



Moving Lives **FORWARD**



2016 ANNUAL REPORT



MFS 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.

Our Mission:

Helping people move beyond the limitations of poverty, inequity and social isolation.

Thank you for your tremendous support you have offered throughout our 2015-2016 fiscal year.

There are literally hundreds of community members and partners who show up to support our work in so many ways, too numerous to include in this report.

That support can be seen through our volunteers: In late summer, a stream of retirees pour through our doors on Belmont for their pre-service training that readies them for mentoring youth who need support; they come in humbly with the desire to simply help children read and thrive, and you will see in this report that those 45 mentors helped almost 2,000 children this year. Those children would not have had a hand and heart to help them get past barriers to literacy without the commitment of our community's elders.

That support can be seen through our funding partners: You will notice that we now have longitudinal outcomes our early childhood program "Ready, Set, Go". The strength of this success has resulted in an expansion that is fueled by donor investments so we can reach more children and families. Without RSG, families and children who can't afford preschool, who only make it to a waiting list for HeadStart, and who would not be able to provide their young children with the types of early childhood experiences that create the pathway for their healthy and successful development.

And that support can be seen through community leaders who support our work. The vision and strength of our MFS Board has expanded our ability to think beyond today's needs. MFS has also benefitted from many circles of leading edge thinking from diverse sectors. You will see that our AGOG conversation series continue to combine MFS innovation with outside experts in order to drive the success of our initiatives.

The sum total of MFS impact is not something any of us will ever know through an annual report. My hope is that you can imagine the hope and potential that has been sparked in the 13,000+ lives MFS has affected. Everyone who is represented by a number in this report is actually a real person who has shown tremendous strength and capacity against odds; may they inspire you.

With gratitude,



Judy Strand, CEO
Metropolitan Family Service



“Our staff and volunteers are deeply and personally committed to working with each other, our clients and the community in order to realize our mission.”



What are some of the unique ways MFS moves lives forward?

Strengthening Early Childhood Development and Building Youth Success

The largest segment of our client base is served through this initiative where we focus primarily on Early Learning / Parent Education Services, Community Schools and Intergenerational Mentoring.

Our Mission in Action

NUMBERS REFLECT THE 2015-2016 FISCAL YEAR



8,620 students received direct service at 44 MFS sites in the greater Portland Metro area



372 parents engaged in parent education services



212 people received support for a successful start to kindergarten through early learning school readiness programs



1,924 students were engaged in the classroom and 252 students were mentored 1:1 by 45 MFS AARP Experience Corps volunteers

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.



EARLY LEARNING – READY, SET, GO! (RSG) IS EXPANDING AND RECEIVING OUTSTANDING LONG TERM RESULTS

MFS expanded our early learning program this past year by adding a new RSG classroom in North Clackamas through funding from Clackamas County, North Clackamas School District and various foundations and donors.

The value and importance of RSG is that it offers a unique blend of the latest thinking and research in early childhood development combined with the natural wisdom of families and children. RSG provides curriculum for both children and parents in the classroom that prepares children for success in kindergarten. RSG supports social emotional development, fosters family engagement and advocacy, and builds protective factors for populations unable to afford private preschool or are unserved by other public programs such as Head Start.

Children participating in RSG come from primarily non-English speaking families, begin school slightly behind their peers in literacy, but catch up to their general population of the district in literacy by third grade. PSU research concludes that this MFS early learning program “essentially eliminated the literacy achievement gap among RSG students at 3rd grade and continuing through 6th grade,” -Marjory Magee, PSU Graduate School of Education.



Longitudinal Outcomes

RSG students excelled on the State Kindergarten Assessment of Social Emotional Development measures with an average score of 4.15, compared to 3.7 statewide.

88% of RSG children are on track and ready for kindergarten.

Yearly comparison over seven years of RSG children with other students in the state on the State Kindergarten Assessment Social Emotional measure is very positive. RSG children regularly score higher than the state and district average.



BUILDING YOUTH SUCCESS – MFS COMMUNITY SCHOOLS

MFS Community Schools (SUN & CAFE) are neighborhood hubs that offer after school classes for students (academic & enrichment,) adult education, and a variety of critical social supports for families. By bringing partners and services directly into neighborhood schools, families have open access to programming that help ensure they have what they need to be successful – in school and in life. Our Community Schools are open to all ages, preschool to older adults, with a focus on Pre-K – 12th grade students and their families in east Portland and North Clackamas.

