

COMMUNITY REPORT 2011



Growing to Meet Community Needs



Because together, we can do more.

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Metropolitan Family Service

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2011 – 2012**

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MFS Director's Report 2011



I'm happy to report many exciting developments at Metropolitan Family Service. Please read more about these stories in the following pages.

Program growth – we will expand to Clark County Washington with our Ways to Work family loan program, helping more low income parents get to work on time and spend more time with their children.

Innovative projects – our Encore Fellow Cheryl Edmonds describes her work at Metropolitan Family Service to help us

prepare to recruit and use the talents and experience of boomers like her!

Quality improvements – our staff who drive older adults to medical appointments and grocery shopping are getting even more intensive training to help our aging clients.

Financial stability – our A Gathering of Good event will not only support Metropolitan Family Service programs, but inspire and educate all who attend. I hope to see you there, and together we can learn about new options for our future retirement years.

Leadership initiatives – we have expanded our board of caring, thoughtful leaders to build capacity to meet increasing community needs. We welcome:

Vynette Arnell, Knowledge Universe
Julie Harrelson, The Harrelson Group
Ray Kennedy, Wells Fargo
Peter Potwin, Benson Industries
Barbara Rommel, retired superintendent, David Douglas School District

Thank you for helping make all these initiatives possible. Your support of Metropolitan Family Service is critical to our ability to provide high quality services. Thank you!

Sincerely,

A handwritten signature in cursive script that reads "Krista Larson". The ink is dark and the signature is fluid and legible.

**Krista Larson,
Executive Director**

Balancing Growth and Innovation

In this economically challenging time, human services programs are responding to increased pressures, including:

- a sudden escalation of demand
- historic cuts in state funding that have seriously eroded services
- a sluggish economic recovery that limits local government resources

At Metropolitan Family Service, we work to provide individuals and families with the skills to build stronger lives - skills like solid parenting techniques, financial literacy, good nutrition and self care.

While many of our clients are low income or face other social and cultural barriers to success, the skills and services we provide are valuable to all community members. With high unemployment and an aging population, Metropolitan Family Service is seeing a marked increase in requests for service. We are skilled at meeting these needs with flexible and targeted services that are cost effective and successful.

While other agencies specialize in crisis response, Metropolitan Family Service does the careful planning and program development that allow our communities to avoid many crises.



Metropolitan Family Service expanded its Board of Directors, adding new members: (from left) Peter Potwin, Vynette Arnell and Ray Kennedy with Executive Director Krista Larson.

Why a Bigger Board?

This past year, the Metropolitan Family Service Board of Directors has reviewed and updated our strategic plan. There is a renewed commitment to maintaining the quality of our program delivery, and we have a clear mandate to increase leadership opportunities for boomer professionals who can bring high level skills and experience to our organization.

All of these efforts require intensified community building, effective legal and business oversight, and creative and effective program innovation.

To meet these challenges, Metropolitan Family Service has expanded its Board of Directors, developing a group of people who have the credentials, expertise and reputation needed to take the organization forward.

What We Do in Our Community

HIGHLIGHTS – MEASURABLE RESULTS AND OUTPUTS

37,000

Children, families & older adults served

30,000

Rides for older adults

26,000

Children & adults attending after school events

5,575

Children enrolled in after school classes

2,500

Children receiving one-on-one tutoring and mentoring

More than 17,000 children receive help through our after school programs, events, intergenerational tutoring and mentoring services.

99% of students who participate for at least six months in one-on-one weekly mentoring programs made academic progress

96% of teachers surveyed agreed that the presence of an intergenerational mentor in the class improved student concentration

Metropolitan Family Service volunteers provide more than 90,000 hours



Because together,

What We Do in Our Community

HIGHLIGHTS – MEASURABLE RESULTS AND OUTPUTS

1,500

Volunteers making a difference

844

Individuals served in parent education classes

192

Community visits to isolated older adults

95

Auto loans and financial education for low income working parents with limited incomes

69

Mature adults provide intergenerational mentoring and tutoring for children

97% of children enrolled in our Ready, Set, Go! program were ready for kindergarten at entry

90% of auto loan recipients cite their car loan as instrumental in helping them maintain or improve their employment circumstances

90% of the older adult volunteers reported their overall quality of life had improved as a result of their mentoring experience

80% of parent education participants reported greater confidence in helping their children learn

of service each year – a value to our community of more than \$1.9 million!



we can do more.

