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.
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 and 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
“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.
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July 1, 2017-June 30, 2018

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Gallucci’s Catering
Colleen Gamblin
Ghostfish Brewing Company
Manuela Ginnett
Golden Steer Steak & Rib House
The Grand Hotel in Salem
Dwayne Greer
Grocery Outlet
Hampton Inn & Suites
Harmon Brewing Co.
Mark Hayes
Heaven Sent Children’s Resale
Hello Cupcake