



**EMPOWERED INDIVIDUALS.
THRIVING COMMUNITIES.**



HELP. HOPE. CHANGE.

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

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Robin Corak, *MSC Chief Executive Officer*

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

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

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



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.”



1,315,455
pounds of food
distributed

66%
of family shelter
residents moved
on to more
stable housing

40%
of adult
employment
program
participants
found work

41%
of people served
were under the
age of 18

1,198
households
received rent or
emergency
assistance

6,456
meals and snacks for
kids in the summer

\$6,853,345

paid to energy vendors to
keep power on in homes

644

households
provided shelter,
transitional or
permanent
housing

12

youth
and young
adults earned
their GED or
diploma

4,401

long-term care
resident
complaints
investigated

84%

of
long-term care
resident
complaints
resolved

8,662

households received
energy assistance



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.

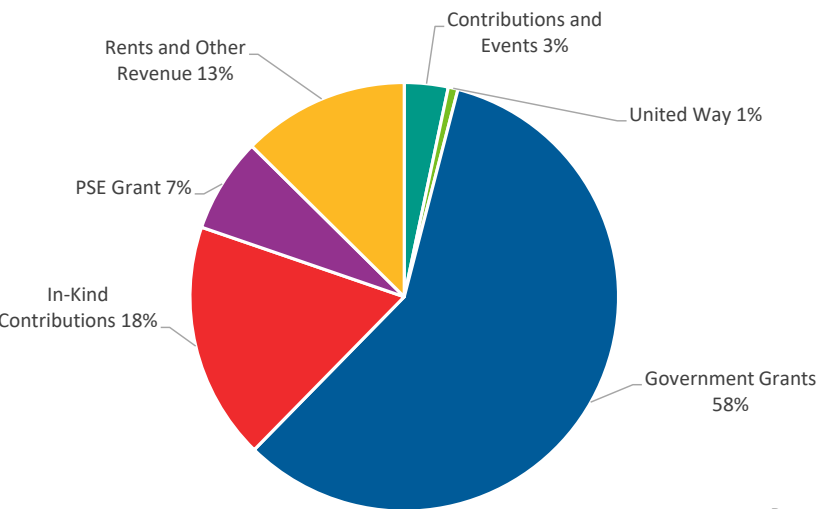
Janel and her family were evicted from their apartment and lost their Section 8 housing voucher. Janel immediately started calling for emergency family shelter, and after three weeks, Janel and her children moved into MSC’s family shelter in Kent. During those three weeks of homelessness, Janel and her 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.

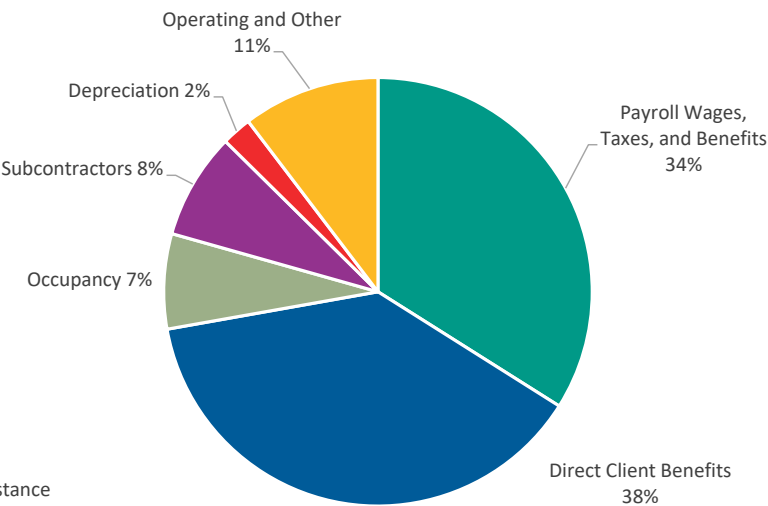
Janel is also able to access other resources at MSC to help her family such as the food bank and energy assistance, and maybe also earn her GED through MSC’s prep program. “It’s not easy being a single mom. MSC is one of those places that do actually help people,” shares Janel.

Financial Information

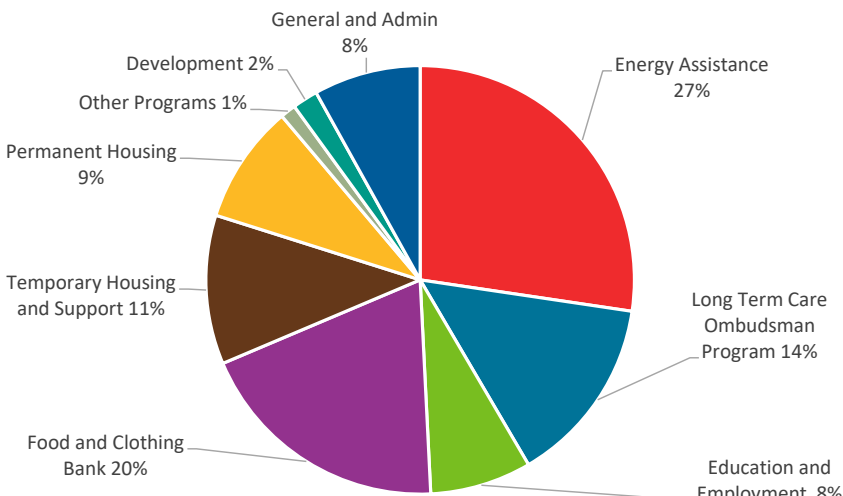
July 1, 2018-June 30, 2019



Revenue by Source



Expense by Function



Expense by Program



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
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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
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CHANGE IN UNRESTRICTED FUNDS	(\$160,543)
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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.

Premier Business Partners 2019

Alaska Airlines
Banner Bank
Berkshire Hathaway
Café Pacific
Campeon Market
CHI Franciscan
Chris Leavitt Photography
Coldwell Banker Danforth
Federal Way Mirror
Federal Way Public Schools
Fred Meyer
Heaven Sent Children's Resale
Laurus Financial Group
Loveridge Hunt & Co. PLLC
Microsoft Corporation
Milkman Media
Movement Mortgage
Orion Industries
Puget Sound Energy
Safeway
Shelter Resources, Inc.
Smart Foodservice
Sparks Car Care
Sprague Israel Giles
Target
Trader Joe's
United Healthcare
Walmart Stores, Inc.
Winco Foods
WSECU



Thank You to our Donors

July 1, 2018-June 30, 2019

Corporations and Organizations

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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
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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
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Rotary Club of Auburn
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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

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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
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Cinci Siegertsz
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Sandy Simpson
Matt Skaggs
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
Lauren Taylor
Lisa Taylor
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John Tornow
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Sharon Werley
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Kayel White
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Claudia Wilbur
Deborah B. Wilcox
Khalilah Williams
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Sarah Winder
Dorrie Wise
Tami Wooding
Makayla Wright
Kimberly Yee
Giselle Zapata-Garcia

In-Kind Donations
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Anonymous (2)
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Brown Bear Car Wash
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Gallucci's Catering
Ghostfish Brewing Company
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Stacia Jenkins
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Terry and Jeanette Koubele
Lan Lam
Nate Larson
LeMay Family Collection at Marymount
Lunchbox Laboratory
Lynden International
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Matt and Lisa Maddox
Donna Maier
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Debbie McCleary
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Leslie Mills
MoPop
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Museum of Glass
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*We apologize for any inadvertent omissions or misspellings. Send corrections to info@mschelps.org.
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