Academic Support

In the 2015-16 school year, MFS Community Schools enrolled over 6,500 students in classes that support literacy, math, science, language development, and writing. Our programs also support students during important transitions into kindergarten and high school.

Family Engagement

MFS enrolled over 2,000 adults in classes including English, Financial Workshops, Weatherization, and Cooking. Our site managers connect families to resources and actively encourage parents to volunteer in our programs.

Enrichment

MFS offers youth opportunities they might not otherwise have access to: art, theater, robotics, chess, gardening, soccer, dance, cooking, music and field trips are just a few of the enrichment classes offered through our programs.



After School Enrolled Classes:

1300 for students

4 for community members

157 for families

43 for school staff

HUNGER RELIEF

With 1 in 6 Oregonians facing food insecurity, equitable access to healthy food is an essential component in creating a healthy and vibrant community. The MFS Hunger Relief Program seeks to reduce hunger and food insecurity in East Portland by providing free, nutritious groceries to community members. MFS Hunger Relief team ran 7 school based Food Pantries and 6 Open Market Sites.

Last year MFS served:

10,000+ adults and children

148,949 meals to students

800,000 pounds of food

244 Food Pantry distributions

237 Open Market distributions

600 hours of cooking workshops and classes for kids and adults

MFS Food Pantries receive a weekly delivery from Oregon Food Bank of perishable and non-perishable foods, ranging from 4000-8000 lbs. These sites serve between 60 – 230 households a 3 to 5 days' supply of groceries each week.

MFS Open Markets receive a 400-500 lbs. weekly donation from Urban Gleaners and are supplemented with additional weekly deliveries of perishable foods from OFB of roughly the same size. Each site serves between 10-30 households a 2 to 3 days' supply of mostly fresh and perishable groceries each week.

Community Minded

The MFS Hunger Relief Team is responding to needs in the community by:

- Creating a welcoming environment that increases access to services
- Utilizing multi-cultural and multi-lingual staff and volunteers
- Putting an emphasis on high quality, fresh produce
- Facilitating ongoing healthy cooking workshops



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

At MFS, we equip families with the tools they need to succeed.

Advancing Individual & Family Economic Well-Being

Many community members are facing challenging situations; whether it is the ability to access affordable housing, consistently put food on their family's table, or are stuck in a vicious financial cycle - dependent on predatory payday loans while trying to work multiple jobs to make ends meet. Through personal financial coaching and asset building services, people who were previously disconnected from economic opportunities gain new options for themselves and their families.

We are focused on those who lack connections with tangible resources and services that can build financial health for themselves and their families. Like people anywhere, opinions and feelings about money and financial participation stem from cultural backgrounds and the lessons learned as youths. People's access to inclusion within financial systems are often determined by powerful social determinants, like race, gender, immigration status and national origin

With approximately half of our clients living below the federal poverty level, (\$28,290 for a family of four) we have accelerated our efforts in this area. In fact, this initiative is one we have prioritized for growth, due to the positive impact it is having on the community. When someone succeeds in managing their finances, their entire life improves; we see this happen often at MFS.



82%

of the clients accessing our financial capability services are from communities of color, representing a wide range of cultural heritages.

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



Ways MFS has been moving this initiative forward:

As we look at the challenges MFS clients face, we see that there is a broad scope of issues and financial concerns. We have focused on those who have greater economic vulnerability, as a top priority, in order to offer help where it is most needed.

Outcomes for our clients have proven so successful that we are building financial capabilities into all of our programs, for all age groups, across the life span at MFS.

We are able to reach those who need this service most by offering our financial capability programming to people we encounter through our work in low income schools, through our early childhood program and through our partnerships with other nonprofits.