Getting Boomers on Board in Key Roles

Retirement...what's that? Cheryl Edmonds asked herself that question when her longtime hi-tech career came to an end. The timing was right and the opportunity irresistible to give back to the Portland community through Social Venture Partner Portland's (SVPP) Partner Fellows program. Cheryl is now serving as a Project Director Encore Fellow at Metropolitan Family Service.

This notion that professional boomers might want a second career in nonprofits comes from the thought leadership of Civic Ventures' Silicon Valley Encore Fellows Program, a hotbed of innovation in aging issues. In 2009, a San Francisco bay area pilot program produced several Encore Fellowships with amazing results in capacity building for nonprofits. Now in its third year of placing professional boomers in fellowships, the results are stunning and many second careers are emerging.

With success under its belt, Civic Ventures launched a campaign to promote the Encore Fellowship Network in key cities across the U.S. Portland is among the first in the network and is actively recruiting and placing professional boomers in some of the city's best known and highly regarded nonprofits. Currently, seven Fellows have been recruited and placed in Portland nonprofits.



Cheryl Edmonds meets with SVPP Fellows Program Director, Paul Speer, during her fellowship at Metropolitan Family Service.

Cheryl's work at Metropolitan Family Service is to attract more volunteer or pro bono professional boomers to tackle capacity building projects in topics like employee retention, grants administration, leadership training, marketing, and system efficiencies. She has immersed herself in the Metropolitan Family Service culture through in-depth interviews with staff, site visits with clients and where services are delivered. And now, she is recruiting volunteer Encore Consultants.

Wanted: Volunteer Encore Consultants

Use your skills in a short-term, high impact project with a flexible schedule and gain nonprofit experience.

Join a fun, professionally focused team who is ready for YOU!

Contact Cheryl Edmonds, Encore Fellow
at cheryle@metfamily.org

Since joining Metropolitan Family Service in mid June, Cheryl has vetted several capacity building projects, choosing three that will give Metropolitan Family Service experience in managing this type of resource as well as achieving significant results in key programs. She says, "We're taking a 'launch-n-learn' approach so that we can gain the most experience in the shortest amount of time. There are so many capacity building opportunities—we've identified 18 projects that are all worthy of solutions. So, we need to learn and refine for future success. I have a 1,000 hour fellowship commitment and I don't want to waste a minute of it."

Like many boomers, Cheryl brings years of professional experience to her encore role. She is ready to explore new places and activities, returning recently from a year in China where she taught English to university engineering students and worked for the Peace Corps. Her encore fellowship is a way to use her experience and skills here at home, in Portland.

Volunteers Learn How to Identify Risks

Volunteer training is key to a successful and effective volunteer program at Metropolitan Family Service. This year, we have made use of Multnomah County's Aging & Disability Services Gatekeeper Program materials to provide training for staff and volunteers who interact with older adults and people with disabilities.

Volunteers in our transportation, shopping and community visiting programs come into contact with older adults through their everyday volunteer activities. They are in a unique position to identify signs that may indicate a need for assistance for a vulnerable adult: confusion, poor health or a home in disrepair.

Once trained, our volunteers bring a heightened awareness to their work with older adults. They are able to make a referral for follow-up assessment or services. Multnomah County provides a help line to determine who should receive the referral, and sends a report to an appropriate social service worker.

By coordinating efforts with the County, our volunteers become part of an organized outreach effort. The

training builds confident volunteers who have access to information and greater resources in our community.

