

# Empowered Individuals, Thriving Communities.



## HELP. HOPE. CHANGE.

Multi-Service Center 2018 Community Report

Fiscal Year 2017: July 1, 2016-June 30, 2017



# FY 2017 BOARD OF DIRECTORS

Katrina Asay, *Appointed, Mayor of Milton*

David Berger, *Community Volunteer*

Chris Berry, *Alaska Airlines*

Dan Bogart, *Banner Bank*

Dylan Brown, *Appointed, Rep. Mark Miloscia*

René Ewing, *Community Volunteer*

Michael Gordon, *Kitsap Bank*

Teleda Holmes, *Community Volunteer*

Dennis Hulse, *Laurus Financial Group*

Artonyon Ingram, *Community Volunteer*

Rob Lindgren, *Brantley Janson Yost & Ellison*

Rue Nelle McCullah, *Community Volunteer*

Steve McNey, *Appointed, Councilmember Pete von Reichbauer*

Ana Cristina Molina-McCleary, *Ana Cristina Molina Interpretation & Translation Services*

Linda Peoples, *Community Volunteer*

Wade Schwartz, *Appointed, Mayor of Kent*

Evelyn Takei, *Community Volunteer*

Maria Tracy, *Community Volunteer*

Yolanda Trout-Manuel, *Auburn City Council*

Frazier Willman, *Appointed, Senator Joe Fain*

Bob Wroblewski, *Appointed, Mayor of Federal Way*

Robin Corak, *Chief Executive Officer*

*Board members listed served at any time during the fiscal year July 1, 2016 - June 30, 2017.*

# FY 2017 AGENCY STATS



50,482 people served from 19,430 households



89% of households were very low income ( $\leq 30\%$  of median)



51% of households had at least one member who was employed



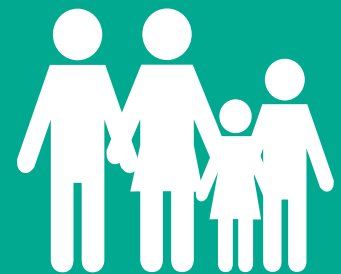
14.5% of households served were homeless



80% of heads of households served had completed high school, earned a GED, or at least had some post-secondary education

13% Under 5 years of age  
15% 6-11 year of age  
14% 12-17 years of age  
7% 18-21 years of age  
36% 22-54 years of age  
15% 55 years of age or older

5% Asian  
4% Pacific Islander  
27% African American/African  
14% Hispanic/Latino  
1% Native American/Alaska Native  
36% Caucasian  
6% Other or Multiracial  
7% Not Known



56% Female  
44% Male

*Statistics are based on information provided by clients and exclude those who did not provide information for a particular statistic.*



**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.**

Dear Friends,

Thank you for supporting Multi-Service Center (MSC) in our vision for empowered individuals and a thriving community. As you know, in South King County, poverty and homelessness are a growing issue. MSC is here, with your support, to provide resources and programs that help our neighbors in need.

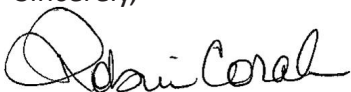
During MSC's 2017 fiscal year, the William J. Wood Veterans House opened its doors to start serving homeless veterans and their families. All 44 units were occupied in the first week, and for some residents, this was the first time they had a place to call home in decades. This project was in the making for a long time at MSC, and to see it come to fruition and impact the lives of these veterans so drastically affirms that MSC can change lives.

MSC's Positive Outcomes Program (POP) was introduced in fiscal year 2017 as well. POP's target demographic is youth of color who have been, or may become, involved in the juvenile justice system. Through positive mentorship and activities, POP aims to help youth change their path to one that will help them succeed.

Programs and innovations like these and others are possible because of the generous support of our community. We are happy to share with you what we have accomplished this last fiscal year, because these are not only our accomplishments, but yours as well.

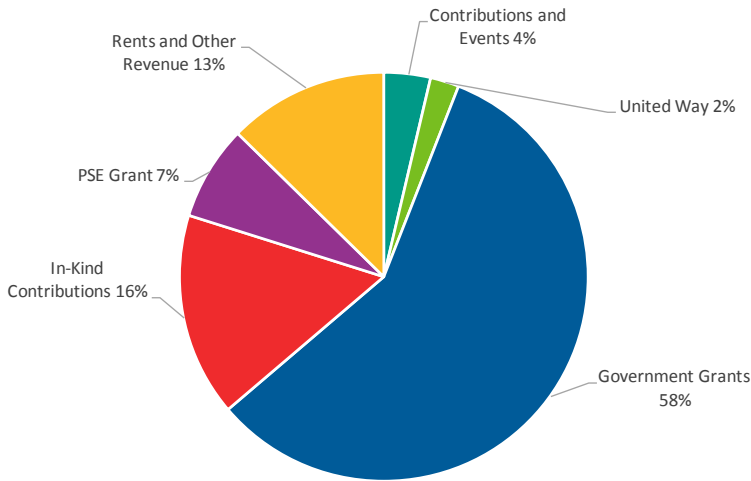
Thank you for providing help, hope and change for our community.

