It begins as a campaign. It grows as a commitment.

Poverty doesn’t take prisoners. In communities throughout the Chicago area, families are struggling with the pervasive impact of poverty. Daily headlines tell the story: increasing violence, underperforming schools, rampant unemployment, skyrocketing stress. For families caught in the downward spiral of poverty, the promise of a better future seems impossible to imagine.

This is not someone else’s problem. This is a human issue. And human lives matter.
For 158 years, Metropolitan Family Services has been the leader in human services throughout the Chicago area. If our experience has taught us anything, it’s that strong families can solve many of the social problems we’re facing. So families are at the heart of everything we do.

- Moms who juggle child care with earning a college degree.
- Dads learning to be a better father while also preparing for employment.
- High school students who aspire to attend college.
- Grandparents striving to stay independent in their golden years.
- Young children discovering the brilliance growing inside them.

We help families build better lives. Our high-quality education, economic stability, emotional wellness and empowerment programs provide the tools families need to create a strong foundation — and future.

LAST YEAR, 67,000 PEOPLE IN THE CHICAGO AREA GOT THE MESSAGE: THEY MATTER.

But the need is growing. In fact, over the past four years, the demand for Metropolitan Family Services has grown by more than 50 percent — up from 43,000 in 2011. We have responded in extraordinary ways. But to sustain this type of growth and continue to provide the high quality professional services families depend on, we need to engage Chicago.

The Campaign to Mpower Families is a very human initiative. It’s a bold strategy to invigorate our communities, one strong family at a time. To achieve this, we must expand facilities to reach more people, invest in leaders and systems, and strengthen the future by growing our endowment. Together, we can grow our successful model for empowering families in more communities who need our support.

Your investment in this campaign is an affirmation that human lives matter.
DEAR FRIENDS

Where do you imagine the Chicago area to be in five years? In 10 years? In 20 years? If we are to emerge as one of the great global cities, what will be the measure? International business alliances? The number of skyscrapers? Becoming one of the top ten tourist destinations in the world?

Yes, the economic and innovation engine that powers this city will be critical to our vitality in the 21st century. But we can do even better. We believe the measure of a great city will be our collective impact to strengthen families.

For 158 years, Metropolitan Family Services has been the beacon of hope for those who have felt the brutal corrosion of poverty.

These are real people, in some of the Chicago area’s neediest neighborhoods, who want to see their families move from surviving to thriving. We work in the heart of those neighborhoods with a team of 900+ professionals who make compassion their business and have the skills and organization that achieves measurable results.

So critical is Metropolitan Family Services to the life of our neediest communities, that demand has grown by more than 50 percent over the last three years. Thanks to agile leadership, an extraordinary staff, exceptional financial stewardship, and an endlessly committed board, we are recognized by funders and peers as the State’s “go-to-agency” when solutions are needed in education, mental health, legal aid, or job readiness.

We have created a successful model for community transformation. We disrupt poverty with high-impact programs and services that have life-long, lasting benefits to families and communities.

The $25 million Campaign to Mpower Families will support critical capital improvements, transformational leadership and cutting-edge systems, and strengthen our financial security.

This campaign will allow us to rise to the urgent and increasing challenge of human services. Since 2011, demand has grown from 43,000 to 67,000 people in 2014.

We believe with your investment, we can serve 100,000 people – moms, dads, grandmothers, high school students and children – by 2020.

Let’s move this city to a better place.
Let’s transform this campaign into a compass of our commitment.
Let’s embrace our humanity and make an investment in real human lives.

Let’s Mpower our families together.

Tony Hunter
CEO, Chicago Tribune Media Group
Board member since 2010

Metropolitan Family Services is a beacon of light for families throughout greater Chicago. The organization’s committed leadership team is passionate about serving the community, and this new campaign will help ensure Metropolitan continues its unmatched legacy of providing bold and highly effective programs for those who need assistance. This is the right organization, and the right time, to take our services to the next level. We can do more because we believe in the importance of strong families.

Tony Hunter
CEO, Chicago Tribune Media Group
Board member since 2010

Our Measure of Success

94% of 1,399 children in early childhood programs meet or exceed expectations in literacy.
100% of Upward Bound seniors graduated on time – 95% were accepted into college.
$1.9M in scholarships was awarded to Upward Bound students.
98% of our Adult Mental Health clients received the counseling they needed to avoid costly psychiatric hospitalization.
1,135 youth and adults completed job readiness training at the Center for Working Families.
12,730 hours were contributed by pro bono attorneys recruited by our Legal Aid Society.
1,928 seniors were protected from abuse, neglect and exploitation.
Strengthening Communities
One Family at a Time

Dynamic Leadership. We have demonstrated a new breed of leadership that demands agility and innovation as we respond to economic forces, changing social issues, and the urgent needs of families. Following the post-2008 economic meltdown, Metropolitan was the city’s First Responder. We mobilized communities, programs and people to narrow the human services gap even as many of our peers were forced to close or scale back.

