HELP. HOPE. CHANGE.

Multi-Service Center 2020 Community Report
Fiscal Year 2019: July 1, 2018-June 30, 2019

EMPOWERED INDIVIDUALS.
THRIVING COMMUNITIES.
Dear Friends,

Thank you for your continued support of Multi-Service Center’s programs. Community support is truly vital to the success and sustainability of MSC’s work to provide help, hope, and dignity for our neighbors as they work to find pathways out of poverty.

This support comes in many forms--those who donate financially, those who donate their time and talents, and those who advocate for change and policies that support our clients at all levels.

MSC continues to look internally for positive change as well. In fiscal year 2019, we formed an internal Diversity, Equity, and Inclusion Committee, dedicated to making sure that not only our services reflect these values, but that our internal structures support them for both our clients, volunteers, and staff. This committee is made up of employees from all levels and departments within MSC to ensure that every voice is heard.

Our work is possible because of the generous support of our community. We are happy to share with you in this report what we have accomplished, because these are not only our accomplishments, but yours as well. Together we will make positive change.

Sincerely,

Robin Corak, CEO

Board members listed served at any time during the fiscal year July 1, 2018 - June 30, 2019.
40,363 people helped

16,368 households

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

7% of households were homeless

46,541 volunteer hours
Volunteering at MSC

“Volunteering makes me happy,” shares Chang. Even though he’s retired, 73-year-old Chang continues to work almost full-time; however, it’s not a paid position. Chang is a valued volunteer in MSC’s food bank. You can usually find him at the check-out station during food bank open hours, but he also helps with sorting, stocking, and other needs at the food bank.

Chang moved to the United States in 2011 after working for 34 years as a civilian at a U.S. Air Base in South Korea. He had the volunteer bug even before he was retired, as he was active with recycling and neighborhood patrols while he was in South Korea.

When he retired, he was given the opportunity to move anywhere he’d like to, and he chose to come to the United States and live in Federal Way as he has relatives that are nearby. Chang was a permanent legal resident of the U.S. for many years and then passed his citizenship test and became a U.S. citizen.

Chang has a daughter who still lives in Korea and is a librarian, and a son who is a software developer who lives in Colorado with a wife and daughter. His son shared, “My father is thankful to the U.S. for the work he was given as he was able to raise his family on the income provided, and I think that’s a reason he volunteers in the U.S.”
Getting Help

“I grew up in shelters. It was really hard and stressful and I didn’t want to follow the same path with my kids. I didn’t ever picture myself being homeless when I grew up,” shares Janel.

Janel and her family were evicted from their apartment and lost their Section 8 housing voucher. Janel immediately started calling for emergency family shelter, and after three weeks, Janel and her children moved into MSC’s family shelter in Kent. During those three weeks of homelessness, Janel and her children slept in the car, stayed at friends, and also were split up for a short while with the older kids staying at friends’ houses.

“MSC helped me a lot and got me back on my feet. They opened my eyes to things, and if wasn’t for my case manager, I wouldn’t have gotten my Section 8 housing voucher back,” shares Janel.

Janel is also able to access other resources at MSC to help her family such as the food bank and energy assistance, and maybe also earn her GED through MSC’s prep program. “It’s not easy being a single mom. MSC is one of those places that do actually help people,” shares Janel.
Financial Information
July 1, 2018-June 30, 2019

Revenue by Source
- In-Kind Contributions 18%
- PSE Grant 7%
- Rents and Other Revenue 13%
- United Way 1%
- Contributions and Events 3%
- Government Grants 58%

Expense by Function
- Payroll Wages, Taxes, and Benefits 34%
- Direct Client Benefits 38%
- Operating and Other 11%
- Depreciation 2%
- Subcontractors 8%
- Occupancy 7%

Expense by Program
- Energy Assistance 27%
- Long Term Care Ombudsman Program 14%
- Education and Employment 8%
- Temporary Housing and Support 11%
- Permanent Housing 9%
- Development 2%
- Other Programs 1%
- General and Admin 8%
Helping Others

“At times it can be difficult to be a champion for someone who doesn’t see it for themselves and some people don’t have any support,” Julie shares. “But, when you see people have success and know it will have lasting effects on their whole family, including their children, it’s all worth it.”

As MSC’s Employment Program Coordinator, Julie helps people seeking employment create a game plan. She provides mentorship and guidance for individuals 18 years of age or older who are receiving SNAP benefits. In addition to helping people create resumes and cover letters, Julie also helps them with skills development, mock interviews, and connecting them with training opportunities.

A lot of her work also involves navigating resources and barrier reduction. “It’s difficult to be successful in a job if you have all these other things working against you,” she shares. “That’s a part of my work I really enjoy, helping to remove those barriers like housing instability or transportation issues.”

MSC’s employment program can also provide funds for bus tickets, special certifications and licenses, and clothing for both interviews or job specific needs like work boots or a uniform.

Julie joined the MSC staff three years ago after earning her Bachelor’s Degree in Psychology from UW Tacoma. She had worked in retail, and saw herself doing something different that would make a greater impact on her community. This was her opportunity to empower and help people live their best lives.