Sincerely,

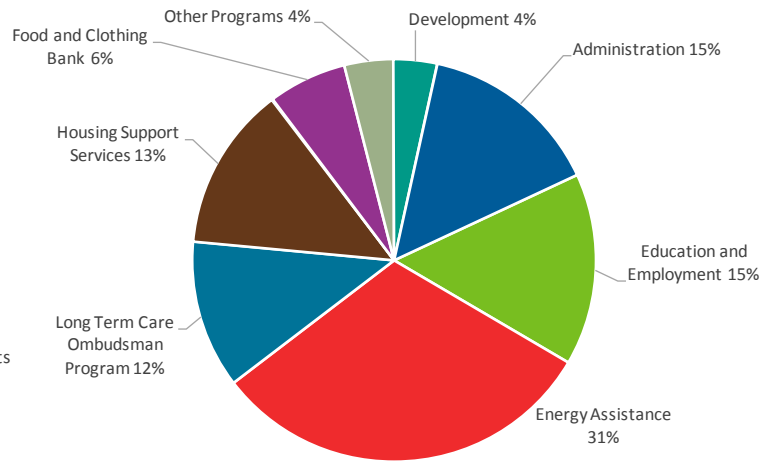
  
Robin Corak, CEO

  
David A. Berger, Board President

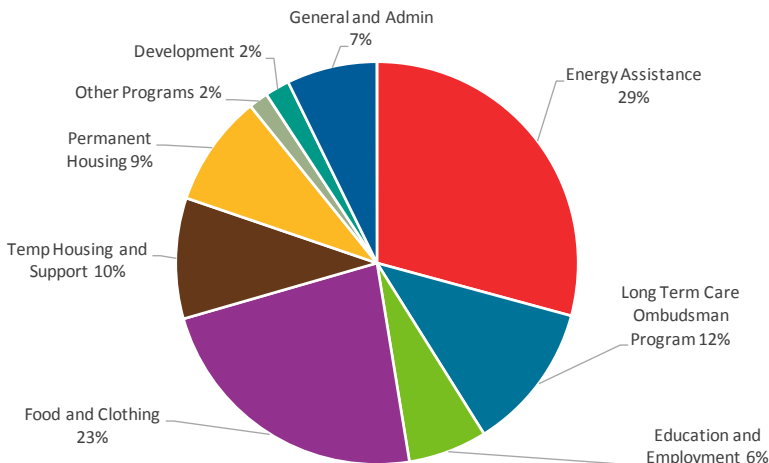
# FY 2017 FINANCIAL INFORMATION



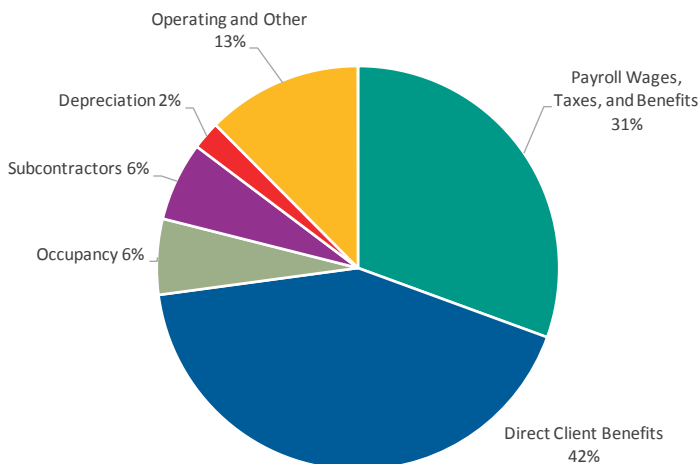
Revenue by Source



Equivalent FTE by Program



Expense by Program



Expense by Function

## Statement of Activity

Period ending June 30, 2017

### REVENUE

Contributions and Events	\$535,288
United Way	\$327,812
Government Grants	\$8,396,557
In-Kind Contributions	\$2,336,915
PSE Grant	\$1,086,694
Rents and Other Revenue	\$1,838,198
<b>TOTAL REVENUE</b>	<b>\$14,521,464</b>

### EXPENSES

Payroll, wages, and benefits	\$4,369,776
Direct client benefits	\$6,043,415
Occupancy	\$869,315
Subcontractors	\$905,437
Operating and Other	\$1,782,767
<b>TOTAL EXPENSES</b>	<b>\$13,970,709</b>

Depreciation	\$322,244
<b>TOTAL EXPENSES WITH DEPRECIATION</b>	<b>\$14,292,953</b>

<b>CHANGE IN UNRESTRICTED FUNDS</b>	<b>\$228,511</b>
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Multi-Service Center's Consolidated Financial Statements with Independent Auditor's Report for Year Ended June 30, 2017 and 2017 IRS 990 are available to the public. Please email your request to [info@mschelps.org](mailto:info@mschelps.org).



# HOUSING



2,456 clients served from 1,090 households: 133 households through supportive housing (homeless); 520 households through permanent affordable housing; and 457 households received other forms of housing assistance



Average household size was 2.57



Of households seeking supportive housing, 17% had at least one household member employed



**“School helped me focus, helped me stay clean and sober. But, I couldn’t have done it without a place like Titusville.”**

-Shelly, housing client

## BARRIERS TO SELF-SUFFICIENCY:

- 100% of households in supportive housing were homeless, 19% of households were homeless in all housing programs
- 85% of households were extremely low income
- 55% of households in supportive housing had a member facing substance abuse issues
- 43% of households in supportive housing were facing mental health issues

## PROGRAM SUCCESS:

- 83% of families in supportive housing exited to permanent housing
- 100% of households who entered permanent supportive housing at William J. Wood Veterans House maintained their housing for six months or longer
- Completed more than 762 assessments for homeless individuals for housing in King County
- Diverted 53 households from homeless housing programs through Path to Home

# FOOD & CLOTHING



13,915 clients served from 3,868 households



37% were 17 years of age or younger, 14% were 55 years of age or older



Average household size was 3.8



42% of households served had at least one person working

## BARRIERS TO SELF-SUFFICIENCY

- 10% of clients were homeless
- 92% of clients were extremely low income
- 7% of clients had a self-identified disability
- 6% of clients spoke limited English

## PROGRAM SUCCESS:

- 1,761,325 pounds of food distributed
- 142,080 pounds of clothes distributed
- 17,020 summer meals and snacks served

