Dear Friends,

Thank you for your continued support of MSC’s work in the community to build a future without poverty. Enclosed is a report of our activity for the preceding year. As we began the 2020 year, we had no idea what exactly was in store for us in the coming year.

The COVID-19 pandemic not only caused us to quickly pivot to continue to provide services to those in need, it also highlighted the inequities that continue to exist and persist in our systems and communities.

During 2020, we saw a significant increase in need for rent assistance, energy assistance and food. Our Long-Term Care Ombudsman Program worked tirelessly to ensure that those in assisted living facilities were not further isolated during quarantine. We also focused our efforts on working directly with communities that historically have had less access to assistance.

Our response would not have been possible without the support of a caring community. We look forward to continuing to serve our community and create positive change in the coming years. We thank you for your partnership and commitment to helping us create and provide help, hope, and dignity for all.

Sincerely,

Robin Corak, CEO

MSC Board of Directors
Served between July 1, 2019-June 30, 2020

Katrina Asay
Joe Atkinson
David A. Berger
Chris Berry
Dan Bogart
René Ewing
Michael Gordon
Teleda Holmes
Dennis Hulse

Artyon Ingram
Rob Lindgren
Deysi Martinez
Rue Nelle McCullah
Ana Cristina Molina McCleary
Cydney Moore
Martin Moore
Wade Schwartz
Evelyn Takei

Maria Tracy
Frazier Willman
Bob Wroblewski
BY THE NUMBERS

Fiscal Year 2020: July 1, 2019-June 30, 2020

39,904
INDIVIDUALS RECEIVED ASSISTANCE

15,939
HOUSEHOLDS SERVED

88%
OF HOUSEHOLDS SERVED AND REPORTING INCOME WERE VERY LOW INCOME <=30% MEDIAN

7%
OF HOUSEHOLDS REPORTING HOUSING STATUS DEFINED THEMSELVES AS HOMELESS

620
VOLUNTEERS HELPED MSC PROVIDE SERVICES TO THE COMMUNITY

43,610
HOURS OF VOLUNTEER SERVICE DONATED
SUMMER MEALS WERE PROVIDED IN 2020

85% OF HOUSEHOLDS MOVING OUT OF MSC’S FAMILY SHELTER FOUND PERMANENT HOUSING

CARLA

Carla struggled with drug addiction and alcoholism for years. She spent three of those years living on the streets before deciding she wanted to change her life. Her first step was enrolling in a treatment program. When she was ready to address other barriers she faced, such as stable housing and employment, her treatment center referred her to MSC and Carla moved into Titusville, MSC’s housing for women in recovery.

As a resident of Titusville, Carla was able to collaborate with MSC staff to help develop an action plan to address her goals and the barriers she faced in achieving them. Carla was able to have her own affordable, safe space so she could focus on getting well and achieving those goals. She had the support of not only MSC staff, but also the other women at Titusville who were facing similar challenges.

Carla went back to school and obtained her AAS in chemical dependency and found employment at an addiction treatment center. Shortly after, she moved into permanent housing. After achieving three years of sobriety and finding economic stability, Carla is now paying it forward by helping others address and overcome their addiction.

*Photo and name changed for confidentiality.
Without Open Doors, I wouldn’t have graduated,” shares Hailee. Hailee struggled with school starting in middle school. By her sophomore year, she was starting to experience some health problems, was using drugs, and was in what she calls a rough relationship.

“I gave up on school, for a while,” shares Hailee. After a few months, she realized that she did want to finish high school as it would help her with employment. “I felt like I needed to buckle down and start being responsible,” she shares.

Hailee went back to high school to enroll and saw information about Open Doors. “I’m glad I chose Open Doors,” she shares. “They were different and didn’t let me slack off. I got one-on-one attention that was really supportive. They showed me they really cared, both about how I was doing with school stuff, but also personal stuff like music and how my life was going in general.”