Statement of Activity
Period ending June 30, 2019

REVENUE
Contributions and Events $517,527
United Way $114,918
Government Grants $9,135,371
In-Kind Contributions $2,807,414
PSE Grant $1,119,576
Rents and Other Revenue $1,972,781

TOTAL REVENUE $15,667,587

EXPENSES
Payroll, wages, benefits $5,374,179
Direct client benefits $6,054,309
Occupancy $1,135,240
Subcontractors $1,268,378
Operating and Other $1,639,213
Depreciation $356,811

TOTAL EXPENSES $15,828,130

CHANGE IN UNRESTRICTED FUNDS ($160,543)

Multi-Service Center’s Consolidated Financial Statements with Independent Auditor’s Report for Year Ended June 30, 2019 and IRS 990 are available to the public. Please email your request to info@mschelps.org.
Corporations and Organizations
Anonymous (3)
Abbey Carpet and Floor of Puyallup
Acklin and Associates, LLC
Aero Controls, Inc.
Aetna, Inc.
Alaska Airlines
All Right Auto Sales
American Floors and Blinds
AmeriGroup Washington, Inc.
Ball Chiropractic Center
Banner Bank
BECU
Berger ABAM
Berkshire Hathaway Home Services
Black Bear Diner
Blue Line Protective
Boeing Bluebills Retiree Organization
Bonney-Watson Funeral Home
Building Changes
Calvary Lutheran Church
CHI Franciscan Health
Christ Lutheran Church
Christian Faith Center
Christ’s Church
The Church of the Good Shepherd
Clark Construction Group, LLC
Coldwell Banker Danforth
Columbia Bank
DaVita Kidney Center
Denali Federal Credit Union
Dutch Bros Coffee
Eagle Tire and Automotive
Everett Golf and Country Club
Federal Way Mirror
Federal Way Naturopathy
Federal Way Public Schools
Federal Way United Methodist Church
Federal Way Youth Action Team
Five Star Painting
Fresh Start Hyperbaric
Fun and Friendship Riders Chapter F
Glendale Heating and Air Conditioning
Grace Lutheran Church
Heritage Bank
Highline College
Holiday Inn Downtown Yakima
HomeStreet Bank
International Association of Machinists and Aerospace Workers District 751
Kent Downtown Partnership
Kent Lutheran Church
Kent Youth and Family Services
Keurig Green Mountain, Inc.
Kiwanis Club of Federal Way
Kiwanis Club of Greater Federal Way
Latino Community Fund of Washington State
Laurus Financial Group
Macy’s
Marlene’s Market and Deli
Microsoft Corporation
MultiCare Health System
National Equity Fund
Network Administrative Services
Northwest Chiropractic Center, Inc.
Northwest Foursquare Church
Northwest Harvest
Orion Industries
Panagiotu Pension Advisors, LLC
Puget Sound Energy
Referrals Unlimited
Riedmann Enterprises LLC
Rotary Club of Auburn
Rotary Club of Federal Way
Russell Investments
Safeco Insurance Companies
Servpro of Seattle NW
Shelter Resources, Inc.
Small and Sons Oil Distribution Company
St. Vincent de Paul Parish
TelecomPioneers
Think Frink Home Team
Time Out Ale House
TOTE Maritime Alaska
Trillium
UFCW Local 21
United Healthcare Services, Inc.
United Stationers
Unity Church of Christianity
Valley Cities Counseling and Consultation
WASH Multifamily Laundry Systems
Washington Community Reinvestment Association
Wild Waves Theme Park
WSECU

Foundations
Andee Jorgensen Community Fund at the Renton Regional Community Foundation
Danica Children’s Foundation
Hunt Family Charitable Fund
Essendant Charitable Foundation
Kent Rotary Club Foundation
Laird Norton Family Foundation
LRCA Peterson Family Foundation
Moccasin Lake Foundation
National Christian Foundation Seattle
Renaissance Charitable Foundation, Inc.
Safeco Insurance Fund
Schultz Family Foundation
The Seattle Foundation
Smart Foodservice Charitable Foundation
South King Firefighters Foundation
Willis C Helm Charitable Trust
Windows of Hope Foundation
Winton Charitable Trust
Wish You Well Foundation

Individuals
Champion $10,000+
Dave and Donna Berger
Lyle and Carolyn Kremer
Kari Leal and Sandra Matteson
Estate of Delores Proffitt
Don and Nhu Winton

Benefactor $5,000-9,999
Tom and Jan Crews
Richard and Rene Ewing
Richard Faunt and Michael Bower
Grant and Jenny Hulse
Peggy O’Connor
Kevin and Cindy Swett
Pete von Reichbauer

Principal $2,500-4,999
Anonymous
John and Casey Gibson
Dennis and Joyce Hulse
DeAnna Kreger
Warren Kring
Jerry and Debbie McNeil
Robert and Joyce McNiesh
Jeremiah and Beatrice Ojeaburu

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
King County
Office of Superintendent of Public Instruction
Port of Seattle
US Dept. of Agriculture
US Dept. of Health and Human Services
US Dept. of Homeland Security
US Dept. of Housing and Urban Development
US Dept. of Labor
WA State Dept. of Agriculture
WA State Dept. of Commerce
WA State Dept. of Social and Health Services