The Gatekeeper's willingness to be aware and alert while in the presence of an older person is what makes the program work. Sometimes a friendly visit or a ride to the store can result in an important health or safety intervention and improved quality of life.

Annual training is key in maintaining an effective Gatekeeper program. Nearly half of all individuals referred are newly identified, and 63% of referrals are categorized as abuse, neglect or exploitation. These referrals are passed along to the Multnomah County Adult Protective Services unit for investigation.

The Gatekeeper program includes many sources such as utility company staff, police, fire and rescue personnel, banks and credit unions. About 6.6% of referrals come from nonprofit social service agencies like Metropolitan Family Service.



Trained Gatekeeper volunteers provide an additional safety net for vulnerable older adults who may live alone or have limited resources.

Connecting Families to Transportation

Funds needed to expand to Southwest Washington

The credit crunch generated by the weak economy has created challenges for many individuals and families over the past few years. One effective program that has had outstanding success is the Ways to Work program operated locally by Metropolitan Family Service.

Ways to Work is the only low interest car loan program in the region designed to enhance financial and family stability. We have been providing low interest auto loans to working parents in the Portland tricounty for the past 6 years. This fall, we are responding to increased interest from Southwest Washington residents who are interested in applying for a loan.

To meet that demand, Metropolitan Family Service has worked to lay the groundwork for an expansion to Vancouver. We are building partnerships with nonprofit agencies in Southwest Washington who have expressed support and who will help recruit or refer parents to the program.

Metropolitan Family Service has worked with community partners including the YWCA Clark County, the Southwest Washington Workforce

Development Council, First Independent Bank and members of the Clark County Asset Building Coalition. With their assistance, we have received an in-kind donation of space to operate the program and access to the language translation skills of staff at the international branch of First Independent Bank in Vancouver, Washington.

Expansion of the Ways to Work program comes at a critical time for residents of Southwest Washington. As of August 2011, the jobless rate in Clark County was 9.3%.

Funding for loans is secured, but Metropolitan Family Service is seeking financial support from foundations, businesses and individual donors for program staffing. We have secured a three year \$50,000 matching grant from the Walmart Foundation, as well as support from the Firstenberg Foundation of Southwest Washington and the Fred Meyer Corporation.

Financial education classes help boost participants' credit ratings.





Ways to Work assists families in identifying a reliable vehicle to purchase for transportation to work.

Having reliable transportation for work can significantly increase a parent's chance of stable employment. A steady income is an important component of family stability and having a car helps families access child care, schools, health care – all of which contribute to healthier and safer households.

Beyond providing reliable transportation, Ways to Work builds financially literate citizens.

All participants are required to participate in one-on-one budgeting assistance and financial education, and are assisted in opening a savings account at a local bank. Clients must pay back their loans within two years. Repayment rates are high, and program participants receive the added bonus of improving their credit rating.

Metropolitan Family Service works with families through the term of their loan to connect them to community resources when financial emergencies arise.

Consequently, our program has one of the lowest default rates in the country at 6%.

A strategic goal of Metropolitan Family Service is to expand proven programs to geographic areas where community needs have risen sharply. On October 1, we will begin assisting working parents in Southwest Washington find success and build stronger families through Ways to Work.

To find out more about Ways to Work, or to enroll in the program, contact Aliza Kuperstock at 503.232.0007, ext. 101, or alizak@metfamily.org.

Get Inspired to Think Differently About Your Future

Join us for *A Gathering of Good*, our signature fundraising event, at the Portland Hilton on Friday, October 28. Register online at www.agatheringofgood.org

Metropolitan Family Service convenes **agog** discussions on important social issues that are relevant to everyone. Fun and informative, **agog** engages local community leaders to provoke thoughtful and well articulated conversations where we listen, speak, learn and – most of all – move ourselves collectively toward a community that takes care of each other.

Throughout the year, 18 community discussions explored this year's theme of Changing Demographics, Changing Communities. Discussions focused on topics such as academic attainment, workforce preparation, and improving intercultural communication. Several discussions considered the aging process, the changing concept of retirement and adaptive technologies that offer new opportunities for better health and mobility as we age.

