



WOMEN'S ECONOMIC EMPOWERMENT

Culturally responsive career planning and job readiness training for women experiencing poverty.

750

PEOPLE SERVED THROUGH ECONOMIC EMPOWERMENT SERVICES.

71%

OF CREDIT COACHING CLIENTS INCREASED THEIR CREDIT SCORE.

15%

OF FAMILIES IN OUR TAX OUTREACH PILOT RECEIVED AN AVERAGE TAX RETURN OF \$1120, WHICH THEY REPORTED USING TO PAY RENT, BILLS, AND REDUCE HOUSEHOLD DEBT.



The average financial coaching client increased their financial skills by 23% and their confidence in their family's financial future by 20%.

At MFS we know that working families make gains when they can build tangible assets (such as a low-interest or matching loan), when they have access to financial coaching and when they learn to budget, save, and grow their income.

Through personal financial coaching and asset building services, people can gain access to new options for themselves and their families.

When people gain traction they begin to see improved income and greater overall stability. Our clients tell us once they feel in control of their finances they are able to pursue other things and possibilities open up.

34

average number of points clients credit score increased

\$1,120

average change in income of clients served through pilot program

+\$1.8M

Ways to Work total money lent

2.6%

Ways to Work loan default rate over 13 years



SUCCESSFUL FAMILIES 2020

FIVE PARTNERS WORKING ON ONE SHARED GOAL:

Breaking the cycle of poverty by ensuring kids of color and their families succeed, inside and outside of school.

Successful Families Youth Internship offers work-based learning, connecting to local professional mentors, economic empowerment skills, and career exploration.



With backbone support from United Way of the Columbia-Willamette, investment from Multnomah County, this collective impact effort drives student success. Organizations include Immigrant & Refugee Community Organization (IRCO), Latino Network (LN), Metropolitan Family Service (MFS), Native American Youth & Family Center (NAYA), and Self Enhancement Inc. (SEI).

These investments are effecting real change.

These partners are working together in David Douglas and Reynolds School Districts where rapid demographic changes have occurred in the past fifteen years.

Features of these school districts include:

- Largest high schools in the state
- High levels of racial and cultural diversity
- Large numbers of families in poverty

“We’ve already seen impact on the ground: 9th grade on-track rates have increased, the graduation rate is up, we have more support and interest from parent groups, and more family involvement in school.

In education it’s hard to isolate cause/effect but having community partnerships makes a huge difference.”

- Frank Caropelo,
Assistant Superintendent,
Reynolds School District





COMMUNITY-BASED HEALTH AND WELLNESS

HUNGER RELIEF

This food security program brings fresh produce and healthy food to our community. We operate school-based food pantries, after school meal sites, summer meal sites, school community gardens and harvest share programs through a partnership with the Oregon Food Bank.



STRIVING TO IMPROVE THE HEALTH OF THE COMMUNITIES WE SERVE THROUGH STEADY ACCESS TO SAFE AND NUTRITIOUS FOOD



HELPING TO FIND AND ACCESS PUBLIC ASSISTANCE



SUPPORTING OLDER ADULTS & PEOPLE EXPERIENCING DISABILITY

9

FOOD PANTRY/ HARVEST SHARE SITES

1.6M

POUNDS OF FOOD DISTRIBUTED

20K

MEALS THROUGH SCHOOL-BASED PROGRAMS



Studies have shown that volunteering helps people who donate their time be more socially connected, thus warding off loneliness and depression.

We believe a little help goes a long way.

MFS offers services for older adults including transportation and in-home supports to help maintain independence; in the past 5 years, 5,800+ older adults have been helped.

PROJECT LINKAGE

Helping people be able to live independently and to remain active, engaged, and connected in their communities.

Our Project Linkage program links staff and volunteers with older adults and people experiencing disability who need assistance. Our services include transportation to medical appointments, grocery stores, and social outings, as well as providing minor home repair to older adults living in their own homes.

