



MULTI-SERVICE CENTER

Help. Hope. Change.



2013 COMMUNITY REPORT

Helping people achieve greater independence and discover the power of their choices.

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8,310 households* received assistance with energy bills

764 people received assistance with their education and employment goals

15,972 people used the food and clothing banks

3,182 seniors and disabled individuals in long-term care received advocacy

2,334 people found housing assistance through MSC's housing programs

=47,850
total people served**

*8,310 household represents 25,616 people.

**Served fiscal year July 1, 2012-June 30, 2013.

*Served fiscal year July 1, 2012-June 30, 2013.





Dear Friends,

Thank you for providing help, hope, and change to the South King County community. Your donations make a difference to so many in our community by helping people on their path to self-sufficiency. Whether that means finding stable housing or livable-wage employment, or helping someone to get through a difficult financial time by providing energy assistance or food, MSC is there to help because of you.

Although we have accomplished so much, there is still a great need in our community. We see the need everyday with long lines at the food bank, wait-lists for housing, and continued calls to the Long-Term Care Ombudsman Program hotline.

We are constantly looking for ways to expand to meet this need, and are excited to announce that in 2014 we will be breaking ground on our Veterans Housing Project. This project will serve a growing demographic in South King County in great need of housing and employment services.

Last year, we had the largest number of people achieve their goal of obtaining a GED that we have ever had before. We are looking for ways to help this program grow to serve even more individuals, as we know having a GED can help people find meaningful employment.

The Board of Directors and staff of MSC are committed to continuing to build and expand quality programs, like those mentioned, to help people achieve self-sufficiency. Your support makes it possible to provide help, hope, and change—thank you!

Sincerely,




Dan Bogart
2014 MSC Board President




Robin R. Corak
MSC Chief Executive Officer



Hope for the Future

“Now is my time to do something with my life,” says Maricela. At 44 years of age, Maricela has devoted most of her adult life to raising her four boys. As her youngest, Angel, was entering his mid-teenage years, she was wondering what she was going to do when all her children were grown. Then, she saw a flyer about MSC’s GED program that her niece had brought home from school.

“I want what’s best for my children, even if they don’t understand what it is,” says Maricela. Angel was having difficulty in school, and her other three boys had dropped out of high school, with only one earning his GED. Maricela committed to getting her GED and started studying in October of 2012. Maricela smiles as she says “I wanted to show them that if I can get a GED, they can too.”

After watching his mom study, Angel finally decided that getting a GED would be a good thing for him to do as well, even though he had doubts about his abilities. He joined his mom in MSC’s GED program in March of 2013 and began studying. In December of 2013, Maricela and her son, Angel, took their last tests and both earned a GED at the same time!

Maricela says that having her GED makes her feel different – like she can do things. Now, she’s studying to improve both her English and technology skills so one day she can enjoy a career where she can help others like working with the elderly. Angel feels great about his accomplishment and is looking at career training program options.

“MSC’s GED program gives you important tools for living. Not only does it help you earn your GED, it helps you in everyday life,” says Maricela.

62 individuals in the adult education program for homeless

100 English as a Second Language students

58 students earned their GED



Mr. Johnson, nearly 80 years old and suffering from physical and mental disabilities, bounced from long-term care facility to long-term care facility until Ombuds stepped in to advocate for him and help him find an adult family home that met his needs and kept his rights intact.

4,752 complaints investigated

Giving Back Hope

Every Monday for the last ten years, Kirk Ann Neil and Nancy Edmiston have volunteered at the MSC food bank helping to put food on the tables of families in need in our community. Kirk and Nancy work the “basics and commodities” section of the food bank line. They are the first to greet clients after they check in and provide them with basics like meat, soups, beans, canned vegetables, and canned fruit. Once each month, Kirk and Nancy also distribute commodities, which are government supplied products, and include items such as peanut butter, stew, juice, and dried potatoes.

For Kirk, there’s one woman in particular who motivates her to volunteer every week. She is a woman who visits the food bank every Monday who looks just like Kirk’s mom who passed away several years ago. “She even sometimes calls me daughter,” says Kirk. This reminder of her mom makes volunteering very special for Kirk.

Nancy likes to connect with the children while she’s volunteering. It fills that gap she has since she no longer works with children every day. She says, “I like to get acquainted with them, know their names, and encourage them to learn at school.”