Hailee earned her diploma in June 2019. Hailee sees herself finishing college and starting a career, buying a house, and possibly having a baby with her fiancé. We hope her dreams come true!
2020 PREMIER BUSINESS PARTNERS

Alaska Airlines  
Albertsons Companies  
Banner Bank  
BECU  
Campeon Market  
Coldwell Banker Danforth  
Columbia Bank  
Fairfield Auburn Court LP  
Federal Way Mirror  
Federal Way Public Schools  
First Financial Northwest  
Franz Bakery  
HomeStreet Bank  
Heaven Sent Children’s Resale  
Jeffey’s Choice  
Kaiser Permanente  
KSC Freight Inc.  
Laurus Financial Group  
Loveridge Hunt & Co, PLLC  
Lucky Seven Foundation  
Microsoft Corporation  
Milkman Media  
Orano Federal Svcs LLC  
Puget Sound Energy  
RealNetworks  
Safeco Insurance  
Safeway  
Shelter Resources, Inc.  
US Foods CHEFSTORE  
Sound Transit  
Sprague Israel Giles, Inc.  
Target  
Trader Joe’s  
Walmart  
Winco Foods  
WSECU

2020 EVENT SPONSORS

Alaska Airlines  
Allied Residential  
Banner Bank  
BECU  
Brantley Janson Yost & Ellison  
Caffé D’arte  
Coldwell Banker Danforth  
Columbia Bank  
Davita Kidney Care  
Federal Way Licensing Services  
Federal Way Mirror  
Federal Way Public Schools  
Group Health Foundation  
Heritage Bank  
HomeStreet Bank  
Jacobson, Jarvis and Co. PLLC  
Kaiser Permanente  
Laurus Financial Group  
Loveridge Hunt & Co, PLLC  
Molina Healthcare  
National Equity Fund  
Puget Sound Energy  
Rotary Club of Federal Way  
Shelter Resources, Inc.  
Sound Transit  
South King Firefighters Foundation  
Sprague Israel Giles, Inc.  
Think Frink Home Team  
King County Councilmember Pete von Reichbauer  
WSECU
FINANCIALS

Fiscal Year 2020: July 1, 2019-June 30, 2020

Statement of Activities

<table>
<thead>
<tr>
<th>Revenue Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions/Events</td>
<td>$527,891</td>
</tr>
<tr>
<td>United Way</td>
<td>$208,915</td>
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<tr>
<td>Government Grants</td>
<td>$10,145,209</td>
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<tr>
<td>In-Kind Contributions</td>
<td>$3,250,336</td>
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<tr>
<td>PSE Grant</td>
<td>$1,045,888</td>
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<tr>
<td>Rents &amp; Other Revenue</td>
<td>$3,801,320</td>
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**TOTAL REVENUE** $18,979,559

<table>
<thead>
<tr>
<th>Expense Category</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Payroll, Taxes &amp; Benefits</td>
<td>$5,556,821</td>
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<tr>
<td>Direct Client Benefits</td>
<td>$8,477,460</td>
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<tr>
<td>Occupancy</td>
<td>$972,203</td>
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<td>Subcontractors</td>
<td>$941,654</td>
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<tr>
<td>Depreciation</td>
<td>$302,607</td>
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<tr>
<td>Operating &amp; Other</td>
<td>$1,486,499</td>
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</tbody>
</table>

**TOTAL EXPENSES** $17,737,244

**CHANGE IN UNRESTRICTED FUNDS** $1,242,315

Multi-Service Center’s Consolidated Financial Statements with Independent Auditor’s Report for Year Ended June 30, 2020, and IRS 990 are available to the public. Please email your request to info@mschelps.org.
THANK YOU DONORS!