Community Commitment. When we engage with a community, we make a lasting commitment — and don’t go away. Our seven regional centers and dozens of satellite sites draw from nearly 100 programs and services to meet the evolving needs of their communities.

Wrap-around Services. We engage our families — children to seniors — in a supportive system of programs and services where they can find stability and the tools they need to empower their lives. No human services organization touches more lives in the Chicago area in such a comprehensive way.

Measureable Results. Our commitment to best business practices is a game changer in human services. We collect the data to measure our impact and determine how to improve or scale programs.

We have endured — stronger, smarter and more committed than ever.

In 2014, we reached 67,000 people across the city and suburbs. That’s a 50 percent increase since 2011. We know with a greater investment in our centers, innovation and people, we can do more. Much more.

And create a new measure for our city — our humanity.

Chicago should be really proud of the fact that this institution is going to be supported by what — in modern jargon — we call ‘wrap-around’ services. That there will be health and nutrition training, that there will be mental health options, that there will be efforts to teach parents how to teach the kids better.

President Bill Clinton
Visit to Metropolitan Family Services
June 2014
INVESTING IN FAMILIES TRANSFORMS COMMUNITIES

Through the comprehensive approach of our programs and partnerships, Metropolitan has emerged as the voice of the underserved and an innovative leader in human services. The impact of our work has caught the attention of presidents, mayors, politicians, policy makers, and civic and social leaders who believe we can be a model of change for families, communities, the state, and the nation.

EDUCATION

From Head Start to college prep to classes for new parents – education is the foundation of success. Metropolitan works in neighborhoods hit hard by poverty – from the far South Side to DuPage County – to provide life-changing education programs that build healthier families and transforms communities.

EMOTIONAL WELLNESS

We provide a life-line for low-income families coping with the stresses of poverty, parenting, violence, illness and relationships. Our mental health services provide counseling, psychiatric services, case management and crisis intervention to young people and adults. We help them move from victims to survivors to healthy community members.

ECONOMIC STABILITY

Today, it is nearly impossible to apply for a job without a resume, internet access and email. We work directly with people eager to improve their employment and financial security. Through classes, mentoring and job placement we provide the tools people need to find a job, build a budget, care for their family, pay the rent – and plan for the future.

EMPOWERMENT

Navigating the legal system is a daunting task for any person – but what about people without the resources or experience to know their rights? Our Legal Aid Society offers free legal assistance for cases of domestic violence, family and elder law, and housing and consumer issues.

I wanted to play a bigger role in Metropolitan’s success after being part of their strategic planning sessions. When you learn about their impact on families and children, how could you not want to support the organization?

Richard S. Price
Chairman & CEO, Mesirow Financial
Co-Chair, Campaign to Mpower Families
A HOLISTIC STRATEGY TO COMBAT POVERTY

**COMMUNITY IMPACT**

**2014**

**67,000 PEOPLE**

**2020**

**100,000 PEOPLE**

“Metropolitan can be a model for change. We have the capacity to make other organizations better at what they do. This helps us with our broader mission. If we make a difference in Chicago, we make a difference in the nation.”

*Martha Melman*  
Co-Chair, Campaign to mpower Families  
Board member since 1998

“In my business, it’s all about outcomes. Metropolitan has this amazing staff reaching tens of thousands of people with strong programs that work. And we have the outcomes to prove it. We are shaping Chicago. And Chicago should know.”

*Byron Spruell*  
Vice Chairman, Central Region and Chicago Managing Principal, Deloitte LLP  
Board member since 2005
Let’s not turn our backs on poverty.

We can empower our city to help tens of thousands of people change the course of their lives. We don’t want our citizens to ever read another disheartening headline and say, “Nothing can be done.” Just like the families we serve, we are putting the power in your hands.

We believe we can sustain our accelerated growth and serve more people if we make the transformational changes required to strengthen our organization in three critical funding areas.

**Capital Improvement Fund:** Build new welcoming facilities to deliver high quality services in areas of the greatest need, expand our work, and address critical improvements agency-wide so we can reach more people.

**Transformation Fund:** Develop our leaders and systems so we can continue to deliver 21st century human services and respond to the growing demand for our services.

**Endowment Fund:** Strengthen our endowment so we are prepared for the future—and the unexpected—as we renew our promise to be here for the next 158 years.

