

EMPOWERED  
INDIVIDUALS.  
THRIVING  
COMMUNITIES.



## HELP. HOPE. CHANGE.

Multi-Service Center 2019 Community Report  
Fiscal Year 2018: July 1, 2017-June 30, 2018

## BOARD OF DIRECTORS

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Robin Corak, *MSC Chief Executive Officer*

*Board members listed served at any time during the fiscal*  
*year July 1, 2017 - June 30, 2018.*

*Dear Friends,*

Thank you for your continued support of Multi-Service Center (MSC) and our vision for empowered individuals and a thriving South King County community.

Through the support of the community, MSC served just over 46,000 individuals last fiscal year. Because of you, we were able to help with basic needs such as housing, employment services, education, food, clothing, and energy assistance, as well as provide advocacy to vulnerable adults in assisted living facilities.

Last year, the board of directors and staff updated our mission to more accurately reflect what MSC hopes to achieve. We see a future without poverty for our community members with emphasis on help, hope, and dignity for **every** member of our community.

Reflecting on this, MSC embarked on a diversity, equity, and inclusion (DEI) initiative to improve our knowledge and competencies. This work will guide our future programs and service delivery as we work to make sure **every** member of our community has opportunities for growth and success.

Thank you for being an integral member of the MSC extended team bringing help, hope, and change to our community.

Sincerely,



Robin Corak, CEO



David A. Berger, Board President

**OUR MISSION: MSC is building a future without poverty by creating pathways to help, hope, and dignity for our neighbors.**





**46,245**  
people helped

**18,404**  
households

**92%** of  
households very  
low income  
<=30% median

**9%** of  
households  
were  
homeless

**61,004**  
volunteer hours

## Jermaine's Story

"I'm a proud father with my kids in college," Jermaine shares, "but you know what? They told me they are proud of me for making this change in my life." He is the father of five, 2 boys and 3 girls, ages 18-22 years.

Jermaine found himself homeless after his grandmother passed away and he had only 11 days to move out of her house. On a limited disability income, he had difficulties finding a place on his own. He spent some time staying at friends' homes, but eventually started struggling with depression and found himself staying in parks and sleeping on park benches. He started to drink heavily as well.

Through a friend, he found out about MSC's housing for men in recovery. Jermaine moved into Horizon House and found support and a sense of purpose. At Horizon House, Jermaine found himself in a leadership role with the other men living in the house, and took the initiative to make sure that the house was running the best it could.

"MSC has the best format for helping with housing, schooling, getting going in the right direction. They can help you communicate and get the help you need," says Jermaine.

After two years at Horizon House, permanent housing came through and Jermaine moved to Seattle. He likes living on his own, but also misses Horizon House and the companionship of having roommates.



**1,323,136**  
pounds of food  
distributed

**76%**  
of family shelter  
residents moved  
on to more  
stable housing

**51%**  
of adult  
employment  
program  
participants  
found work

**38%**  
of people served  
were under the  
age of 18

**378**  
households  
received rent or  
emergency  
assistance

**13,398**  
meals and snacks for  
kids in the summer



# \$7,999,048

paid to energy vendors to  
keep power on in homes

## 653

households  
provided shelter,  
transitional or  
permanent  
housing

## 24

youth  
and young  
adults earned  
their GED or  
diploma

## 4,337

long-term care  
resident  
complaints  
investigated

## 86%

of  
long-term care  
resident  
complaints  
resolved

# 9,321

households received  
energy assistance



### *Cynthia's Story*

"I was running from my grief," says Cynthia. Cynthia is a single parent to 13-year-old twin girls and also a daughter in college. Just over five years ago, Cynthia lost two other children and her husband in a tragic accident.

Eventually she started a relationship with someone who turned out to have addiction issues. She left her boyfriend and moved in with her sister in Federal Way and began looking for work locally.

Her sister only let her stay a month, so very quickly, Cynthia and her twins were without a place to stay. She had found work, but was running out of money for a deposit on a new place as they were staying at hotels. Through a contact at her girls' school, she was introduced to a case manager at MSC.