This fall, the series culminates with *A Gathering of Good*, a celebration and fundraiser for Metropolitan Family Service programs.

Marc Freedman, one of the nation's leading social entrepreneurs and author of *The Big Shift: Navigating the New Stage Beyond Midlife*,



is the featured speaker.

Freedman is CEO and founder of Civic Ventures, a think tank on boomers, work and social purpose. He is founder of Experience Corps, now one of

America's largest nonprofit national service programs that is operated locally by Metropolitan Family Service to engage people over 55.

This year, Metropolitan Family Service will present the *Provocateur* award to a leader who has had the courage and ability to bring public awareness to important social issues. The award was created in memory of Eileen Johnson, an inspiring community activist, who was dedicated to the mission of Metropolitan Family Service.

At a discussion hosted by Portland resident Eileen Brady, guests considered the impact of changing demographics on schools.



Carla Piluso will receive the *Provocateur* award for her dedication to improving the lives of many in our community, and leading the boomer revolution by example. She has contributed her time and raised community awareness for the work of numerous community nonprofits and social service agencies, including: Human Solutions, the Police Activities League, SnowCap Community Charities and the Gresham Area Chamber of Commerce and Metropolitan Family Service. Carla has been a strong advocate for our clients through her work as the former Gresham Police Chief, and has added her expertise to key tables of influence addressing serious social concerns that affect the entire community.



Proceeds from *A Gathering of Good* support Metropolitan Family Service programs. To learn more and register, visit www.agatheringofgood.org.

Intel Fellow Eric Dishman (center) joins agog host Dave Johnson and MFS Director Krista Larson as a topic expert at an agog discussion.



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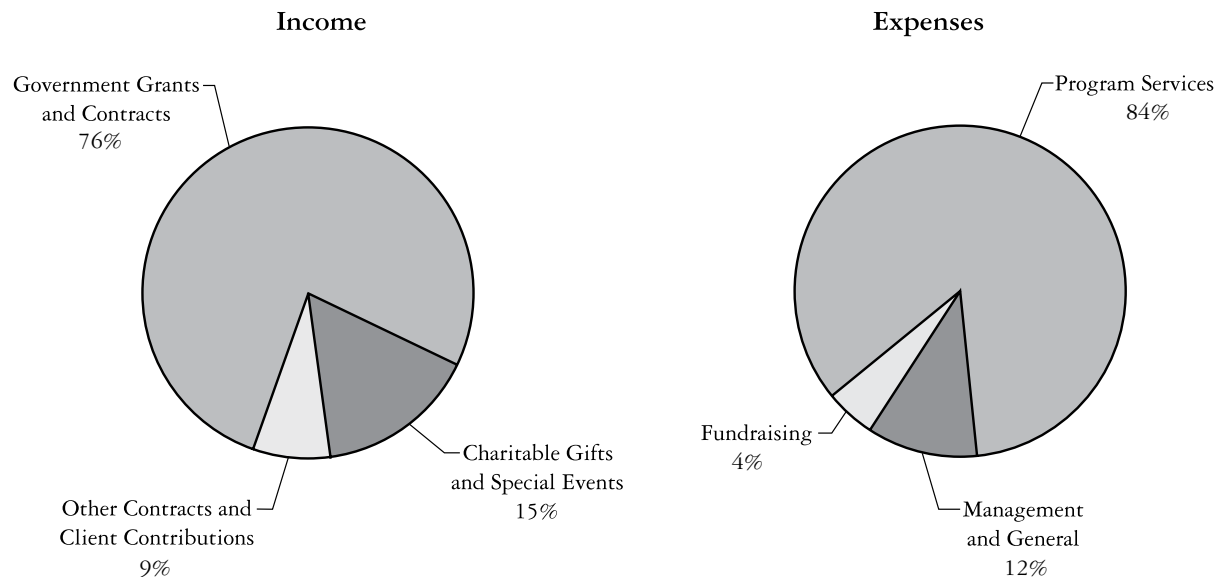
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Annual Report 2011 Financial Review