**“When you are in a tight spot, the food bank is there. Especially during the end of the month and during the holidays.”**

-Katie, food bank client



# EDUCATION



519 clients served



57% were female and 43% were male



88% had not graduated high school or earned a GED, 13% had not attended school since 8th grade or earlier



55% were ages 18-21 years of age, 13% were 12-17 years of age

## BARRIERS TO SELF-SUFFICIENCY

- 19% of clients were homeless
- 75% of clients were extremely low income
- 6% of clients had a self-identified disability
- 19% of clients spoke limited English

## PROGRAM SUCCESS:

- 109 students passed one or more tests in the GED Preparation Program
- 28 students obtained their GED
- 50% of ESL students achieved gains in reading, writing, or speaking skills
- 100% of HEART participants received new books to support literacy in the home



**Josh had dropped out of school in 9th grade. Last year, Josh met with an MSC case manager and started**

**studying for his GED. Josh earned his GED in three months and started working with MSC employment services as well. His mom says, "With MSC's help, he's done a 180 and I'm so joyful."**

# EMPLOYMENT



229 clients served



54% of clients were female and 46% were male



50% had graduated high school or earned a GED, 23% had some college or a college degree



33% of clients are age 45 or older

## BARRIERS TO SELF-SUFFICIENCY:

- 88% of clients were extremely low income
- 46% of clients were homeless
- 9% of clients had a self-identified disability
- 8% of clients spoke limited English



**Even with a bachelor's degree and a post-degree certificate, Jason struggled to find employment.**

**"My case manager at MSC set me up on a good path."**

**- Jason, Employment Client**

## PROGRAM SUCCESS:

- 77 individuals obtained jobs
- Offered 15 paid internships, 60% of which were offered to youth and young adults ages 16-21
- 100% of participants received job-readiness training

# ENERGY ASSISTANCE



10,377 households served



Average household size served was 3



Average benefit received was \$496



16% of clients were over age 55



**“I am a senior now and have been helped for many years. While being a single mother and raising a family, this program was a blessing for my family.”**

-Energy client

## BARRIERS TO SELF-SUFFICIENCY:

- 92% of households were extremely low income
- Average household monthly income was \$1,269
- 15% of clients had a self-identified disability
- 4% of clients spoke limited English

## PROGRAM SUCCESS:

- 395 households where the resident had reduced ability were served by mail applications
- 63% of households who received non-emergency energy assistance through LIHEAP improved their credit rating with their fuel vendor
- 83% of households who received non-emergency energy assistance through PSE HELP improved their credit rating with their fuel vendor
- 100% of households served received energy conservation education

# WASHINGTON STATE LTC OMBUDSMAN



1,947 complaints investigated on behalf of 1,084 individuals in King County



4,215 complaints investigated on behalf of 2,867 individuals state-wide\*



351 volunteers provided 39,222 hours of volunteer service state-wide

## TOP FIVE MOST COMMON COMPLAINTS IN KING COUNTY:

- Issues around discharge and eviction
- Dignity and respect
- Failure to respond for requests for assistance
- Food services issues
- Medication administration and organization

## PROGRAM SUCCESS:

- 94% of complaints in King County were resolved
- 93% of complaints state-wide were resolved
- Volunteers received 5,265 hours of training state-wide
- Successfully advocated for policy changes that provide greater protections for residents of long-term care facilities. Including, but not limited to, a bill passed in 2017 which requires DSHS to provide information to consumers about assisted living facilities, establishes quality metrics, and increases penalties for assisted living facility violations.

**“I got involved because I saw a lot of older people not being able to advocate for themselves... I thought I could make a difference.”**



-Earlene, volunteer

\*State-wide figures are a compilation of work performed by subcontractors and partners throughout Washington State.



# 2017 PREMIER BUSINESS PARTNERS

Alaska Airlines  
Café Pacific Catering  
Chris Leavitt Photography  
CHI Franciscan Health,  
St. Francis  
Coldwell Banker Danforth  
Eagle Tire & Automotive  
HomeStreet Bank  
Kiwanis Club of Federal Way  
Laurus Financial Group  
Milkman Media  
Rotary Club of Federal Way  
Shelter Resources, Inc.  
Sparks Car Care  
Sprague Israel Giles, Inc.  
United Healthcare Services  
Inc.  
Woodstone Credit Union