Kirk is a retired flight attendant and Nancy is a retired grade school counselor. Prior to volunteering at MSC, neither knew each other. Now, as they line food up on the counter, one seems to know what the other is doing without exchanging any words. In fact, they are so close they finish each other’s sentences or say the same thing at the same time. Kirk and Nancy say that one of the best things that has developed out of their volunteer experience is the friendship they have created.

“We’re retired, we want to give back, and the need just keeps getting greater,” says Nancy. MSC thanks Kirk, Nancy, and all the volunteers that help support help, hope, and change for our community members through MSC programs.



530 volunteers

70,377 hours

Financial Statement

Statement of Activity, Period Ending June 30, 2013

Public Support

Contributions/Special Events	235,484
Foundations/Corporations	473,144
In-Kind Donations	2,852,737
TOTAL PUBLIC SUPPORT	3,561,365

Other Revenue

Government Grants	7,055,489
Contract for Services	713,016
Government Food Commodities	231,102
Property Income	730,372
Other Revenue	259,914
TOTAL OTHER REVENUE	8,989,893

Net Assets Released from Restriction	151,567
TOTAL SUPPORT AND REVENUE	\$12,702,825

Expenses

Program	11,669,651
Management and General	649,035
Fundraising	272,895
TOTAL EXPENSES	\$12,643,581

Net Income Before Depreciation	59,244
Depreciation Expense	313,215
CHANGE IN UNRESTRICTED NET ASSETS	(253,971)

Net Assets Added to Restriction	135,031
Net Assets Released from Restriction	(151,567)
TOTAL CHANGE IN NET ASSETS*	(270,507)

Net Assets, Beginning of Year	5,677,648
NET ASSETS, END OF YEAR	\$5,407,141

MSC Services

Housing

Shelter, transitional, affordable housing, and eviction protection services for families, individuals, and seniors

Food Bank

Open to residents of the Federal Way School District and zip code 98422

Education

GED Preparation, ESL, and Adult Basic Education

Employment

Job search, interviewing, and job application assistance

Long-Term Care

Ombudsman Program

Advocacy for residents in long-term care facilities

Energy Assistance

Once yearly assistance to pay all or part of an energy bill

Clothing Bank

Clothes, shoes, and household goods for residents of South King County

1,400,000
pounds of food distributed



Thank you to
those who
contributed
financially to MSC
during fiscal year
2012-2013.

Corporations & Organizations

Addison E-Cigarettes
All Saints' Lutheran Church
Alliance Reporting, Inc.
Amerispec
BECU Gift Matching Program
Boulevard Park Place
Burien Bark
Calvary Lutheran Church
Cascade Veterinary Hospital
Cash & Carry
Cedar Creek Ladies Card Group
Chaffee & Associates
Christ's Church
Chuckals Office Products
Coldwell Banker Danforth
Columbia Bank - Federal Way
Costco Wholesale
Eagle Tire & Automotive
Epsilon Sigma Alpha, Zeta Phi Chapter #5422
Federal Way Chamber of Commerce Ambassadors
Federal Way Mission Church
Federal Way United Methodist Church
First Presbyterian Church of Kent
G.L.A.D. Hatters
Gary Word Art Studio
Glendale Heating Company
Grace Lutheran Church
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Heritage Bank
Homestead Handyman
Integrity Life Church
International Association of Machinists and Aerospace Workers District 751
Jarvis Financial Services
John Kenneally & Associates, Inc.
Kelley Imaging Systems
Kent Lutheran Church
Kent Youth and Family Services
Kiwanis Club of Federal Way
Laughter Enrichment

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Microsoft Corporation
Microsoft Giving Campaign Program
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Overcomer Covenant Church
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Russell Matching Gifts Program
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Making Change

July 1, 2012 - June 30, 2013

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Weyerhaeuser Company
Weyerhaeuser Real Estate Company
Wild Waves Theme Park
Woodstone Credit Union
Yakima Residences, LLC
YourCause, LLC

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Darden Restaurants Foundation
The GE Foundation
Highline Community College Foundation
JPMorgan Chase Foundation
Kent Rotary Club Foundation
LRCA Peterson Family Foundation
Macy's Foundation
None Will Perish Foundation
The Paul G. Allen Family Foundation
The Seattle Foundation
Skill Up Foundation
South King Firefighter's Foundation
Sozo Planet Foundation
Weyerhaeuser Giving Fund

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City of Seattle
City of Tukwila
Federal Way Police Department
Federal Way Public Works Department
King County
State of Washington
U.S. Department of Agriculture
U.S. Department of Commerce

