

Empowered Individuals, Thriving Communities.



HELP. HOPE. CHANGE.

Multi-Service Center 2017 Community Report

Fiscal Year 2016: July 1, 2015-June 30, 2016



Multi-Service Center provides help and hope to our neighbors in need through innovative and integrated efforts that enhance the quality of life for everyone in the communities we serve.

FISCAL YEAR 2015-2016 MSC BOARD OF DIRECTORS

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Appointed, Mayor of Federal Way
Robin Corak
Chief Executive Officer

Board members listed served at any time during the fiscal year July 1, 2015-June 30, 2016.



Dear Friends,

This last year has been one to celebrate; however, it's also been a year of change with unknown outcomes for the many individuals and families that seek the services of Multi-Service Center (MSC).

MSC would like to take a moment to reaffirm its commitment to equity, diversity, and inclusion. These are values that we at the Multi-Service Center embrace and they are vital components in fulfilling our mission statement of "providing help and hope to our neighbors in need through innovative and integrated efforts that enhance the quality of life for everyone in the communities we serve."

We are committed to serving all members of the community who are in need and eligible for our services, regardless of religious affiliation, nationality, gender, age, ability, race, ethnicity, or sexual orientation. In an effort to achieve our vision of "empowered individuals, thriving communities," we work to foster a spirit of inclusion and acceptance. We find strength in diversity and welcome people from all walks of life.

We celebrate our success in the past year in helping more than 50,000 individuals on their path to self-sufficiency; however, we know there is so much left to do, so many people who need the help, hope, and change that MSC programs can provide. We thank our supporters, listed in the following pages, for helping us reach many milestones during the 2016 fiscal year, and for providing help, hope, and change.

Sincerely,

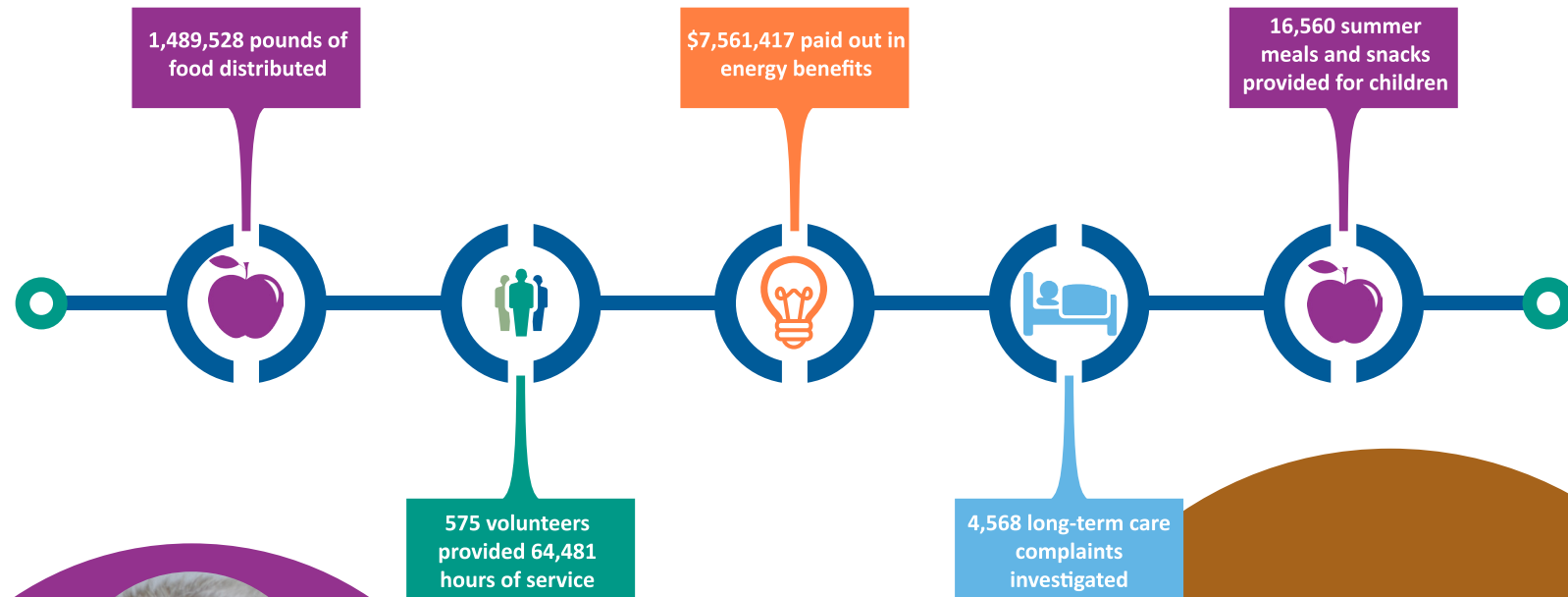
Handwritten signature of Robin Corak in blue ink.