## THANK YOU VOLUNTEERS!

During FY 2017, 612  
volunteers provided  
65,408 hours  
of service



## CORPORATIONS & ORGANIZATIONS

Abbey Carpet & Floor of Puyallup  
Adagirl Marketing Services  
Alaska Airlines  
American Floors & Blinds  
The American Legion Auxiliary - Kent  
Unit 15  
Association of the United States Army  
- Fort Lewis Chapter  
ATI Physical Therapy  
Barbershop Harmony Society  
Baylis Architects  
BECU  
BergerABAM  
Blue Line Protective  
BNSF RailPAC  
Boeing Company  
Bonney-Watson Funeral Home  
Boy Scout Troop 336  
Branches Garden Center  
Brantley Janson Yost & Ellison  
Café Pacific Catering  
Caffé D'arte  
Calvary Lutheran Church  
Calvin and Leslie Unruh 2006  
Family Trust  
Christ Lutheran Church  
Christ's Church  
The Church of the Good Shepherd  
Coldwell Banker Danforth  
Columbia Bank  
Community of Christ - St. Luke's  
Damascus Shrine #3 WSJ  
Daughters of the American Revolution  
- Lakota Chapter NSDAR 7045WA  
DAV Seattle Chapter 2  
David A. Clark Architects, PLLC  
DaVita Federal Way Community  
Dialysis Center  
Eagle Tire & Automotive  
Edwin & Judith M. Ness Living Trust  
Enterprise Community Partners, Inc.  
Everett Golf & Country Club  
Federal Way Lions Club  
Federal Way Naturopathy  
Federal Way Police Officers Guild  
Federal Way Public Schools  
Federal Way United Methodist Church  
Financial Assistance Inc.  
Five Star Painting  
Fun and Friendship Riders Chapter F  
Glendale Heating and Air Conditioning  
Grace Lutheran Church  
Green Mountain Coffee Roasters  
Grocery Outlet of Federal Way  
Health Plus International DBA  
NEO - Life Products  
Health Source of Federal Way  
Heritage Bank  
HomeStreet Bank  
Integrity Life Church  
International Association of  
Machinists and Aerospace  
Workers District 751  
Jarvis Financial Services  
Jet Cities Chorus  
Jimmy Mac's Roadhouse  
John Kenneally & Associates  
Julia Love Pritt Family Fund  
Keller Williams Puget Sound  
Kelley Imaging Systems  
Kent Lutheran Church  
King County Public Health -  
Federal Way Center  
Kiwanis Club of Federal Way  
Kiwanis Club of Greater Federal Way  
Knights of Columbus -  
Assembly 1955  
Kroger  
Kurosky-Wooding Real Estate  
Lakehaven Utility District  
Laurus Financial Group  
Macy's/Bloomingtondale's  
Marine Hills Garden Club  
Marlene's Market and Deli  
Microsoft Corporation  
MultiCare Health System  
National Equity Fund  
Network for Good  
NW Holiday Lights  
Omaha Woodmen Camp #84  
Pacific Continental Bank  
Puget Sound Energy  
Puget Sound Life Member Club  
Pyramid Chapter #257 O.E.S.  
Referrals Unlimited  
Republic Services  
Rotary Club of Federal Way  
Safeway at 320th  
Safeway at Twin Lakes  
Saltwater Unitarian Universalist  
Church  
Scarff Motors Inc.  
Sechrist Design Associates, Inc  
ServPro of Central Seattle  
SHAG Affordable Senior Living (1), LP



Shelter Resources, Inc.  
Sound Publishing, Inc.  
Southwest Airlines  
Sprague Israel Giles, Inc.  
St. Francis Hospital  
St. Vincent de Paul Parish  
Stop Bugging Me! Pest Control  
Tommy Bahama - Distribution Center  
Twin Lakes Golf & Country Club  
Umpqua Bank  
United Healthcare Services, Inc.  
Unity Church of Christianity DBA  
Unity of South Sound  
Usafi Cleaning Services  
Valley Cities Counseling and  
Consultation  
VFW Post 11401  
VFW Post 2886  
Virginia Mason Federal Way Medical  
Center  
Walmart #2571  
Walmart Supercenter  
WASH Multifamily Laundry Systems  
Washington Community Reinvestment  
Association  
Washington State Employees' Credit  
Union  
Waste Management  
Wayside United Church of Christ  
Wild Waves Theme Park  
Woodmen of the World - Life  
Insurance Society - Lodge 35  
Woodmen of the World/Omaha  
Woodmen Life Ins Society Lodge #85  
Woodstone Credit Union

## FOUNDATIONS

Cash and Carry Stores Charitable  
Foundation  
CenturyLink Clarke M. Williams  
Foundation  
Federal Way Lions Foundation  
Highline College Foundation  
Kent Rotary Club Foundation  
LRCA Peterson Family Foundation  
National Christian Foundation Seattle  
Renaissance Charitable Foundation,  
Inc.  
Safeco Insurance Fund  
Schultz Family Foundation  
The Seattle Foundation  
South King Firefighters Foundation  
Thrivent Financial Foundation

## GOVERNMENT

City of Auburn  
City of Auburn CDBG  
City of Burien  
City of Des Moines  
City of Federal Way  
City of Federal Way CDBG  
City of Kent  
City of Kent CDBG  
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  
U.S. Department of Homeland  
Security  
U.S. Department of Housing and  
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

## INDIVIDUALS

### CHAMPION \$10,000+

Anonymous  
Roger and Gloria Hunt  
Lyle and Carolyn Kremer  
Kari Leal and Sandra Matteson  
Brian and Victoria Lord  
Pete von Reichbauer

### BENEFACTOR \$5,000-9,999

Dave and Donna Berger  
Richard Faunt and Michael Bower  
Peggy O'Connor

### PRINCIPAL \$2,500-4,999

Anonymous (2)  
Richard and René Ewing

Deanna Kreger  
Daniel and Donna Nichols  
Kevin and Cindy Swett  
Don Winton  
Ingo and Joyce Zinner

### LEADER \$1,000-2,499

Nick and Andria Anderson  
Eric and Mary Bigham  
Dan and Janelle Bogart  
Jim and Jeanne Burbidge  
Bob and Sue Celski  
Robin and Richard Corak  
Tom and Jan Crews  
Jack and Jennifer Dovey  
Dan and Cindy Ducich  
Mary Ann Earles  
Jerry and Anne Elrod  
Dick and Nancy Erickson  
Karen and Bill Feldt  
Al and Kathy Franzen  
Barney Hartley and Sherry Mees  
Hartley  
Susan K. Horan  
Grant and Jenny Hulse  
Ginny Kortesoja and Mark Sims  
Warren Kring  
Dick and Bonnie Landen  
Barry and Wendy Lindgren  
Monna Lux  
Robert Mast and Marilyn Lamont  
Mark and Eileen McCarty  
Jim McConville  
Michele McLaughlin  
Sara McVicker  
Phyllis and Roxanne Monson  
Rajiv Nagaich  
Jeremiah and Beatrice Ojeaburu  
Dorothy Schedvin  
Julie and Harwood Scouten  
Richard and Elinor Shenk  
Terry and Sandy Thomas  
Michael G. Wallace  
Roger Welles  
Van White and Susan Brandt  
Bob and Cindy Wroblewski  
Duane and Myrna Yount

### PATRON \$500-999

Anonymous  
Rudi Alcott  
Jan Anderson  
Michael and Deanne Andrews  
Jim and Suzanne Berrios



MSC's 2016 MSC Helps Luncheon featured speaker Dr. Donna Beegle, poverty expert. The event raised over \$54,000 to support MSC programs. Also pictured are Federal Way City Council Member Lydia Assefa-Dawson and Auburn City Council Member Yolanda Trout-Manuel.