This past year, we have:

- Established a new partnership with local lending partner Point West Credit Union to deliver Ways to Work, a program where clients are mentored on building financial skills while simultaneously purchasing an asset through a low-interest car loan.
- Begun to integrate our services across a broader cross-section of community members MFS serves. For example, Point West Credit Union also hosted our early childhood learning program, and their families, to learn about financial institutions.
- Expanded our financial capabilities work by adding services in North Clackamas, where MFS has a number of programs and partnerships already in place.
- Hosted a community discussion with stakeholders from a variety of sectors called: “Poverty to Prosperity - What will it really take to get us there?” to share the model, outcomes and vision we hold for moving this initiative forward. Working with key leaders from across sectors to showcase our strategy for helping to build a system of prosperity.

“CROSS-SECTOR PANELISTS” FOR THE COMMUNITY DISCUSSION
“POVERTY TO PROSPERITY - WHAT WILL IT REALLY TAKE TO GET US THERE?”
Top L/R: Duncan Wise (Business) Judy Strand (Nonprofit)
Bottom L/R: Stephen Green (Financial) Mary Li (Government),
Bev Stein (Business)

We believe a little support goes a long way in helping today's families flourish.



KEY LOCAL OUTCOMES OF FINANCIAL MENTORING COMBINED WITH A LOW INTEREST LOAN:

58% increased credit scores

86% increased financial literacy

44% maintained or improved employment

43% decreased use of public assistance

55% increased income

> 4% loan default rate



Ready, Set Go! field trip for students and parents to Point West Credit Union.



In order to help reduce disparities for our communities of color, MFS is focused on delivering Financial Capabilities in a Culturally Responsive way:

Promise Neighborhood Initiative

The purpose of the Promise Neighborhood Initiative is to support the cultural identity of students and families in three schools in the David Douglas School District. We are working collaboratively with our partners in Successful Families 2020 on a demonstration project supported by Multnomah County. The project is based in the David Douglas school district, and partners work together across a wide number of youth advancement programs. MFS leads the financial capability work in this project. The goal is to increase financial literacy access for students and their families. This effort of 6 culturally specific and culturally responsive nonprofits have JOINED together to improve a variety outcomes for people of color in Multnomah County and provide services that value cultural identity as an asset.

MFS Youth Internship Program

The MFS Youth Internship Program at David Douglas High School began two years ago with the concept of providing job skills, experience and financial mentoring to students who might otherwise lack these opportunities and connections to a professional network. One of the main goals of this program is to connect students with opportunities to serve in a role that is deeply rooted in strengthening their own community.

Through leadership positions that vary from after school sports, to community gardening, to food pantry distribution, students experience the positive impact of providing resources, but also use their knowledge as a community member to voice their ideas, concerns, and opportunities for change.

Another goal of this internship program is to empower and inspire our students to one day fill the paid positions in these organizations, and ultimately become the next generation of leaders in their own communities.



The MFS Youth Internship Program establishes a deeper understanding of financial education and the tools available to students and their families in the community.

MFS AmeriCorps Profile

My name is Hannah Low, I am an AmeriCorps member serving at MFS in the Financial Capabilities Department. I work primarily within the David Douglas School District to promote financial education and advocate for access and awareness of financial resources.

For example, I currently lead and assist two after school SUN (Schools Uniting Neighborhoods) classes for elementary students that feature a financial education and entrepreneurship curriculum. Students engage in a variety of activities that promote financial knowledge and literacy. The course for older students is designed to empower kids to make smart business decisions in community orientated and culturally inclusive ways.

The AmeriCorps position also includes outreach at school-based food pantries to increase advocacy and awareness of financial resources/services available to low-income families. For me, my interactions with families from the food pantry have become one of the many highlights of this service position, and I look forward to them every week.

This AmeriCorps position is made to adapt to the needs of the community it serves in order to provide the best service coordination possible – in a culturally responsive way - through collaboration, mentorship, and trust.



SUCCESSFUL FAMILIES 2020, is comprised of six of our region's leading nonprofit organizations serving low-income and culturally specific communities.

Working in collaboration with United Way through the creation and implementation of a business and work plan, this collaborative will create a blueprint for success in communities of color in Multnomah County.



Founded in 1993, AmeriCorps is a civil society program supported by the U.S. federal government, foundations, corporations, and other donors engaging adults in public service work with a goal of "helping others and meeting critical needs in the community."