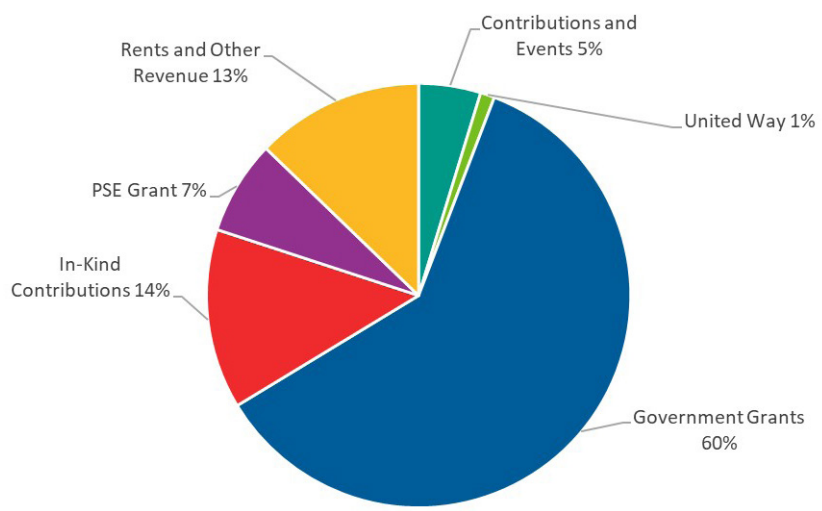
"She was my stress coach," shares Cynthia. "She helped me by making appointments and coming up with a plan, she really took my stress away. She didn't judge me or punish me for my mistakes."

"If everyone who was homeless could have a stress coach it would help so much, but you also have to have your own drive to make changes," says Cynthia, "that's not something someone else can do for you."

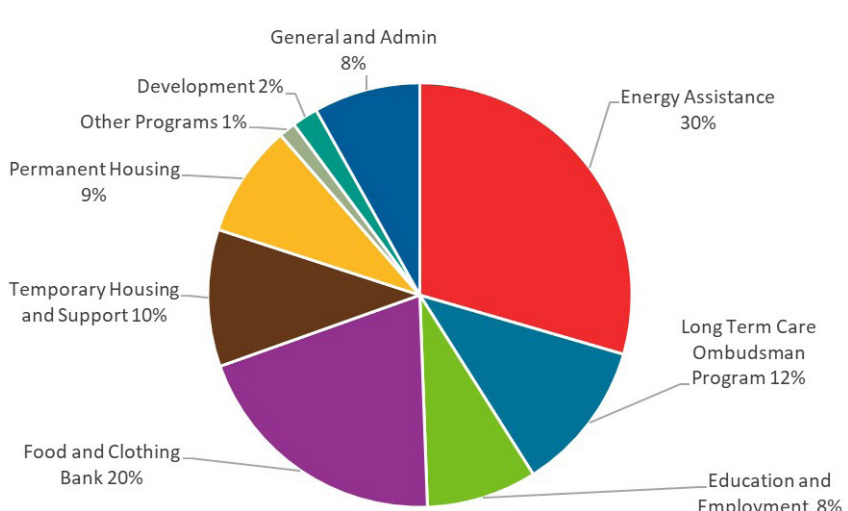
By the end of October, Cynthia was able to move into an apartment and MSC helped her develop a budget and was able to help with some rent, furniture, and other costs to keep Cynthia going until she felt more stable.