Lance Boe  
 Len and Annette Brannen  
 Terry and Ellen Campbell  
 John and Judi Diaconou  
 Dini Duclos and Linda Purlee  
 Mike Freeman  
 Mark H. French  
 Val and Paul Frink  
 Elizabeth E. Gregory  
 Eric and Minrey Hildebrandt  
 Bryant Hitchcock  
 Greg and Inez Hollmann  
 Brett and Rebecca Hulse  
 Dennis and Joyce Hulse  
 Matthew and Jackie Jarvis  
 Maureen Johnson  
 Su Jordan  
 James Jungen  
 John and Sandra Kalina  
 Georgianna and Peter Keller  
 Mark and Lori Koppang  
 Terry and Jeanette Koubele  
 Scott Langford and DeeAnn Mundy  
 Edward and Elizabeth Ledoux  
 Steve Lewis  
 Rob Lindgren  
 Devere and Billie Lindh  
 Ernelyn C. Marx  
 Eric Mayo  
 Marilyn Mettler  
 Gregory and Barbara Moak  
 Diana Moore  
 Edith Mortensen  
 Robert and Susan Murnen  
 John Policar

Joan and Frank Pratt  
 Christopher and Mary Schneider  
 David and Janice Siebenaler  
 Clint Smith and Evelyn Takei  
 John Souza  
 Robert and Becky Summers  
 Marvin and Le Ann Taylor  
 Kevin Thiel  
 Wayne and Beverly Triplett  
 Migeulito A. Valmonte  
 Dirk and Mary Lou Van Woerden  
 Tom and Karen Vander Ark  
 Scott Warnock  
 Dorrie Wise  
 Mike and Julia Young

**SUSTAINER \$250-499**

Anonymous (3)  
 Larry and Janet Adkins  
 Craig and Lisa Almon  
 David and Judi Arnold  
 Katrina and Neil Asay  
 Charlotte Dutton Boe  
 Warren and Carolyn Booth  
 Shawn Boyer  
 Michael and Karen Brugato  
 Thomas Burt  
 Annette Chanez  
 Jo Cherland  
 Keith Clay  
 B.J. Coats  
 Trish Crocker  
 Aileen Cronin and Todd Shirley  
 Kevin and Shelley Crossen  
 Donald Davio

Ryan Davis and Caroline Vander Ark-Davis  
 Bob and Bev Dockstader  
 Liz Drake  
 Jennifer Dutson  
 Ron and Nancy Edmiston  
 Mark and Deborah Eliassen  
 Donald and Barbara Engle  
 Ron and Cathy Fechtner  
 Donnie Filler  
 Tim Fleming  
 Roger and Karla Flygare  
 Cynthia Gentry  
 Steve and Pat Gentry  
 Manuela Ginnett  
 Gordy and Lynda Goodsell  
 Lawrence L. Gore  
 Jeff Gross  
 Bob and Marilyn Kellogg  
 Richard and Sheryl Korn  
 Dennis and Peggy LaPorte  
 Doug Legg  
 Wendy LeMaster  
 Diane and Tim Lyons  
 Nate Matthews  
 Bill McCauley and Cheryl Sallee  
 David McCleary and Ana Cristina Molina-McCleary  
 Rue Nelle McCullah  
 Sarah McNiesh  
 Tom and Chris Medhurst  
 Gary and Anne Mesick  
 Lewis M. Messex  
 Amy Michalenska  
 Donnie and Laura Moser  
 Allen and Margaret Nelson  
 Michael and Leslie O'Connor  
 Sandy Ohrt  
 Martin and Suzy Petrich  
 Rich Pochman  
 Reverend Esther Holley Poirier  
 Larry and Carol Potter  
 Don and Liz Powell  
 Dennis and Kathy Radford  
 Rosemary Ranes  
 Larry and Mary Jo Reintsma  
 Kim Rendoni  
 Louise Ryan  
 Mark Scarff  
 Brian Schuller  
 Marie Sciacqua  
 Lisa Skari  
 Kenneth and Julie St John  
 Ryan St John



Cary Stanton and Daniel Haeck  
Linda Staples  
James Stephens  
Scott and Nancy Sunitsch  
Kelley Tanner  
Mark Thometz  
Don Tracy  
Ty and Richelle Tribble  
Gary Walden  
Don Walls and Debra Hansen  
Andy and Cathy Wangstad  
Anne Webb

#### SUPPORTER \$100-249

Anonymous (4)  
Ursula Ahrens  
Eleanor Castro Alvarado  
Curtis and Cheryl Anderson  
Julie Anderson  
Tony Andrews and Kim Bachert  
Lydia Assefa-Dawson  
Gloria Ayles  
Robert and Patricia Baggett  
James Balcom and Fern Hansen  
Ashley Barker  
Diane Biegler  
Mike Blackburn  
William and Cathy Boyd  
Mary Brockman and Kerry Farrell  
Patrick and Amye Bronson-Doherty  
Dylan Brown  
Renee and Steven Buchanan  
Rick and Roxanne Budd  
Debbie Burkart  
Robert Burnett  
Jenika Burton  
Vicki Carey  
Ralph and Charlotte Carper  
Sherry Caryl  
Sharon Chandler  
Matt and Joy Chantry  
Suzanne Cheney  
Dennis Clark and Patricia McGlenn  
Karrie and Craig Cleveland  
Mark and Judy Clirehugh  
Scott Clirehugh  
Richard and Harriet Cook  
Alan Cordova  
John and Jennifer Cox  
Monica Cripe  
B.J. Crumpton  
Kevin and Pamela Cullinan  
Gerald Daily and Janet Freeman-Daily  
Nhu Dang