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

Developing and Promoting Effective Approaches to Community-Based Health and Wellness

MFS COMMUNITY CUP

Access to organized sports is one of many barriers our youth living in high poverty neighborhoods regularly face. For the past five years, Metropolitan Family Service (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.



Students proudly show off their "Community Cup Trophy" which is awarded to the team that demonstrates outstanding Sportsmanship, Leadership, and Teamwork.

ALL ACROSS THE AGE SPAN, WE FIND OPPORTUNITIES TO SUPPORT HEALTH AND WELL-BEING.

Here are a few ways MFS builds a healthy community:

Improved Nutrition

With limited income, it is often difficult for families to access healthy food. Without adequate nutrition, it is extremely difficult to do well in school, be productive at work or have the endurance to just make it through the day's activities.

Through MFS programs we are able to provide almost 150,000 meals to students for free as well as distribute over 800,000 pounds of fresh produce and healthy food to families most in need, each year.

Opportunities for Exercise

In most of the communities we engage with, children lack a place to run and play; schools have space, but limited funding for guided physical activity. MFS provides activity leaders and coaches through after school programming so that children learn life-skills such as teamwork and sportsmanship - all while getting loads of exercise and tons of fun on a consistent basis.

Reduction of Isolation

Research has shown that human connections have a direct correlation to our health as we age. However, many older adults and people with disabilities do not have a network of family or friends to care for them. MFS makes sure that those who live alone have regular contact with a caring volunteer, either in their home, by phone or through transportation. These visits and connections help those who live alone not only be healthier, but to be more safe and secure.

We meet people where they are and listen to what they need.

Combining the wisdom and experience of our elders with the energy and potential of our youth, we build community wherever we work. And as champions of innovation, we develop lasting solutions that bridge gaps, create equity and demonstrate respect and value for every person.



MFS HAS SEEN GROWTH IN OUR HEALTH AND WELLNESS INITIATIVE through ongoing cultivation of a new vision for community-based health supports, our Community Visitor Program, and the expansion of our MFS Project Linkage program.

MFS Community Visitor Program

MFS develops and promotes effective approaches to community-based health and wellness by offering a variety of services that increase the health, functioning and community connections of older adults.

The Community Visitor Program (CVP) is a service of Project Linkage, a program which delivers transportation, minor home repair, fall prevention classes and other services to support older adults and people with disabilities to maintain their independence.

CVP engages skilled, trained and supervised volunteers to deliver tailored support to vulnerable older adults who have complex health conditions, are experiencing social isolation, and who may have diminished financial, social, and other resources to live safely and independently.

Outcomes



750 community visits to older adults



90% of surveyed clients said they feel supported in their efforts to maintain their health, by interacting with their volunteer



75% of clients demonstrated increased health activation and enhanced confidence in managing their conditions and maintaining lifestyle changes as measured on the evidence-based Patient Activation Measure



88% of clients who are matched with a volunteer feel more engaged in their community and less isolated

Our commitment to children, families and older adults encourages people across the lifespan to realize their full potential.

“INNOVATION at MFS is defined by recognition and responsiveness to both need and opportunity- not just the generation of “new” ideas. What drives innovation is our deep understanding of the barriers our clients face and the strengths they possess. Building our programs in a way that amplifies and magnifies these strengths to crash through the barriers is the hallmark of MFS innovation.”

– Brendon Bassett, Director of Innovation & Strategic Development

MFS PROJECT LINKAGE IS EXPANDING!

More than 300 volunteers make it possible for older adults and those with disabilities to stay connected with the world and live comfortably in their homes. MFS started Project Linkage over 30 years ago, and we’ve grown to serve more than a thousand people each year. MFS has now increased its fleet by four vehicles which will allow for a larger coverage area and more rides overall to medical appointments, the grocery store, and social outings.

This program is a true win-win; the people MFS helps are enjoying a better quality of life and our volunteers are rewarded with the satisfaction of seeing their time and energy make a real difference in a real way.



1,233

Project Linkage
clients served

29,844

rides for older adults &
people with disabilities

122

home repair projects
for older adults

1,161

MFS volunteers

34,188

volunteer hours

512,000

value of
volunteer hours

IMPROVE YOUR HEALTH & WELLNESS – VOLUNTEER!