Here’s where you come in.

Your support of the Campaign to Mpower Families is your opportunity to be part of our collective impact in the Chicago area—empowering families one life at a time. Transforming communities, one strong family at at time.

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**LET’S REACH 100,000 PEOPLE BY 2020**
Our centers are welcoming, professional places that embrace our clients with a spirit of trust, compassion and empowerment. Bright and friendly, our centers become a safe haven in the communities moving children, teens, adults and seniors from safety net to springboard.

The surging demand for our services has created an urgent need to expand our programs and the capacity of our centers. We simply cannot let people fall through the cracks.

The Capital Improvement Fund will help us build new facilities, expand growing centers, make upgrades and improvements on existing centers and invest in communities now and in the future.

Your investment in the Capital Improvement Fund will help support building and expansion initiatives that will allow us to meet the growing demand for our programs.

I SUPPORT OUR CENTERS

When families come to Metropolitan, the first thing they experience is our building. I am passionate about our facilities because a warm, welcoming environment tells our families they are important. That’s when they begin to see the possibilities.”

Merle Goldblatt Cohen
Board member since 1998

BUILDING A BETTER WAY TO SERVE FAMILIES

A NEW EARLY LEARNING CENTER

One of the most far-reaching projects is the development of an Early Learning Center in Brighton/Gage Park, part of our Southwest Center’s family of services. The new center will be located on the Southwest side, among the state’s highest need areas for early learning programs. It is expected to serve 140 children ages 0-5 with infant, toddler and preschool classrooms.

IMPROVEMENTS IN ALL OUR CENTERS

The Capital Improvement Fund will support:

• Expansions of our DuPage Center in Wheaton and Calumet Center on the far south side
• Upgrades and other improvements that keep our centers fresh and inviting

Metropolitan is at the cross roads of strategic expansion and program opportunity. This fund will provide support as we:

• Determine new program space requirements
• Create a stronger presence in our neighborhoods
• Update community spaces to keep our neighborhood presence positive and welcoming

FACILITY RESERVE

We continue to be careful stewards of our finances and believe we must be prepared for those ongoing expenses that are inherent in operating seven centers serving 67,000 people a year. The reserve will help supplement our operating budget to keep roofs, HVAC, painting, carpets, and parking lots at acceptable standards, even in tight budget years.
What does a 21st century organization look like? In an era of constant change, agile leadership and state-of-the-art technology are fundamental to the success of any organization. The Innovation Fund invests in critical projects and capacity building initiatives to ensure that Metropolitan remains a source of innovation and effective leadership for years to come.

The best people. The best systems. The best outcomes.

The need for investment is clear. Four years of rapid growth and continual change has placed tremendous pressure on Metropolitan’s core leaders and systems infrastructure. With the growing trend toward sector consolidation, the time to invest in sustainable leadership development and technology capacity is now.

The Innovation Fund focuses on carefully selected strategic initiatives that can be completed with a finite time frame, but leave lasting dividends. Fortunately, we have successes to build on, and several key projects are already underway, triggered by the 2012-16 strategic plan and subsequent organizational development efforts that preceded this campaign.

Your investment in the Transformation Fund is an investment in the people and the systems that create transformational changes in the lives of families.

I SUPPORT TRANSFORMATION

As a social worker, I see how many different organizations work with families. Metropolitan Family Services is a model that other not-for-profits can learn from. Our executives are forward thinking and action-oriented. If a program isn’t performing, or change is on the horizon, they don’t waste time. The board participation goes beyond financial contributions. We work. It’s inspiring to see such accomplished leaders routinely invest their expertise and passion in the cause of families. Metropolitan loves a good challenge, and will do even greater things with new investment. Metropolitan is ‘my’ organization, and my number one priority for support.

Ashley Duchossois Joyce, LCSW
President, The Duchossois Family Foundation
Board member since 2006
Metro board member since 1998

TRANSFORMATIONAL LEADERSHIP

The best team in human services has been the engine behind the game-changing programs and leadership we have brought to this sector and the Chicago area.

We must continue to invest in high-capacity, agile employee leaders who are critical to our ability to sustain and grow programs, build collaborative partnerships, and drive substantive change in the organization and the human services sector.

Sustained in-depth training, programs and coaching can expand the number of “go-to” leaders in the agency and empower our team of professionals with tools and knowledge to better serve families and expand our reach.