Clifford and Mary Dargie  
Marc and Oona Davis  
Lisa Decker  
Andrew DeFlorio  
Gerald and Janice DeLaFontaine  
Dhaval Dhru  
Scott and Nora Dornan  
Rod and Deborah Drivstuen  
Charles and Kelly Duffy  
Patrick and Jennifer Dunn  
David and Rose Ehl  
Angie and James Eichholtz  
Rick Elder and Diane Michaels-Elder  
Renee Estey  
Joseph Evers and Sarah Connell  
Ric and Kristin Ewing  
Michael and Maureen Fay  
Janice and Michael Ferring  
Terence Finn  
Wayne and Shirley Flaherty  
Richard and Sandra Foshage  
Gary and Margie Fredrickson  
Bob and Willa Gaines  
Dennis Galvez  
Aleta Garza and Mark Rasmussen  
Michael and Anne Gintz  
Michael and Caireen Gordon  
Lia C. Gredzens  
Robert and Gaye Greeves  
Dave Gromala and Colleen Gilligan  
James and Karen Guarre  
Melissa Gustafson  
Fred Hageman  
Casey Halverson and Margaret Rychart  
Earl B. Hartley  
Howard and Shirley Hays  
Mike and Gail Heinisch  
Terry and Patricia Henderson  
Amanda Elizabeth Henry  
Timothy and Teri Hickel  
Jennifer Hill  
Byron and Julie Hiller  
Mike and Mary Hoag  
Tanya Holland  
David and Linda Holliday  
Cindie Hollis  
Teleda Holmes  
Bruce and Susan Honda  
Charles Hone  
Bill and Betty Huff  
Patricia Hunter  
Michael and Jeanne Hurrell  
Cheryl Hurst  
Andy and Ji Hwang

Jeff Jacobsen  
Laura Jensen  
Helen E. Jessberger  
Virginia Jimenez  
Kathleen Johanson  
Doug Johnson  
Douglas and Susan Johnson  
Lisa Jury  
Sven and Marta Kalve  
Aaron and Samara Karejwa  
Lynn Kellner  
Danita M. Kelly  
William and Rita Keyes  
Dan and Pat Kinney  
Deborah Kloby  
Sandra Klungness  
Gary F. Knell  
Emily Kragh  
Viswanath and Radhika Kumar  
Gino Labrado  
Warren and Shirley Laine  
Trini Nguyen Le  
Charles and Linda Lee  
Hal and Brandi Lettice  
John Lewis and Robin Rhode  
Bob and Joan Linden  
Linda Linthicum  
Morgan and Denise Llewellyn  
Mary L. Makinen  
Carolyn Martin  
Jim Mc Conville  
Char McCully  
Robert and Joyce McKenzie  
Donna McMillen  
Bonnie McPherson  
David McRae  
Steve Mensching  
Patricia Merrill  
Shera and Zoeb Mogri  
Cassandra Moorhead  
Mary W. Mueller  
Michael and Marsha Munson  
Lucy Musatti  
Robert and Sandra Nachlinger  
Jackson and Joy Ng  
Laurence and E. Mary Nielsen  
Don and Leslie Omsberg  
Robert Ory and Karen Holdner  
Tracy Oster  
Rachel Ostheller  
David Peck and Sally Wagner  
Vic Pennington  
Diane Percival  
Richard and Linda Perez

Mark Perkins and Addy Tseng  
Cynthia Piennett  
Edward and Gloria Plumlee  
Dana and Jeff Quade  
Maju Qureshi  
Dana Ralph  
Dulcie Ranta  
Clarence and Constance Redmond  
Cliff and Debbie Ridgway  
Nancy Robertson  
Pamela Robison  
Bob Roegner  
Maria Romero and Ruperto Robledo  
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Martin and Gerri Rowen  
Adrian and Marjorie Ryneveld  
Sherri Salisbury  
Marwan and Raghda Salloum  
Casey Salz and Sandy Schmidt-Salz  
James and Candy Santucci  
Karen Satterberg and Martin Tull  
Paul Schoup  
Holly Schramm  
David Wade Schwartz  
Paul and Roberta Shelton  
Lisa Shook  
Jason and Nadia Simpson  
Bette J. Simpson-Opstad  
Shelley Skinner  
Mildred Sloan  
Cal and Pam Smith  
James Smith  
Stuart Smith  
Shirley Sonnenfeld  
Greg Sperte  
Robert and Dolores Stead  
Brian and Kari Steadman  
Peter and Kathy Stobart  
Lyn K. Stone  
Heather Stotz  
Rick and Susan Streifel  
Daniel and Nancy Streiffert  
Todd Suchan and Kim Zier  
Julie Sundin  
John and Barbara Sutherland  
Mahnaz Tahernezehadi and Mostafa Norooz  
Fei Tang and Xiaoli Zhang  
Gene and Judy Thompson  
Timothy Thompson  
Fred and Barbara Timeus  
Michael and Uta Tipper  
Paul and Maria Tracy  
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Terri Turner  
Ray and Debra Valpey  
Melodie VanHouten  
Vitaliy and Lindsay Vezikov  
Veth Vo euth  
Richard Wagner  
Lila J. Walther  
Ralph Webster  
Richard and Carol Weidner  
Patrick Westerkamp and Joanne Jacobs  
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Frazier Willman  
Ellen G. Wilson  
LTG(R) John R. Wood and Family  
John and Nancy Wugell  
Shirlee Yeager  
Angie Zmijewski