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

“Carol has been a tremendous help to me, but most importantly she has helped two of our students grow in both math and reading. Their scores are coming up, and they are more confident in their abilities. I could not have done it alone, she has made all the difference.”

– Tara Keeler, 3rd grade teacher

Evidence of volunteerism’s physical effects can be found in a recent study from Carnegie Mellon University. The study found that adults over 50 who volunteered on a regular basis were less likely to develop high blood pressure than non-volunteers. High blood pressure is an important indicator of health because it contributes to heart disease, stroke, and premature death.

INTEGRATIONAL MENTORING – MFS AARP EXPERIENCE CORPS

Our MFS Experience Corps (EC) program has resulted in health and wellness gains in mentors as well as literacy gains for young children.

EC is a national program, with MFS being the sole operator in Oregon, which taps into the experience and passion of adults age 50 and over to ensure that every child has a chance to succeed and meet critical 3rd grade reading benchmarks. The benefits for the volunteers themselves are numerous, as one mentor states:

“Joining Experience Corps has satisfied my own need to be communally productive and purposeful...”



Keeping the spirit of community and connection alive for over 65 years!

MFS Experience Corps Served:

262 children 1:1 mentoring and a total of 1924 through classroom assistance

45 mentors in 9 schools

62% of 1:1 matches were children of color

54% of our matched students were identified as English Language Learners

95% of teachers said that their tutor had a moderate or strong impact on improving students' overall reading and literacy performance

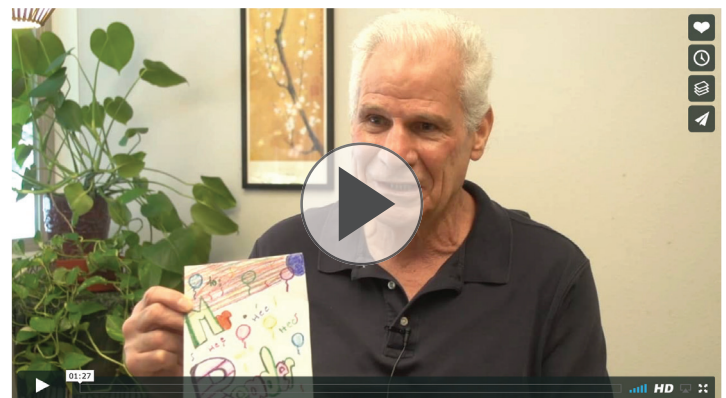
87% of teachers said the tutor's impact on improving students' academic engagement behaviors was moderate to strong

51% increase in students' motivation to learn

48% increase in self confidence from beginning of year to end of year



“Sometimes I’ll be in the busy classroom, keeping things moving. And I’ll look over ans see one of the Experience Corps folks working with my kids, occupying a space with them that I can’t reach.”
-Michael Horrigan,
Teacher at John James Elementary School



2016 Financial Report

JULY 1, 2015 - JUNE 30, 2016

OPERATING INCOME	2016	2015
Government Grants and Contracts	\$7,182,182	\$6,680,524
Charitable Gifts and Special Events	2,176,352	1,994,452
Other Contracts and Client Contributions	813,901	822,074
Total Income	\$10,172,435	\$9,497,050
OPERATING EXPENSES		
Services - Children, Families and Older Adults	\$8,662,489	\$7,940,446
Management and General	1,497,224	1,354,920
Fundraising	348,810	326,102
Total Expenses	\$10,508,523	\$9,621,468
PROFIT (LOSS) FROM OPERATIONS	(\$336,088)	(\$124,418)
Investment Gain/(Loss)	(124,248)	87,140
*Profit (Loss) After Investments	(\$460,336)	(\$37,278)

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



BALANCE SHEET

ASSETS	2016	2015
Cash and Incentives	\$5,560,388	\$6,227,708
Service Receivables	1,517,402	1,047,389
Prepaid Expenses	54,736	62,239
Fixed Assets	16,012	20,082
Total Assets	\$7,148,538	\$7,357,418
LIABILITIES		
Wages, Taxes, and Benefits Payable	\$310,094	\$306,741
Accounts Payable	637,751	394,090
Grants Designated for Future Periods	3,909	74,467
Line of Credit Payable	75,000	
Restricted Net Assets	116,831	116,831
Temporarily Restricted Net Assets	211,027	68,340
Unrestricted Net Assets	5,793,926	6,396,949
Total Liabilities and Net Assets	\$7,148,538	\$7,357,418

Bringing out the best in people and communities for over 65 years.