Fiscal Year 2020: July 1, 2019-June 30, 2020

Corporations and Organizations
30th District Democratic Organization
Advancing Leadership
All Right Auto Sales
All Saints' Lutheran Church
Alliance 2020
Allied Residential
Ally Financial Inc.
ANEW
Ball Chiropractic Center
Banner Bank
BECU
Branches Garden Center
Brantley Janson Yost & Ellison
Bridging a Gap
Brooklake Church
Building Changes
Calvary Lutheran Church
Champion Arms Shooting Range
CHI Franciscan Health
Christian Faith Center
Christ’s Church
The Church of the Good Shepherd
Coldwell Banker Danforth
Columbia Bank
DaVita Kidney Care
Dutch Bros Coffee
Eagle Tire & Automotive
Employees Community Fund of The Boeing Company
Everett Golf & Country Club
Expedia
Federal Way Church of the Nazarene
Federal Way Custom Jewelers
Federal Way Education Association
Federal Way Licensing Services
Federal Way Little League
Federal Way Naturopathy
Federal Way Professional - Technical Union
Federal Way Public Schools
First Financial Northwest Bank
Fun and Friendship Riders Chapter F
Girl Scout Troop #44585
Glendale Heating and Air Conditioning
Grace Lutheran Church
Hansen Belyea
Harvest Realty
Heritage Bank
HomeStreet Bank
International Association of Machinists and Aerospace Workers District 751
Jacobson Jarvis and Co., PLLC
Jeffrey’s Choice
Kaiser Permanente
Kent Lutheran Church
Keurig Green Mountain, Inc.
Kroger
Laurus Financial Group
Liberty Mutual Insurance
Lloyd Enterprises, Inc.
Loveridge Hunt & Co, PLLC
Mears Roofing and Construction
Microsoft Corporation
Molina Healthcare, Inc.
MultiCare Health System
National Equity Fund
Network for Good
Orion Industries
Panagiou Pension Advisors, LLC
Perkins Coie Trust Company
Port of Seattle
Puget Sound Energy
Pyramid Breweries, Inc.
Referrals Unlimited
Riedmann Enterprises LLC DBA Seattle Grow LLC
Rotary Club of Auburn
Rotary Club of Federal Way
Rotary Club of Kent
Russell Investments
Safeco Insurance Companies
Saltwater Unitarian Universalist Church
Seattle Mariners
SHAG Affordable Senior Living
Shelter Resources, Inc.
Soroptimist of Seattle South Sound Transit
Sprague Israel Giles, Inc.
St. Alban's Anglican Church of Tacoma
St. Luke’s Lutheran Church
St. Vincent de Paul Parish
Stop Bugging Me! Pest Control
Sylvan Learning Federal Way
TelecomPioneers
Think Frink Home Team
TOTE Maritime Alaska
UFCW Local 21
Unity Church of Christianity DBA
Unity of South Sound
W. W. Grainger, Inc.
WASH Multifamily Laundry Systems
Wayside United Church of Christ
WSECU

Foundations
Albertsons Companies Foundation
AmazonSmile Foundation
Danica Children's Foundation
Essendant Charitable Foundation
G & J Anderson Family Charitable Fund on behalf of Eric, Sonja, Astrid, Karl, and Kiefer Anderson
Group Health Foundation
LRCA Peterson Family Foundation
Lucky Seven Foundation
Lynn and Bruce Gibson Foundation
Medina Foundation
RealNetworks Foundation
Schultz Family Foundation
Smart Foodservice Charitable Foundation
South King Firefighters Foundation
Three Swallows Foundation
TJX Foundation
Windows of Hope Foundation

Individual Donors

Champion $10,000+
Tom and Jan Crews
Carolyn Kremer
Kari Leal and Sandra Matteson
Pete von Reichbauer
Barbara Williams
Winton Charitable Trust

Benefactor $5,000-9,999
Anonymous (2)
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Peggy O’Connor
Kevin and Cindy Swett

Principal $2,500-4,999
Sharon Brown-Kabanuck
Richard Faunt and Michael Bower
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Val and Paul Frink
Dennis and Joyce Hulse
Allen Igawa
Sharon Y. Kaku
Bruce A. McDaniel
Thien-an Nguyen
Tad and Nancy Papineau
Bob and Cindy Wroblewski

Leader $1,000-2,499
Anonymous (5)
Pete and Kay Anthony
David and Judi Arnold
Mark and Cynthia Benson
Chris and Claire Berry
Linda Blevins and Dhaival Dhru, MD
Len and Annette Brannen
Kathleen Brown
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Linda Butcher
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Bradley and Diana Christensen
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Robin and Richard Corak
Gerald Daily and Janet Freeman-Daily
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Clifford and Mary Dargie
Martin and Debi Dopps
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Karen and Bill Feldt
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Oliver Isaac
Mary Kathy Jorgensen
Georgianna and Peter Keller
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Terrell Mees
Shera and Zoeb Mogri
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Wesley and Sue Soper
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Paul and Trudy Tosch
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Michael G. Wallace
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Cameron and Valerie Wiebe
Ingo and Joyce Zinner
David Zuck

