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,

Robin Corak
CEO

Katrina Asay
Board President
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

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
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

“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
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, taxes 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
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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
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Lux & Associates, PS
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Marine Hills Garden Club
Marista’s Coffee
Marpet Consulting
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Puget Sound Life Member Club
Referrals Unlimited
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Valley Cities Counseling and Consultation
Washington State Employees Credit Union
Waste Management
Wayside United Church of Christ
Weight Watchers
Weyerheuser
Wild Waves Theme Park
Woodmen of the World

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City of Des Moines
City of Federal Way
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City of Renton
City of SeaTac
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City of Tukwila
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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 Urban Development
U.S. Department of Labor
U.S. Department of Labor, Employment Standards Administration
U.S. Department of the Treasury
U.S. Department of Veterans Affairs
U.S. Environmental Protection Agency
U.S. Fish and Wildlife Service
U.S. Forest Service
U.S. General Services Administration
U.S. Department of the Interior
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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