THANK YOU FOR YOUR GENEROUS SUPPORT.

PUBLIC FUNDERS

- Centennial School District
- City of Gresham Department of Community Development
- Clackamas County
- Corporation for National and Community Service
- David Douglas School District
- East Multnomah Soil and Water Conservation District
- Gresham Barlow School District
- Multnomah County Department of Human Services - SUN Service System, Promise Neighborhood
- North Clackamas School District
- Oregon Department of Education
- Oregon Health Authority (OHA)
- OHA-Office of Equity and Inclusion
- Portland Children's Levy
- Portland Development Commission
- Reynolds School District
- State of Washington Department of Commerce
- US Department of Justice

NON-GOVERNMENTAL FUNDERS AND SUPPORTERS

- AARP Foundation - Experience Corps
- AC Portland
- All Hands Raised
- Community and Shelter Assistance Corp. (CASA)
- Chess for Success
- Children's Institute
- Children's Trust Fund
- Classic Wines Auction
- FamilyCare Health
- "I Have a Dream" Oregon
- Oregon Volunteers
- Ride Connection
- Rockwood Pathways
- United Way of the Columbia Willamette
- Volunteers of America
- Ways to Work, Inc.

KEY PARTNERSHIPS

- Armed Forces Service Corporation
- Consumer financial Protection Bureau
- Early Learning Multnomah
- Encore.org
- Human Solutions
- Intel
- Mt Hood Community College
- Parkrose School District
- Point West Credit Union
- Portland Metro STEM Partnership
- Providence Health & Services
- Social Venture Partners Portland (SVPP)
- Successful Families 2020 Agencies:
 - Albina Head Start
 - Immigrant and Refugee Community Organization (IRCO)
 - Latino Network
 - Native American Youth and Family Center (NAYA)
 - Self Enhancement, Inc.
- Urban Gleaners
- Wallace Medical Concern

THANK YOU TO THE FOLLOWING INDIVIDUALS WHO REPRESENTED MFS ON THE CLASSIC WINES

AUCTION BOARD:

- Keith Barnes, Barnes Capital Management
- Chris Hermann, Stoel Rives LLP
- Peter Potwin, Community Leader
- Wally Rhines, Mentor Graphics
- Paul Vogel, RIESTER

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Moving lives forward.

Gratitudes

GIFTS OVER \$20,000

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The Oregon Community Foundation
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Social Venture Partners Portland
The Standard
United Way of the Columbia-Willamette

GIFTS \$10,000-\$19,999

Children's Trust Fund of Oregon
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GIFTS \$5,000-\$9,999

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GIFTS \$2,500-\$4,999

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Westminster Presbyterian Church

GIFTS \$1,000-\$2,499

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U.S. Bank Foundation
Washington Federal Foundation
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GIFTS \$500-\$999

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The Children's Institute
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Lori Flexer Sackett & Jeff Sackett
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Brandon & Tara Wooters

GIFTS \$250-\$499

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Dan & Amanda Blaufus
Norm Anderson
Ryan Bledsoe
Edward & Karin Brewington
Burgerville
Mary Chase
Brooke Chilton-Timmons & Justin Timmons
Paul Conable
Amy & Tim Corbett
Sue & Rich Cronkrite
Shelley Devine
Tom & Candy Evans
Todd & Levia Friedman
Phil Grillo
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Jennifer & Justin Hendrickson
Henry & Sharon Hewitt
Kimberly Horstmann
Michelle Hynes & Patrick Lemmon
IBEW 48
Jenelle Isaacson & Lucas Augenstein
Janis Jasinsky
Joanne Jene & Nancy Rangila
Jim Johnston
Ray Kennedy & Marcia Jory
Kohnstamm Family Foundation
Kroger
Gale and Daphne Lasko
Ly Khac Le
Todd Lue
M. Shaffer, Inc.
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