TECHNOLOGY AND SYSTEMS

Cutting-edge technology systems will give our team the right tools to respond to new strategic opportunities. Plans include a new Electronic Health Records (EHR) system that will:

- Allow for integration with other health care EHR systems
- Manage multiple payers with different and often complex billing systems, rules, and procedures
- Tracking and monitoring revenue from Metropolitan’s mental health programs

The fund will also provide for:
- Software/hardware upgrades for our staff
- Computer labs to support skills/job training and education programs
- Security upgrades such as alarm systems and cameras

TRANSFORMATION RESERVE

Our sector changes so rapidly that a reserve fund is essential to quickly address new business needs. At the same time, Metropolitan is regularly asked to take leadership roles in new initiatives, salvage or restructure important but underperforming initiatives, or integrate new programs and ideas that are new to our sector.

In order to stay responsive to clients, our staff and partners, we need to keep our technology up-to-date and our team well-trained. This reserve will supplement our operating budget to keep servers, computers, network system, and licensing agreements at acceptable standards, and our team in peak performance, even in tight budget years.
158 years of human service. That’s what we call a good start
Few human services organizations have done so much for so many, lived as long to talk about it – and kept growing – even in the face of the most tumultuous financial times in recent history.

Heroic board leadership, careful fiscal management, and an investment committee comprised of some the city’s most sophisticated financial experts have secured and built our endowment which:

- Saw us through the financial threats of the past six years.
- Allowed us to support the breathtaking growth we have experienced during the past four years.
- Made it possible for us to address the human services crisis when Hull House was forced to close its doors.

Our endowment sustains everything we do.
Every child, student, parent or senior depends on us. We need to protect our financial security so families throughout the Chicago area will know that we will always be there for them.

It’s a promise we’ve kept since 1857 – and it’s a promise we want to keep for another 158 years.

Your investment in the Endowment Fund will strengthen our agency as we prepare for the unexpected – and the future.

I SUPPORT THE ENDOOMENT

“I’ve been on the board for 30 years and what continues to impress me is how well managed we are, the high quality people, the low overhead and the strength of our endowment. We have great financial expertise on the Investment Committee who have done an extremely good job of protecting our endowment. This has allowed us to meet the growing needs of families, respond to the Hull House crisis, and plan for the future.

C. Gary Gerst
General Partner, Cornelius + Lothian
Board member since 1984

HISTORY

1857
Founded as Chicago Relief and Aid Society

1871
Chicago Fire. Appointed by Mayor to administer $10 million in relief to victims.

1909
Chicago Relief and Aid Society and Chicago Bureau Charity merge to form United Charities of Chicago.

1919
Chicago Legal Aid Society joins United Charities, providing free legal services to low-income families.

1924
United Charities helps establish Community Fund of Chicago, now United Way

1935
United Charities leader Joel D. Hunter tapped by President Franklin D. Roosevelt to help develop the Social Security Act.

1955
United Charities opens first suburban office in Palos Hills serving southwest Cook County.

1966
United Charities acquires DuPage Center.

1985
Opens new office on Chicago’s Southeast Side to serve community impacted by steel mill closings.

1987
United Charities acquires DuPage Center.

1995
United Charities changes its name to Metropolitan Family Services to better reflect scope and communities served.

2007
Metropolitan Family Services celebrates 150th Anniversary.

2012
Metropolitan becomes city’s “First Responder” when 112 year old Hull House closes.

2012
Metropolitan awarded the contract for Head Start in DuPage County.

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Metropolitan board approves $25 million Campaign to Mpower Families.

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We believe in the power of family, community and the humanity that lives in all of us.

And, we believe that each of us, collectively, has the power to transform lives. Would you join us as investors in supporting the power of families and healthy communities?

Your generous support of the Campaign to Mpower Families will infuse Metropolitan Family Services with new energy, commitment, and capital to meet the urgent needs of families who, through programs and services, are learning to use new tools to build a better life.

You will see:

- Young children eager to learn in our early childhood education programs
- Teens who discover a safe place to do their homework, find supportive counseling and set their course for college and a lifetime of success
- Young parents seeking mentoring and guidance to become a great mom or dad
- Adults engaged in high impact employment programs to build financial security
- Seniors learning to address the challenges of aging

We are honored to chair this campaign because we are deeply passionate about the positive impact Metropolitan Family Services plays in every life it touches. With a staff that has raised the bar on compassion and measureable outcomes to a board whose commitment, stewardship and humanity is a 158 – year old affirmation that human lives matter.

With your support and Metropolitan’s life-changing programs, we can make our impact count.

Please join us and make a generous gift today.

MARTHA MELMAN
Campaign Co-Chair

RICHARD S. PRICE
Chairman & CEO, Mesirow Financial
Campaign Co-Chair
LET’S REACH
100,000
PEOPLE BY
2020