# Financial Information

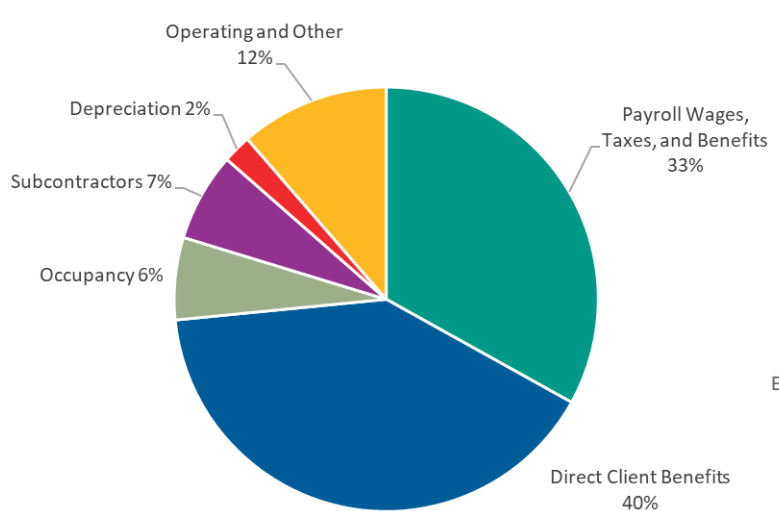
July 1, 2017-June 30, 2018



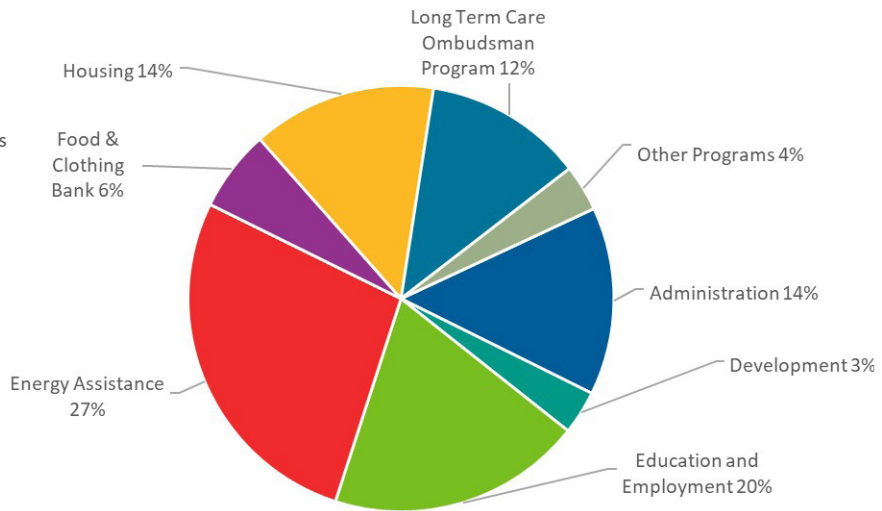
Revenue by Source



Expense by Program



Expense by Function



Employees by Program



## Chiquita's Story

"I knew I wanted to do something more satisfying with my life than working in retail, but I just didn't know how to get there," shares single mother of three, Chiquita.

So, in 2015, Chiquita entered a youth and young adult development employment program at MSC. A case manager helped her to define and develop a path for her to reach her goal of working in youth development. Chiquita focused on her education first. After earning her GED, she started college-level courses at Highline College, and in 2017 earned her Associate's degree in human services.

While she was working towards her Associate's degree, Chiquita also worked on developing job specific skills by interning at MSC. She helped with some administrative tasks and also provided direct service to clients by helping others earn their GED. After her internship ended, Chiquita stayed on at MSC as a volunteer working with the GED program.

"It's been hard to work full-time and go to school full-time," shares Chiquita. "It's been hard to be away from my kids so much, but in the end I know it will be worth it. It's all a learning process and I'm taking it all in."

Chiquita is currently 30 credits away from earning her Bachelor's degree in youth development. This past year she served as an AmeriCorps volunteer with MSC working with our GED program, the HEART program for kids living in MSC's shelter, and providing job training skills like resume building for students searching for employment.

"I'm able to pursue my dreams and goals here at MSC. I'm doing it now, helping youth and other people. I enjoy it here, I just love it, love the people, and love the vibe," shares Chiquita.

# Statement of Activity

Period ending June 30, 2018

<b>REVENUE</b>	
Contributions and Events	\$741,256
United Way	\$169,496
Government Grants	\$9,477,984
In-Kind Contributions	\$2,148,091
PSE Grant	\$1,124,052
Rents and Other Revenue	\$2,003,530
<b>TOTAL REVENUE</b>	<b>\$15,664,409</b>
<b>EXPENSES</b>	
Payroll, wages, benefits	\$5,130,279
Direct client benefits	\$6,260,986
Occupancy	\$972,663
Subcontractors	\$1,047,047
Operating and Other	\$1,763,106
<b>TOTAL EXPENSES</b>	<b>\$15,174,081</b>
Depreciation	\$337,258
<b>TOTAL EXPENSES WITH DEPRECIATION</b>	<b>\$15,511,339</b>
<b>CHANGE IN UNRESTRICTED FUNDS</b>	<b>\$153,070</b>

Multi-Service Center's Consolidated Financial Statements with Independent Auditor's Report for Year Ended June 30, 2018 and IRS 990 are available to the public. Please email your request to [info@mschelps.org](mailto:info@mschelps.org).