July 1, 2010 - June 30, 2011

| | | |
|---|--------------------|--------------------|
| Operating Income | 2011 | 2010 |
| Government Grants and Contracts | \$5,645,718 | \$5,943,087 |
| Charitable Gifts and Special Events | 1,126,106 | 1,205,842 |
| Other Contracts and Client Contributions | <u>694,974</u> | <u>511,649</u> |
| Total Income | \$7,466,798 | \$7,660,578 |
| Operating Expenses | | |
| Services - Children, Families, and Older Adults | \$6,269,905 | \$6,593,757 |
| Management and General | 864,510 | 808,234 |
| Fundraising | <u>290,814</u> | <u>270,941</u> |
| Total Expenses | \$7,452,229 | \$7,672,932 |
| Profit (Loss) from Operations | \$14,569 | (\$12,354) |
| Investment Gain/(Loss) | <u>964,182</u> | <u>423,395</u> |
| *Profit (Loss) After Investments | \$978,751 | \$411,041 |

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



Balance Sheet

| | | |
|---|--------------------|--------------------|
| Assets | 2011 | 2010 |
| Cash and Investments | \$5,510,719 | \$4,561,027 |
| Service Receivables | 402,953 | 605,237 |
| Prepaid Expenses | 35,067 | 46,718 |
| Fixed Assets | <u>24,953</u> | <u>32,165</u> |
| Total Assets | 5,973,692 | 5,245,147 |
| Liabilities | | |
| Wages, Taxes, and Benefits Payable | 194,377 | 206,882 |
| Accounts Payable | 250,712 | 434,231 |
| Grants Designated for Future Periods | 110,205 | 164,387 |
| Restricted Net Assets | 116,831 | 116,831 |
| Temporarily Restricted Net Assets | 6,116 | 17,046 |
| Unrestricted Net Assets | <u>5,295,451</u> | <u>4,305,770</u> |
| Total Liabilities and Net Assets | \$5,973,692 | \$5,245,147 |

Note: 2011 figures are not audited.

Donors

Thank You For Your Generous Support of Metropolitan Family Service

We are grateful for the many individuals, businesses, foundations and other funding partners that support Metropolitan Family Service. Your generosity and support are critical to helping our mission. In this issue, we are pleased to recognize all cash gifts received between July 1, 2010 and June 30, 2011. We kindly request you notify us of any errors or omissions at 503.230.1451.

Thank You MFS Stewards

Metropolitan Family Service Stewards are individuals who have made a long-term investment in our organization by including a future gift to MFS through their estate plans.

Anonymous (3)
Barbara Chaplin
Elaine Durst & Harry Turtledove*
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Dave & Eileen* Johnson
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In memory of Richard Bradtke
Mary Ann Bradtke

In memory of Mary Brunkow
Robert Brunkow

In memory of Arthur Christensen
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In honor of Evan Crystal
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In honor of Sig Sponsler's Friendly Visitors
Thomas Sponsler

In memory of Louise Tew's Family
Louise Tew

In memory of Harry Turtledove
Barbara Campanian
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Marilyn Matelski & Nancy Lynch Street
Jeanne Staehli
Anna Zoll

In honor of Mark Weidkamp
Kenneth Weidkamp

In honor of Dru Wilson
Helen Wilkinson

In honor of Monica Wirtz
Jana Richardson

To make a donation in honor or in memory of someone special, please contact us at 503.230.1451

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Centennial School District
City of Gresham Community Revitalization Program
Civic Ventures & the National Office for Experience Corps
Clackamas County Health, Housing & Human Services
Classic Wines Auction
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Multnomah County Office of School & Community Partnerships
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Oregon Housing and Community Services
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Portland Children's Levy
Portland Development Commission
Portland Public Schools
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Reynolds School District
Ride Connection
Tri-Met - JARC
US Dept. of Justice
Ways to Work

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