Robin Corak
CEO

Handwritten signature of Katrina Asay in blue ink.

Katrina Asay
Board President

EMPOWERED INDIVIDUALS, THRIVING COMMUNITIES



"When you are in a community, you need to give back. I thought Multi-Service Center was a good place to give back to the community, and I was right."

-Karen, Volunteer

"I was thankful for the MSC case managers. They pointed me in the right direction when I couldn't do it on my own because I was caught in the moment."

-Jack, Customer



"For the first time in eight years, I have my own real bed. My case manager at MSC was so genuinely supportive, so real, it set MSC apart from other organizations where I've received help. She can relate to me, she's someone I'd want for a lifetime in my corner."

-Lola, Customer





“They helped me stay here where I can see my family. They helped me to know how to get my frustrations through the right channels so things can change.”

-Tracie, Customer



“I call and get an appointment once a year, and that helps me keep my power on.”

- Sandy, Customer

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

FOOD AND CLOTHING BANK: Food for residents of Federal Way School District and clothing for all of South King County

LONG-TERM CARE OMBUDSMAN: Advocacy for residents in long-term care facilities

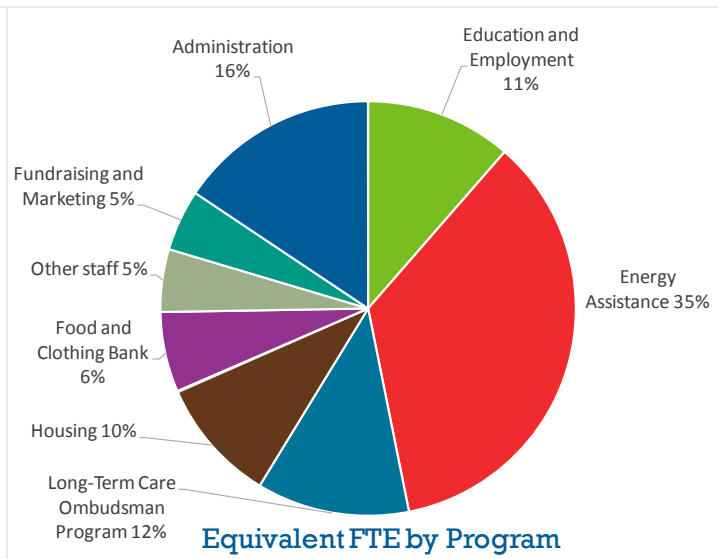
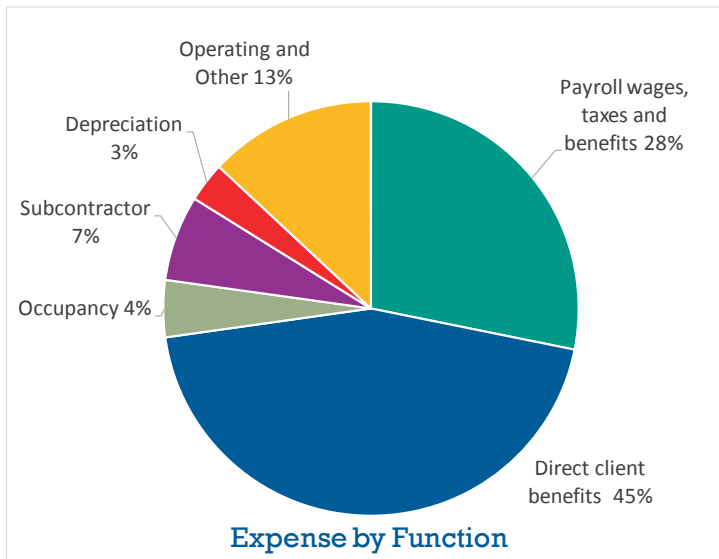
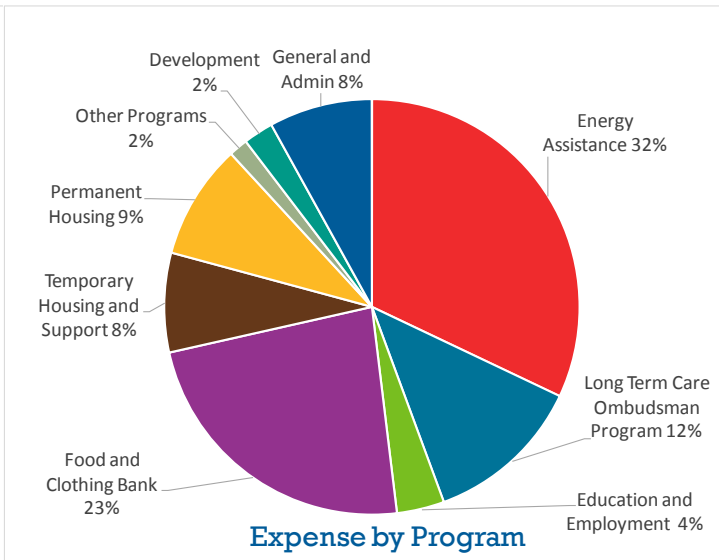
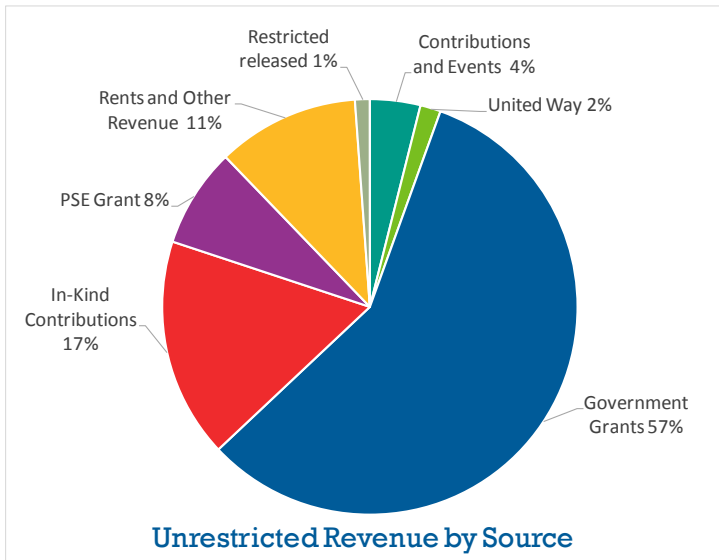