Government
City of Auburn
City of Burien
City of Des Moines
City of Federal Way
City of Kent
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
Patron $500-999
Anonymous (5)
Charlyn Arnhold
Jeff and Susan Ashton
Lance Boe
Dan and Janelle Bogart
William and Cathy Boyd
Pat and Bill Campbell
Bob and Laurie Christensen
Karen Clark
Margaret & Steve Clark
Jerry and Mary Clingan
Kevin and Pamela Cullinan
Phyllis Danforth
Ron and Nancy Edmiston
Tana and Loa Faifaiase
Ron and Cathy Fechtner
Michael Ford
Mark H. French
Anna Hamlin
William and Rosalba Hansen
Earl B. Hartley
Betty Hennion
Thomas and Ellen Hentschell
Guy and Tina Hilden
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Gary and Susan Holliday
Thomas Hoppenrath
Grant and Jenny Hulse
Karl Igloi
Linda Jacobsen
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Mark and Krisy Kenneally
Eric and Nina Klystra
Robert and Susan Koeppen
DeAnna Kreger
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Scott Langford and DeeAnn Mundy
Charles and Linda Lee
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Paul David Marth
Pamela Martin
Ernely C. Marx
Michele McLaughlin
Sally D. McLean
Gary and Anne Mesick
Matthew and Tracy Mikesell
Phyllis and Roxanne Monson
Edith Mortensen
James and Sandra Naccarat
Allen and Margaret Nelson
Jackson and Joy Ng
Dan and Jan Novak
Rodney and Barbara Nuss
Jayna Otonicar
David Peck and Sally Wagner
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C. T. and Barbara Purdom
Larry and Mary Jo Reintsma
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Wade Schwartz
Stacy E. Spaulding
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Cicely Stewart
Becky Summers
Fairrel and Phyllis Tackett
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Dirk and Mary Lou Van Woerden
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Eva Lindgren  
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Mary Longhurst  
Enedina Lopez  
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Cheryl Lown  
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Connor Marshall  
Franklin and Iris Marshall  
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Robert T. McCoy  
Ceara McDonnell  
Thaileah McPeters  
Mathew Metcalf  
Tracy and Deborah Miller  
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Wade Morris  
Regina Morrow  
Martin Mullin  
Loise Mwangi  
Lin-Marie Nacht  
Aiko Nakagawa  
Joseph D. Nelson  
Mary Noia  
Rebecca Nystrom  
Deborah Oliver  
Eric Olsen  
Royal Omolade  
Merri Ann Osborne  
Janet B. Owen  
Donald Parker  
Dale and Linda Peterson  
Tyler Pichette  
Oriana Pon and Robert Kneisler  
Sheryl Pond  
Kristina Pressley  
Estate of Delores Proffitt  
Rod Renner  
Marlene Reyes  
Isabel Robledo  
Vern and Jean Rockstad  
Leona Saffery  
Ruben and Debbie Salazar  
Oksana Savolyuk  
Sue Schaeffer  
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Gregory and Stephanie Schuler  
Amanda and Jesse Schweickert  
Jennifer Sherrard  
Shawna Shilmover  
Diane Shines  
Janet Showalter  
Savanah Silva-Stuberg  
Melissa Simpson  
Amarjit Singh  
Myra Skau  
Marie Skoor  
Dr. Sam Slonim  
Kiran Sohal  
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Blake Stevens  
Camille Stewart  
Mark Strong  
June Strzelecki  
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Florence Tanaka  
Kimberly S. Taylor  
Rita Taylor  
Tracey Taylor  
Deborah Terrill  
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Leslie Van Ogle  
Vicki Vaux  
Mike Vidales  
Dale Voss  
Kameron Wagar  
Ann Weber  
Rhys Wellman  
Jordan Western  
Dwayne Wilson  
Patricia Wood  
The Zabel Family  
Angie Zmijewski  