## Premier Business Partners 2018

Alaska Airlines  
Banner Bank  
Café Pacific  
CHI Franciscan  
Chris Leavitt Photography  
The Cliff House  
Coldwell Banker Danforth  
Columbia Bank  
Federal Way Mirror  
Federal Way Public Schools  
Federal Way United Methodist  
HomeStreet Bank  
Kiwanis Club of Federal Way  
Laurus Financial Group  
Microsoft Corporation  
Milkman Media  
Movement Mortgage  
MultiCare  
National Equity Fund  
Nordstrom  
Rotary Club of Auburn  
Rotary Club of Federal Way  
Safeco Insurance  
SAGE Architectural Alliance  
Shelter Resources, Inc.  
Sparks Car Care  
St. Vincent de Paul Parish  
United Healthcare  
WSECU

## Thank You to our Donors

July 1, 2017-June 30, 2018

### *Corporations and Organizations*

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Abbey Carpet & Floor of Puyallup  
Adagirl Marketing Services  
AlaskaUSA Federal Credit Union  
All Right Auto Sales  
AmeriGroup Washington, Inc.  
ATI Physical Therapy  
Banner Bank  
Barnes and Noble  
Baylis Architects  
BECU  
Benevity  
Blue Line Protective  
Boeing Bluebills Retiree Organization  
Brantley Janson Yost & Ellison  
Building Changes  
Calvary Lutheran Church  
CHI Franciscan Health  
Christ Lutheran Church  
Christ's Church  
The Church of the Good Shepherd  
Coldwell Banker Danforth  
Columbia Bank  
Costco Wholesale  
CSL Plasma  
DaVita Federal Way Community  
Dialysis Center  
Denali Federal Credit Union  
Eagle Tire & Automotive  
Estate of Richard Wayne Moore  
Everett Golf & Country Club  
Federal Way Church of the Nazarene  
Federal Way Mirror  
Federal Way Naturopathy  
Federal Way United Methodist Church  
Fidelity Charitable Gift Fund  
Five Star Painting  
FOE Kent Eagles 362  
Fun and Friendship Riders Chapter F  
Glendale Heating and Air Conditioning  
Grace Lutheran Church  
H & R Transport  
Hassen Properties, Inc  
Heritage Bank  
Highline Physical Therapy  
H-Mart  
HomeStreet Bank  
iBuild, Inc.  
Integrity Life Church  
International Association of  
Machinists and Aerospace Workers  
District 751  
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Kenneth Brossel, DDS  
Kent Chamber of Commerce  
Kent Lutheran Church  
Keurig Green Mountain, Inc.  
Kiwanis Club of Federal Way  
Kiwanis Club of Greater Federal Way  
Kroger  
Kurosky-Wooding Real Estate  
Lakehaven Utility District  
Laurus Financial Group  
Lighthouse Laundry LLC  
Llewellyn Real Estate  
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Services  
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Marlene's Market and Deli  
McLendon Hardware  
Microsoft Alumni Network  
Microsoft Corporation  
Molina Healthcare, Inc.  
Movement Mortgage  
MultiCare Health System  
Network for Good  
Nordstrom  
Ozolin Family Living Trust  
Pacific Guardianship Services  
Port of Seattle  
Puget Sound Energy  
REACH (Renton Ecumenical  
Association of Churches)  
Rhodes & Associates, PLLC  
Rotary Club of Federal Way





Russell Investments  
Safeco Insurance Companies  
Sage Architectural Alliance  
Saltwater Unitarian Universalist  
Church  
ServPro of Central Seattle  
Shelter Resources, Inc.  
Soroptimist of Seattle South  
Sound Publishing, Inc  
Sprague Israel Giles, Inc.  
St. Vincent de Paul Parish  
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Stop Bugging Me! Pest Control  
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Terrance R. Thomas II  
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and Merrimack Valley  
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WASH Multifamily Laundry Systems  
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WSECU  
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## *Foundations*

AmazonSmile Foundation  
Big Lots Foundation  
Kent Rotary Club Foundation  
LRCA Peterson Family Foundation  
Medina Foundation

Schultz Family Foundation  
The Seattle Foundation  
Smart Foodservice Charitable  
Foundation  
South King Firefighters Foundation

## *Government*

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City of Auburn CDBG  
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US Dept. of Labor  
WA State Dept. of Agriculture  
WA State Dept. of Commerce  
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Health Services

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### *Friend up to \$99*

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Troy Feigenbaum  
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**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

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