HOUSING: Shelter, transitional, affordable housing and eviction protection for families, individuals and seniors

ORCA LIFT PASSES: Registration for reduced fare bus passes

EDUCATION AND EMPLOYMENT: GED Prep, ESL, Adult Basic Education, job search, interviewing, and job application assistance

AUDITED FINANCIALS FOR FISCAL YEAR 2016

JULY 1, 2015-JUNE 30, 2016



Statement of Activity

Period ending June 30, 2016

REVENUE	
Contributions and Events	\$535,646
United Way	\$219,510
Government Grants	\$7,850,005
In-Kind Contributions	\$2,334,351
PSE Grant	\$1,055,781
Rents and Other Revenue	\$1,508,696
Released from Restricted	\$156,943
TOTAL REVENUE	\$13,660,932
EXPENSES	
Payroll, wages, and benefits	\$3,922,871
Direct client benefits	\$6,209,000
Occupancy	\$617,905
Subcontractors	\$925,617
Operating and Other	\$1,818,438
TOTAL EXPENSES	\$13,493,831
Depreciation	\$430,203
TOTAL EXPENSES WITH DEPRECIATION	\$13,924,034
CHANGE IN UNRESTRICTED FUNDS	(\$263,102)

Multi-Service Center's Consolidated Financial Statements with Independent Auditor's Report for Year Ended June 30, 2016 and 2016 IRS 990 are available to the public. Please email your request to info@mschelps.org.



2016 MSC PREMIER BUSINESS PARTNERS

January 1, 2016-December 31-2016

Café Pacific

CHI Franciscan Health

Coldwell Banker Danforth

Columbia Bank

Essendant

Kiwanis Club of Federal Way

Laurus Financial

Microsoft Corporation

Pacific Continental Bank

Rotary Club of Federal Way
Shelter Resources, Inc.