In Kind Gifts  
Carrie Acree  
Edith Adekoya  
Advancing Leadership  
Rick and Creigh Agnew  
Fatuou Akumbi  
Alaska Airlines  
Patricia Albert  
Laura Anderson  
Argosy Cruises  
Michael Armstrong  
Banner Bank  
Banya 5  
Lucille Barrett  
Michael Bastron  
Ben Bedoya  
Dawn Bennett  
Darlain Blas  
Boeing Bluebills Retiree Organization  
Dan and Janelle Bogart  
Leah Boehm Brady  
Branches Garden Center  
Patrick and Amye Bronson-Doherty  
Linda Bryan  
Jim and Jeanne Burbidge  
Sylvia Cabemba  
Caffe D’arte  
Campeon Market  
Canlis Restaurant  
Cynthia Cannon  
Susan Casper
Cedarbrook Lodge
Annette Chanez
Edward Chappelle
Chick-Fil-A
Chipotle Mexican Grill
Chris Leavitt Photography
Mel and Linda Collart
Donna Collins
Gloria Collins
Marquisha Collins
Andy Colson
Columbia Bank
Costco
Andrew Cowman
Crazy Quilters of Federal Way
Richard Dahl
Gerald Daily and Janet
Freeman-Daily
Valerie Dang
Carol Dauterman
Don DeMatters
Denali Group
Lois Dennett
Dimitriou's Jazz Alley
Tom and Cynthia Donahoe
Scott and Nora Dornan
Catherine Droege
Dan and Cindy Ducich
Kelly Dugar
Patricia Dupree
Chris Duvall
Eagle Tire & Automotive
Edgeworks Climbing
Elk Run Farm
Emerald Downs
Norman Fiess
Joseph Foeller
Carol Franz
Fred Meyer
Diana Frick
Julia Galleher
Alicia Gonzalez
James Gordon
Janet Gray
Elizabeth E. Gregory
Grocery Outlet of Federal Way
Edie Grube
Kristi Guevara
Kevin Hall
Han Sarang Church
Barney Hartley and Sherry Mees
Hartley
Merry Hay
Holly Hayes
Howard and Shirley Hays
Connie Hayward
Heaven Sent Children's Resale
Hello Cupcake
Heritage Distilling Company
Tia Higano
Mike and Mary Hoefel
Hoodsport Winery
Troy and Marie Hopkins
Hyatt Regency
Ideal Body Image NW
Bob Iness
Brian Jackson
Debbie Jackson
Kristen Jensen
Robert Johnson
Robert and Patricia Jones
Katie Downs Waterfront Tavern & Eatery
Sheila R. Kauer
David and Stacey Kay
Gina Kercher
King County Aquatic Center
James A. Kokoma
Walter and Teresa Kostecka
LeMay Family Collection at Marymount
Yolanda Lena
Little Caesar's
Llewellyn Real Estate
Elena Lowy
Laurie Lusink
Mark Lyke
Donna Maier
Marlene's Market and Deli
Dora Martinez
Maryhill Winery
Darlene Masters
Kathy Matson
Rob and Connie Mayor
Randy and Lonnie McGraw
Renae and William McGregor
Dan and Rosemary McLaughlin
Mike n Terry's Outdoor Fun Park
Chris Moehrle
Keli Moore
Lynne Moore
Kelly Mott
Mud Bay
Anna Murnen
Robert and Susan Murnen
Michael Nakagami
Ramesh Nand
Pauline Nastasi
North Shore Golf Course
Kelly Nortrom
Olive Garden Italian Restaurant
Olympic Moving & Storage
Mary Osborne
Alice Owen
Tom Owen
Jo Palkovich
Chris Paton
Kemberly Pearce
Pebble Beach Company
Portola Hotel & Spa
Patricia Poulter
Joan and Frank Pratt
Annie Quinn
Jean Ray
Red Lobster
Larry and Mary Jo Reintsma
Rhododendron Species Botanical Garden
Rick Steves' Europe
Connie Rost
Royal Canin
Susan Saccone
Safeway
Epifania Sanchez
Thomas Sanislo
Victor Santos
Sassy Snacks
Diane Seitz
David and Janice Siebenaler
Deanna Simons
Ronda Sims
Heidi Smith
Sole Perfection
South King Firefighters Foundation
Sparks Car Care
Marcie Srey
Marie Steele
Veronica Sterling
Cecilia Stober
Esther Strasbourger
Melissa Stubblefield
Fairrel and Phyllis Tackett
Tacoma Art Museum
Tacoma Glassblowing
Tacoma Rainiers Professional Baseball
Linda Takada
Target
Rosie Taylor
The 5th Avenue Theatre
The Chopped Leaf
John Thimmesch
Jodi Thompson
Jan Thor
Three Trees Yoga and Healing Arts Center
Richard Tibbot
Time Out Ale House
Kevin Tinsley and Lisa Cooke-Tinsley
Cheryl Tomlinson
Total Wine & More
Trader Joe’s
Jenny Treen
Brittany Triplett
Wayne and Beverly Triplett
Kim Triplett-Kolerich
Dana Turcott
Carol Turner / Loren S. Turner Trust
Pat Unrau
US Foods CHEF’SSTORE
Mike and Betty Van Alstine
Vino at the Landing
Virginia Mason Federal Way Medical Center
Oksana Vitruk
Mary Walker
Don Walls and Debra Hansen
Walmart
Lila J. Walther
LeAnn Weber
Shirley Wicks
Wild Waves Theme Park
Jen Willson
WinCo Foods #43
Wolf Chiropractic Center
Scott D. Woll
Woodinville Wine Country
William and Jacqueline Wyllys Zones, Inc.

**Honorariums**
Terry Scarrah
Eric and Nina Kylstra
Brett Bennett
Gertrude Rivers
Hallie Ketterl
Mary Jo Reintsma
Nancy Krueger
Linda Butcher
James Stephens, Jr.
Paul and Maria Tracy
Stuart and Johanna Tracy
Doug and Saundra Tracy
Don Tracy

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