92%

Project Linkage riders reported that the service is important in maintaining their independence

1,100

Project Linkage clients served

35K

rides for older adults & people with disabilities in need of transportation



BENEFITS OUTREACH CENTER

Through our Benefits Outreach Center, we help people navigate and enroll in government programs like SNAP, Medicare Savings, Medicaid, and Energy Assistance.

This past year, the Benefits Outreach Center helped 164 older and/or disabled adults access public assistance which helps them with:

- Food Access
- Housing
- Transportation
- Social Engagement

HOLIDAY CHEER

Holiday Cheer volunteers help bring the holiday spirit into the homes of more than 200 isolated older adults in N, NE, and SE Portland by providing gifts and companionship during December.

“Our program allows us to do home visits to assist our clients as they pursue benefits. We help them with complicated processes that require quite a bit of work, like arranging transportation and signing up for Social Security (many do not have a computer or internet access). What we do gives the client comfort, reduces stress, provides support and advocacy.”

- *Cynthia Butts, Metropolitan Family Service Benefits Outreach Center Program*

SPW recruits, matches, and places professionally skilled volunteers with short term, high impact projects for Portland metro area nonprofits.

Often, nonprofits sideline essential capacity building projects due to lack of time, funds or in house expertise. For a modest flat fee, SPW works with a nonprofit to define their projects and attract thoroughly vetted, experienced pro bono talent to get those projects off the shelf and help move their mission forward.

SPW is a triple win: nonprofits advance their mission and save thousands compared to standard consulting rates, skilled volunteers leverage their expertise by finding “heart” work that supports the social sector, and our entire community - and beyond - benefits.

Want to hear the benefits for yourself?



Listen to **Episode 1, Want Impact? Try This!** on the Moving Lives Forward Podcast. Available on any podcast app, hosted by Rebecca Webb, cofounder of Portland Radio Project.

Monica Wirtz is the Social Purpose Works director. She can be reached at: **monicaw@socialpurpose.works** or **503-688-1776**



Check out the new Social Purpose Works website: **www.socialpurpose.works**



“It takes momentum, interest, involvement, and commitment. Listen and understand what the client wants and then trust is immediately built. I was able to give back in a substantive way.”

-*Russell Williams, Pro bono Professional ROSE Community Development*



Bringing out the best IN PEOPLE AND COMMUNITIES

MFS Strengthens early childhood development and builds youth success through collaboration and program innovation, so that every child gets a good start in life and has the opportunity to grow into a healthy, educated, and engaged member of our community.

MFS Advances individual and family economic well-being so that people in our community can live with dignity, security, and purpose.

MFS Develops and promotes effective approaches to community-based health and wellness, from young to old, so that people are equipped to play an active role in their well-being.



We couldn't do it without you.

KEY PARTNERSHIPS & INVESTORS

- AARP Foundation
- Autzen Foundation
- Beaverton School District
- Braemar Charitable Trust
- CareOregon
- CASA of Oregon
- Centennial School District
- Children's Trust Fund of Oregon
- Cities for Financial Empowerment
- City of Gresham
- City of Portland
- City of Portland, East Portland Action Plan
- Clackamas County
- Classic Wines Auction
- Collins Foundation
- Community Foundation for SW Washington
- Corporation for Enterprise Development
- Corporation for National and Community Service
- Dwyer Charitable Trust
- Early Learning HUBS
- Early Literacy Success Alliance
- Eccles Foundation
- Esco Foundation
- FamilyCare
- Firstenburg Foundation
- Fred Meyer Foundation
- Gary Anderson Children's Foundation
- Generation to Generation
- Goodman Family Foundation
- Gresham Barlow School District
- Harbourton Foundation
- Hoover Family Foundation
- Irvington Community Association
- Irwin Foundation
- Jackson Foundation
- Juan Young Trust
- Jubitz Family Foundation
- Kaiser Permanente
- KeyBank Foundation
- Maybelle Clark MacDonald Fund
- Meyer Memorial Trust
- Multnomah County
- Nike Community Impact Fund of the Oregon Community Foundation
- OnPoint Community Credit Union
- Oregon Community Foundation
- Oregon FIRST Robotics
- Oregon Volunteers: Commission for Voluntary Action and Service
- Oscar G. and Elsa S. Mayer Family Foundation
- PGE Foundation
- Portland Children's Levy
- Prosper Portland
- Prosperity Now (Corporation for Enterprise Development)
- Providence Health
- Quest Foundation
- Randall Charitable Trust
- Ride Connection Inc.
- Rose E. Tucker Charitable Trust
- Silver Family Foundation
- Social Venture Partners, Portland
- State of Oregon Dept of Education
- State of Washington Dept. of Commerce
- Successful Families 2020
- Templeton Foundation
- Umpqua Bank Charitable Foundation
- United Way
- US Bank Foundation
- Washington Federal Credit Union
- Wells Fargo Bank
- Wheeler Foundation