Sparks Car Care

St. Vincent de Paul Parish

Umpqua Bank

United Healthcare Services,
Inc.

Waste Management



MSC's 2015 MSC Helps Luncheon raised \$71,000 to support MSC's programs.



MSC's 2016 Crab Feed & Auction raised \$92,877 to support MSC's programs.

THANK YOU TO OUR DONORS JULY 1, 2015-JUNE 30, 2016

CORPORATIONS & ORGANIZATIONS

Adagirl Marketing Solutions
Alaska Airlines
Allied Residential
Allstate Insurance Company
Barnes and Noble Inc
Baylis Architects
BECU
Binford Metals & Auto Wrecking
Boeing Company
Branches Garden Center
Building Changes
Calvary Lutheran Church
Cascade Veterinary Hospital
CDK Global, LLC
Christ Lutheran Church
Christ's Church
Coldwell Banker Danforth
Columbia Bank
Community of Christ - St. Luke's
DDN Interior Supply, Inc.
Edward Jones Investments
Emerald City Wings G.W.T.A.
Federal Way Chamber of Commerce
Federal Way Farmers Market
Federal Way High School
Federal Way Mirror
Federal Way Naturopathy
Federal Way Public Schools
Federal Way United Methodist Church
Fidelity Charitable Gift Fund
Five Star Painting
Frank S. Land Lodge No. 313
Fun and Friendship Riders Chapter F
Fusion
Grace Lutheran Church

Green Mountain Coffee Roasters
Hawken Events, LLC
Held Services - Tim Held
Heritage Bank
Housing Development Consortium of
Seattle-King County
Integrity Life Church
International Association of
Machinists and Aerospace
Workers District 751
Jimmy Mac's Roadhouse
Keller Williams Realty
Kent Lutheran Church
King County Public Health - Federal
Way Center
Kiwanis Club of Federal Way
Kroger
Laurus Financial Group
Lloyd Enterprises, Inc.
Loveridge Hunt & Co, PLLC
Lux & Associates, PS
Macy's/Bloomington's Corporate
Services
Marine Hills Garden Club
Marista's Coffee
Marpet Consulting
Microsoft Corporation
Pacific Continental Bank
Port of Seattle Marine Maintenance
Puget Sound Life Member Club
Referrals Unlimited
Republic Services
Rotary Club of Federal Way
Russell Investments
Saltwater Unitarian Universalist
Church
Sav-On Agency, Inc
Shannon & Associates LLP

Shelter Resources Inc.
Sound Publishing Inc
Sparks Car Care
Sprague Israel Giles, Inc.
St. Francis Hospital
St. Vincent de Paul Parish
Steel Lake Presbyterian Church
Stonebrook Apartments
The Church of the Good Shepherd
Time Out Ale House
Umpqua Bank
United Healthcare Services, Inc.
United Way of King County
Unity Church of Christianity
Valley Cities Counseling and
Consultation
Washington State Employees Credit
Union
Waste Management
Wayside United Church of Christ
Weight Watchers
Weyerhaeuser
Wild Waves Theme Park
Woodmen of the World



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AmazonSmile Foundation
Essendant Charitable Foundation
Kent Rotary Club Foundation
LRCA Peterson Family Foundation
Lucky Seven Foundation
Medina Foundation
Renaissance Charitable Foundation,
Inc.
Safeco Insurance Fund
Schultz Family Foundation
South King Firefighters Foundation
The Clorox Company Foundation
The Seattle Foundation
Washington Federal Foundation

GOVERNMENT

City of Auburn
City of Burien
City of Des Moines
City of Federal Way
City of Kent
City of Renton
City of SeaTac
City of Seattle
City of Tukwila
Federal Way Police Department
Federal Way Public Works
Department
King County
U.S. Department of Agriculture
U.S. Department of Health and
Human Services, Administration
on Aging
U.S. Department of Homeland
Security
U.S. Department of Housing and

THANK YOU TO OUR DONORS JULY 1, 2015-JUNE 30, 2016

Urban Development
U.S. Department of Labor
Washington State
Washington State Attorney General's
Office, Consumer Protection
Division
Washington State Department of
Commerce
Office of Superintendent of Public
Instruction



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Mahnaz Tahernezehadi and Mostafa

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