U.S. Department of Health and Human Services
U.S. Department of Homeland Security
U.S. Department of Housing and Urban Development
U.S. Department of Labor

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Bristow's Exclusive Auto Repair
Dan and Janelle Bogart
James Boland
Law Office of Herman C.
Brewer IV, LLC
Kenneth Brossel, DDS
Buds & Blooms
Bull's Eye Shooter Supply
Jim and Jeanne Burbidge
Burien Bark
Carole Butler
Camelot Elementary School
Skye Cantrell
John and Aline Carnahan
Cascade Regional Blood
Services
Cash and Carry
Catherine's Plus Size
Centerstage Theatre Arts
Conservatory, Inc.
James and Cassandra Chaffee
Chipotle Mexican Grill
City of Federal Way
City of Federal Way Diversity
Commission
City of Federal Way Employees
The Cliff House Restaurant
and Lounge
CMS Floral Design
Coldwell Banker
Commercial Real Estate
Costco Wholesale

Trish Crocker
Curves, Federal Way North
Decatur High School
Dimitriou's Jazz Alley
Do Something
Dini Duclos
East India Grill
Edward Jones Investments,
Dan Altmayer
Emerald Downs
Robert Ettlinger and
Karen Larkin
Fabio's Frame Shop
Fairwood Community United
Methodist Church
Federal Way Community
Center
Federal Way Farmers Market
Federal Way High School
Federal Way Regional Library,
King County Library System
Federal Way Police
Department
The Federal Way Symphony
Food Lifeline
Food Services of America
Foundation House
Fred Meyer, 21st Ave.,
Federal Way
Fred Meyer at Midway
Gary Word Art Studio
Geeks@Site
Gino's Bistro
Grocery Outlet of Federal Way
Group Health of Federal Way
Sheila Goodfellow
GurglePot, Inc.
Don and Ann Hagen
Hampton Inn & Suites,
Federal Way
Hanjin Shipping
Haystack Antiques
Heaven Sent
Hello Cupcake
Heritage Bank
Home Depot
Hoodspout Winery
Hotel Deca
Johanna Huber
Jeffrey's Jewelers
Jimmy Mac's Roadhouse
Julia's Restaurant
KeyBank, Tacoma
Kloshe Illahee Community Club
LA Fitness
Dick and Bonnie Landen

Lakeland Elementary School
Letter Carriers Food Drive
Little Caesar's
Lloyd Enterprises, Inc.
Manke Lumber Company
Maricel's Mini Cupcakes
Marlene's Market and Deli
Martin Trucking
Maya Whole Health Studio
Sharon McBride
McGrath's Fish House
Menchie's
Metro Clothing Co.
Kerry and Tina Moore
The Museum of Flight
Judi Neal
Mike Nelson
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Nordstrom Rack
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Red Lobster
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Rhododendron Species
Botanical Garden
Rite Aid, Federal Way
Safeway
Safeway, 288th, Federal Way
Safeway, 320th, Federal Way
Saghalie Middle School
Salty's at Redondo
Salty's.com
Dr. Ramon C Sanchez, MD
Scoreboard Pub
Seattle Mariners
Seattle Seahawks
Seattle Sounders FC
Seattle Thunderbirds
Hockey Club
Seattle University Athletics
Serna Group
Dan and Sue Shea
David and Janice Siebenaler
Silverwood Theme Park
Smith Brothers Farms
Sole Perfection

South King Firefighters
Foundation
Starbucks Coffee at
The Commons
Starbucks Coffee at Fife
Starbucks Coffee at Twin Lakes
Steel Lake Presbyterian Church
Sterling Bank, 23rd Ave.,
Federal Way
Chris and Alice Stevenson
Peter and Kathy Stobart
Tacoma Rainiers Professional
Baseball
Target at The Commons
Marissa Thompson
Three Trees Yoga and
Healing Arts Center
Tom Tiberio
Todd Beamer High School
Top Food and Drug
Totem Middle School
David and Kathy Townsend
Trader Joe's
Trampoline Nation
Twin Lakes Golf and Country
Club
Unique Wine Company Inc.
United Airlines
Virginia Mason Medical
Center, Federal Way
Virginia Mason Pediatrics
VOLT
Wade Fisher
Walmart
Walmart Supercenter
White Wave Company
Trucking
Mark and Barbara Whitehurst
WinCo Foods #43



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