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Anonymous (2)  
Laurence and Carole Abernathy  
Nikole Aliston  
Fran Arata  
Adam and Beth Augustine  
Vivian Ayers  
Nancy Backus  
Jay Baker  
Layne and Kim Barndt  
Laverne Barros  
LaVanna Bauer  
Douglas Baxter  
Angela N Bayler  
Julie Beeler  
Larry and Judy Bengtson  
Barbara Bertolin  
Lisa and Bruce Biermann  
Kurt and Shana Biggs  
Donald Black  
Marci Blackner  
Nichole Booker  
Sara M. Booker  
Lana Bostic  
Evie Boykan  
Mike and Nichole Buck  
Marilyn Cade  
Sunti Campbell  
Janis Candrud  
Michelle Carmel  
Kathleen Carstens  
Wes Carter  
Scott Cassidy  
Richard and Roberta Chadwick  
Henry and Janice Chock

Rocky Chopra  
Chris and Marilyn Leavitt  
Christine and Gerry Braswell  
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C. Clarke  
James and Terrie Clifford  
Rae and Carol Colborne  
Pamela Collins  
Mike and Erin Colwell  
Charles K. Comis  
Cathy Conner and Jack Wilson  
Suzette Cooke  
Annette Cummings  
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John Daniels and Renee Van Curen-Daniels  
Kendra Darnell  
Colleen Davis  
Del Davis  
Richard Day  
David and Sabrina de la Fuente  
Tim and Lori DeVore  
Derek and Holli Dexheimer  
Michael Dire  
Dottie Doheny  
Heather Dowell  
Peggy Drake  
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Joan Duyungan-McKee  
Kathy Dyer  
James and Billie Eberle  
Dorothy Edwards  
Joann Elvin  
Katie Emanuel  
Delmar and Betty Engel  
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David and Pamela Farris  
Ashley Ferguson  
Judith Ferguson  
Richard and Marjeane Finger  
Gunseli Firat and Jhon Smith  
Ashley Fogelquist  
Trese Forsberg  
Janet Franklin  
Matthew Frisby  
Dee Gahan  
Douglas and Laurie Gambill  
Juan Garcini  
Dana Gardner  
Eileen Garza  
Stanley and Debra Geddes  
Kathleen and Richard Gendron  
Jason Gerwin



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Ted Gimlin and Denise Delafontaine  
Brenna Glaser  
Christopher Glover  
Carrie Godina  
Vivian Goebel  
Lynda Golden  
Richard Grawvold  
Allyson and Charles Gregersen  
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Jason Gunderson  
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Mark Hargrove  
Denise Harwood  
Dwight and Nettie Hawley  
Jason and Jamie Haws  
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Garrett W. Haynes  
Patricia Ann and Kimberly Haynes  
Lindsey and Rosemary Herrell  
Roger and Emily Ann Heskin  
Jeanne Hightower  
Debra Holland  
Gary and Susan Holliday  
Linda Holmes  
Paula K. Huse  
John Hutton  
Jeff Hyatt  
Allen Igawa  
Steve Ikerd  
Artonyon Ingram  
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Roger and Mary Jaenicke  
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Dedrick Jensen-Woodard  
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Donald Lanham  
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Shelby Lau  
Carrie T. Laughlin  
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Theodore and Betty Leckband  
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Alice Liang  
Cally Lindenmier  
Carl and Carol Ann Lorton  
Carolyn Lukrofka  
Sara Lundin  
Sara Lyons  
Lorraine Manning  
Benjamin Marx  
Rebecca and Brian Matters  
Randy May  
Maurice Mayben  
Debbie McCleary  
Joanne McDaniel  
Sean and Andrea McEneaney  
Renaee and William McGregor  
Glenn and Terri McGuire  
Andrew Mcmillan  
Steve McNey  
Todd Meakin  
Hilda Meryhew  
Arthur L. Mesa  
Mariesa Mesaros  
Debbie and Steven Meyers  
John and Marti Mietus  
Jennifer Minich  
Haley Mishko  
Joyce Molgaard  
Carole M. Mortensen  
John Mulkey  
Sean and Toni Myhre  
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Lori Nelson  
Norman Nelson  
Mike Ness  
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Mary Noia  
Rick Norris  
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Brian and Kathy Schmidt  
Anne Schreiber  
Brian Schuller  
Joy Scott  
Keith Seinfeld



*MSC's 2017 Crab Feed and Auction was a Rock Around the Clock theme and was chaired by Cindy Ducich, Federal Way Mirror, and Terry Koubele, Five Star Painting. The event raised over \$111,000 to support MSC programs. Emcee Ted Colby pictured.*

Danna Shaner  
Ben Shelton  
Laura Shelton  
Melissa Simpson  
Myra Skau  
Thomas and Barbara Skoda  
David Smith  
Gaylynn Smith  
Michael C. Smith  
Paula Smith  
David K. Soike  
Leslie and Kathy Soltis  
Paula Sonnenfeld  
Patti Spaulding-Klewin  
Barry and Savina Steimlosk  
Al and Sue Stipe  
Bailey Stober  
June Strzelecki  
Holly Surface  
Cherilyn Symons  
James and Rebecca Teeters  
Sharon Telega  
Roger Thordarson and Marcia Hoover  
Joan Tornow  
Stuart and Johanna Tracy  
Chris and Aryls Tressler  
Pansey Trudeau  
Dana and Gordon Turcott  
Robert and Candace Turner  
John Urquhart  
David Van Auken  
Dayle-Ann C Vanderhoot  
Mike Vidales  
John Virden  
Makayla Virden  
Dale Voss  
Lori Walker  
Rick and Kelly Wasson  
Malta Watts  
Joseph Whetung  
Kayel White  
Steven Wiest  
Charles and Carylon Williams  
Sally and Dale Williamson  
Dwayne Wilson  
Lisa Wolf  
Debra L. Young  
Theresa Yvonne  
Claudia Zachary