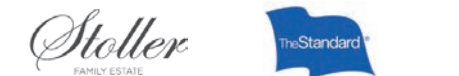


PREMIER SPONSORS



Johnson Family Foundation

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Mutual of America
PacTrust
Stoel Rives LLP
Tonkon Torp
Trillium Asset Management

2018 Financial Report

JULY 1, 2017 - JUNE 30, 2018

OPERATING INCOME	2018	2017
Government Grants and Contracts	\$5,317,798	\$4,655,237
Charitable Gifts and Special Events	1,353,580	1,712,773
Other Contracts and Client Contributions	1,111,695	948,028
Total Income	\$7,783,073	\$7,316,038
OPERATING EXPENSES		
Services - Children, Families and Older Adults	\$6,471,034	\$5,983,375
Management and General	1,379,348	1,399,925
Fundraising	305,097	307,297
Total Expenses	\$8,155,479	\$7,690,597
PROFIT (LOSS) FROM OPERATIONS	(\$372,406)	(\$374,559)
Investment Gain/(Loss)	264,423	449,701
*Profit (Loss) After Investments	(\$107,983)	\$75,142

*Nonprofit organizations are required to recognize realized and unrealized gains/losses at fair market value.

BALANCE SHEET

ASSETS	2018	2017
Cash and Incentives	\$5,829,326	\$5,981,281
Service Receivables	1,042,122	977,154
Prepaid Expenses	85,925	52,684
Fixed Assets	24,726	36,099
Total Assets	\$6,982,099	\$7,047,218
LIABILITIES		
Wages, Taxes, and Benefits Payable	\$345,767	\$331,802
Accounts Payable	382,831	228,905
Grants Designated for Future Periods	164,562	289,587
Restricted Net Assets	116,831	116,831
Temporarily Restricted Net Assets	52,469	161,327
Unrestricted Net Assets	5,919,639	5,918,766
Total Liabilities and Net Assets	\$6,982,099	\$7,047,218

68% Government Grants and Contracts
18% Charitable Gifts and Special Events
14% Other Contracts and Client Contributions



79% Program Services
17% Management and General
4% Fundraising and Events



Current Board Directors

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CEO, Point West Credit Union

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Don Riggs, Immediate Past Board Chair
Partner, Deloitte & Touche LLP

Judy Strand, MFS CEO & President
Metropolitan Family Service

Brie Bridegum
Attorney, Stool Rives LLP

Deanna D'Souza
Administrator, NW Regional Education Service District

Brian Garish
President, Banfield Pet Hospital

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Judy Strand, MFS CEO & President

Donate TODAY!

We are growing! Your donation will **NOW** impact **36,000** lives each year!

<https://www.metfamily.org/get-involved/donate/>



OUR FOCUS

As a catalyst,
WE INSPIRE NEW IDEAS

As a convener,
WE BRING OUT DIVERSE VOICES

As a collaborator,
**WE WORK WITH OTHERS TO DRIVE
SOCIAL CHANGE**

As an innovator,
WE IMPROVE THE SYSTEMS THAT SUPPORT PEOPLE



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