Dennis and Pam Ranch
Dorothy Schedvin

Leader $1,000-2,499
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Bob and Sue Celski
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Dave Gromala and Colleen Gilligan
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Barry and Wendy Lindgren
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Phyllis and Roxanne Monson
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Sandra Oatman
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Daniel G. Riley

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Krystal Robbins
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Saul and Nora Saldana
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Emma Semingson
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Jack and Julie Sharlock
Mia Shim
Cinci Siegertsz
Melissa Simpson
Sandy Simpson
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Myra Skau
Thomas and Barbara Skoda
Marie Skoor
Dr. Sam Slonim
Stacey Smithberg
Wayne Snyder
Stacy E. Spaulding
Linda Staples
Anissa Stella
Jaime Sterio
Julia Strand
June Strzelecki
Olivia Sullivan
Cherilyn Symons
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Lisa Taylor
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Rhys Wellman
Sharon Werley
Michael Whisman
Kayel White
Eric and Amy Wickholm
Claudia Wilbur
Deborah B. Wilcox
Khalilah Williams
David Wilson
Sarah Winder
Dorrie Wise
Tami Wooding
Malaya Wright
Kimberly Yee
Giselle Zapata-Garcia

In-Kind Donations
The 5th Avenue Theatre
Anonymous (2)
Abbe Vineyard and Winery
Lawrence and Carole Abernathy
Advance Capital, Inc.
Alaska Airlines
Allegro Performing Arts Academy
Anthony’s Homeport
Argosy Cruises
Arthur Murray Dance Studio
ATI Physical Therapy
David Babbitt
Banner Bank
Banya 5
Barnes and Noble
Bartell Drugs
Ben Bridge Jewelers
Dave and Donna Berger
Mr. Mark and Mrs. Kathy Bertford
Biscuits
Black Bear Diner
Blackfish Spirits Distillery
Dan and Janelle Bogart
Nathan H Box
Leah Boehm Brady
Branches Garden Center
Brown Bear Car Wash
Browsins Point Diner
Buds & Blooms in Federal Way
Jim and Jeanne Burbidge
Café Pacific Catering
Canlis Restaurant
Cascade Regional Blood Services
Cedarbrook Lodge
Annette Chanez
The Cheesecake Factory
Chris Leavitt Photography
Roger and Barb Clairmont
The Cliff House Restaurant and Lounge
Courtyard Marriott
Cutters Point Coffee
Gerald Daily and Janet Freeman-Daily
Dimitriou’s Jazz Alley
Drive Lambo
Dan and Cindy Ducich
Chris Duvall
Eagle Tire & Automotive
Edgeworks Climbing
Elena Scott Photography
Emerald Downs
Richard and Rene Ewing
Federal Way Community Center
Federal Way Costco
Federal Way Symphony
Fitness 19
Fort George Brewery
Freedom Fitness
Val & Paul Frink
Gallucci’s Catering
Ghostfish Brewing Company
Manuela Ginnett
The Grand Hotel in Salem
Golden Steer Steak & Rib House
Dave Gromala and Colleen Gilligan
Hampton Inn & Suites
Harmon Brewing Co.
Howard and Shirley Hays
Hello Cupcake
Byron and Julie Hiller
Kathi Hoffman
Holiday Inn Express Sumner
Hoodsport Winery
Katie Houston
iFLY Indoor Skydiving
Indochine
Bob Iness
Jeffrey’s Jewelry Design Studio
Stacia Jenkins
Jimmy Mac’s Roadhouse
Joe’s Deli
John & Cheryl Hurst
Su Jordan
Lisa Jury
Katie Downs Waterfront Tavern & Eatery
Kenneth Brossel DDS
King County Aquatic Center
Terry and Jeanette Koubale
Lan Lam
Nate Larson
LeMay Family Collection at Marymount
Lunchbox Laboratory
Lynden International
Diane and Tim Lyons
Matt and Lisa Maddox
Donna Maier
Marlene’s Market
Debbie McCleary
McMenamin’s
Jerry and Debbie McNeil
Robert and Joyce McNiesh
Sarah McNiesh
Mike n Terry’s Outdoor Fun Park
Leslie Mills
MoPop
Robert and Susan Murnen
The Museum of Flight
Museum of Glass
Allen and Margaret Nelson
North Shore Golf Course
Northshore Quality Produce & Meats
Greg Ocken
Pacific Ballroom Dance
Panera Bread
Paolo’s Italian Restaurant
Pizza Pizazz
Platypus Tours Ltd
Portola Hotel & Spa
Amy Powell
Pro Cleaners
Puerto Vallarta Twin Lakes
Raven Commercial Real Estate
Larry and Mary Jo Reintsma
Rhein Haus
Rick Steves’ Europe
Rock Woodfired Kitchen
Round Table Pizza
Salty’s at Redondo
The San Juan Island Inn Collection
Lori Santamaria
Jason Schwab and Carly Roberts
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Main Phone: 253.838.6810
Fax: 253.874.7831
WA Relay: 711

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