Ace Hardware - Northshore Village  
Alaska Airlines  
Alderbrook Resort & Spa  
Alliance 2020  
Dean Anderson  
Argosy Cruises  
Arrows Sign Servicing  
Arthur Murray Dance Studio  
Jeff Ashton  
Astoria Warrenton Chamber of  
Commerce  
ATI Physical Therapy of Federal  
Way  
Banya 5  
Bargreen - Ellison  
Bartell Drugs  
Alison Beckett  
Benjamin Bedoya  
Dave and Donna Berger  
Big 5 Sporting Goods  
Tim Bizeau  
Blackfish Spirits Distillery  
Dan and Janelle Bogart  
Leah Boehm Brady  
Branches Garden Center  
Brantley Janson Yost & Ellison  
Broadway Center For the  
Performing Arts  
Brown Bear Car Wash  
Browns Point Cleaner  
Browns Point Diner  
Browns Point Nails  
Bryson Speers Salon  
Buds & Blooms in Federal Way  
Buoy Beer Company  
Jim and Jeanne Burbidge  
Burke Museum  
Cafe Pacific Catering  
Canlis Restaurant  
Casa Mia of Lakewood  
Cascade Regional Blood Services  
Cedarbrook Lodge  
Centerstage Theatre Arts  
Conservatory, Inc.  
Sharon Chandler  
Annette Chanez  
Roberta and Ken Chargin  
The Cheesecake Factory  
Chris Leavitt Photography  
Mickey Cleveland  
Coffee & Cream Cafe  
Donna Collins  
Martha Costello  
Courtyard by Marriott

Curves  
Cutters Point Coffee  
Deborah Davidek  
Dimitriou's Jazz Alley  
Disney Theme Park  
Douglas M. Sheets  
Dan and Cindy Ducich  
Ann Dutton  
Teresa J. Elisabeth  
Richard and René Ewing  
Fabio's Frame Shop  
Federal Way Community Center  
Federal Way Costco  
The Federal Way Symphony  
Karen and Bill Feldt  
Fitness 19  
Fort George Brewery  
Fred Meyer at 21st Avenue  
Val and Paul Frink  
Green Mountain Coffee Roasters  
Hallmark Resort Newport  
Hampton Inn & Suites Federal Way  
Hello Cupcake  
Kevin Henson  
Heritage Bank  
HiLine Lanes  
Dean Hoffman  
Hoodsport Winery  
Hotel Murano  
Elizabeth Hughes  
Roger & Gloria Hunt  
Cheryl Hurst  
iFLY Indoor Skydiving  
It Takes A Village  
Debbie Jackson  
Jeffrey's Jewelers  
Jimmy Mac's Roadhouse  
Kari A. Jones  
Katie Downs Waterfront Tavern  
& Eatery  
Janis King  
Terry and Jeanette Koubele  
Krispy Kreme  
Anna Hamilton Kroon  
Debbie Larsen  
Legendary Doughnuts Federal Way  
Legends Sports Photography  
LeMay Family Collection at  
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Tim and Diane Lyons  
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Rob and Connie Mayor  
Debbie McCleary  
Terie McCunn

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The 5th Avenue Theatre  
Abbey Carpet & Floor of Puyallup



Bruce McDaniel  
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The Museum of Flight  
Aisha Newchurch  
North Shore Golf Course  
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Meats  
Olive Garden Italian Restaurant  
Pacific Science Center  
Panera Bread  
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Pebble Beach Company  
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Erin Robinson  
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Saul Saldana  
Salty's at Redondo  
Scotch & Vine  
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Shari's Restaurant  
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Southwest Airlines  
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Tacoma Art Museum  
Tacoma Comedy Club  
Tacoma Little Theatre  
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Baseball  
Take a Deep Breath, PLLC  
Taracuda Jewelry  
Three Trees Yoga and Healing Arts  
Center  
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Trader Joe's  
Triple Play Family Fun Park  
Twin Lakes Golf & Country Club  
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Linda Wark  
Warren Stickney  
Kenneth and Pamela Wilcox  
Willamette Valley Vineyards  
Jen Willson

Don Winton  
Lisa Wolf  
Wolf CPA Services  
Woodland Park Zoo  
Donna Woods  
Joseph Wray

*We apologize for any inadvertent omissions or misspellings. Please email [info@mschelps.org](mailto:info@mschelps.org) or call 253-835-7678, ext. 103, with any corrections. Client photos have been used with permission. When unavailable, stock photos have been used.*



*In June of 2017, Washington Governor Jay Inslee visited two of MSC's housing programs to talk with residents and MSC staff to learn more about the housing crisis in our community. He visited Titusville, MSC's housing program for women in recovery, and Radcliffe Place, one of MSC's permanent housing facilities for seniors. Pictured are Governor Jay Inslee and MSC CEO Robin Corak at Titusville.*



**MULTI-SERVICE CENTER**

**Main Phone: 253.838.6810**

**Fax: 253.874.7831**

**WA Relay: 711**

**Administration: 253.835.7678**

**Fax: 253.835.7511**

**Mailing Address:**

P.O. Box 23699

Federal Way, WA 98093

**Federal Way Headquarters:**

1200 S 336th Street

Federal Way, WA 98003

253.838.6810

**Kent Office:**

515 W. Harrison Street, Ste. 205

Kent, WA 98032

253.854.4406

**Burien Office:**

203 SW 153rd Street

Burien, WA 98166

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