
EMPOWERED INDIVIDUALS. THRIVING COMMUNITIES.
MULTI-SERVICE CENTER



MULTI-SERVICE CENTER

2021 COMMUNITY REPORT

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

MULTI-SERVICE CENTER

BUILDING A FUTURE WITHOUT POVERTY BY CREATING PATHWAYS TO HELP, HOPE, AND DIGNITY FOR OUR NEIGHBORS

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,



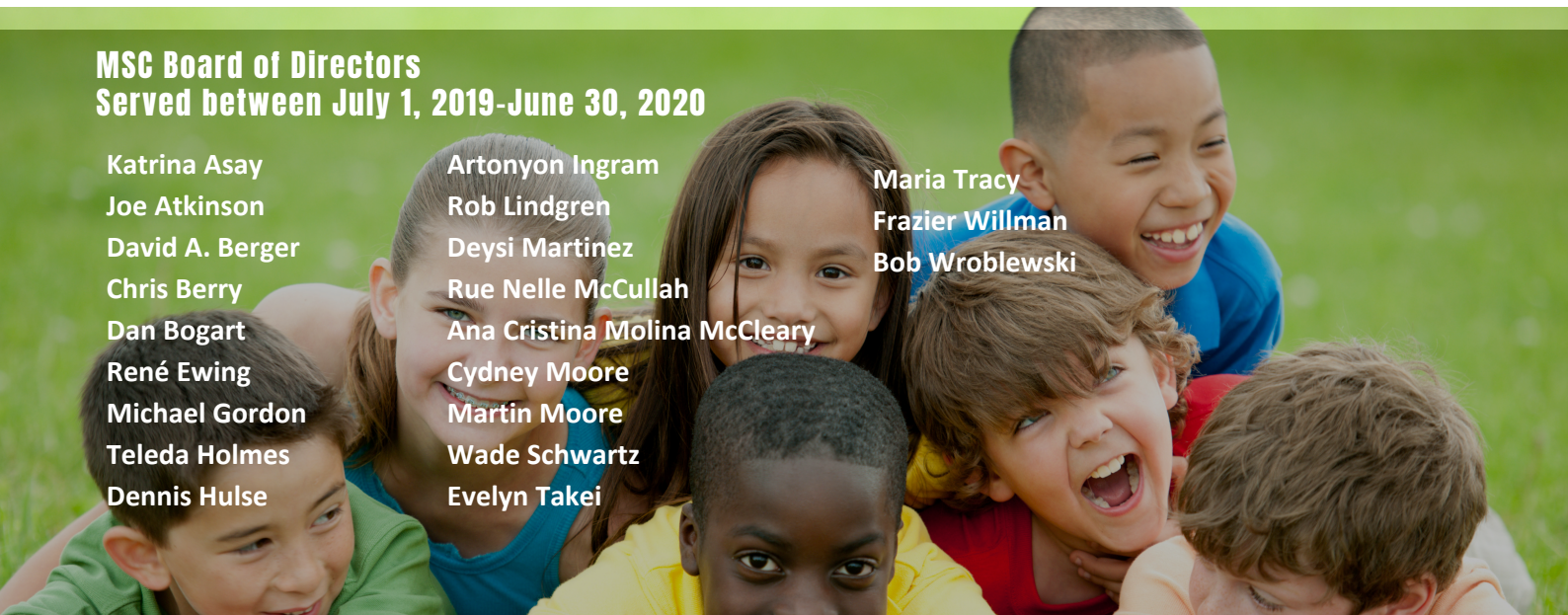
Robin Corak, CEO

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

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Dan Bogart
René Ewing
Michael Gordon
Teleda Holmes
Dennis Hulse

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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

1,251,680

POUNDS OF FOOD DISTRIBUTED

85%

OF HOUSEHOLDS MOVING OUT OF MSC'S
FAMILY SHELTER FOUND PERMANENT HOUSING

1,846

SUMMER MEALS WERE PROVIDED IN 2020

7,932

HOUSEHOLDS RECEIVED HELP WITH THEIR
ENERGY BILL

4,050

COMPLAINTS BY LONG-TERM CARE RESIDENTS
WERE INVESTIGATED



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.

100%

OF RESIDENTS IN MSC ADULT HOUSING MET A
FINANCIAL MANAGEMENT GOAL

79%

OF LONG-TERM CARE RESIDENT COMPLAINTS
WERE RESOLVED

441

HOUSEHOLDS RECEIVED RENT OR EMERGENCY
ASSISTANCE

\$8.5M

WAS PAID TO ENERGY VENDORS TO HELP
HOUSEHOLDS WITH UTILITY BILLS

3,965

DIFFERENT HOUSEHOLDS VISITED THE FEDERAL
WAY FOOD BANK



“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
Jeffrey'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 CHEF'STORE
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

REVENUE

Contributions/Events	\$527,891
United Way	\$208,915
Government Grants	\$10,145,209
In-Kind Contributions	\$3,250,336
PSE Grant	\$1,045,888
Rents & Other Revenue	\$3,801,320

TOTAL REVENUE **\$18,979,559**

EXPENSES

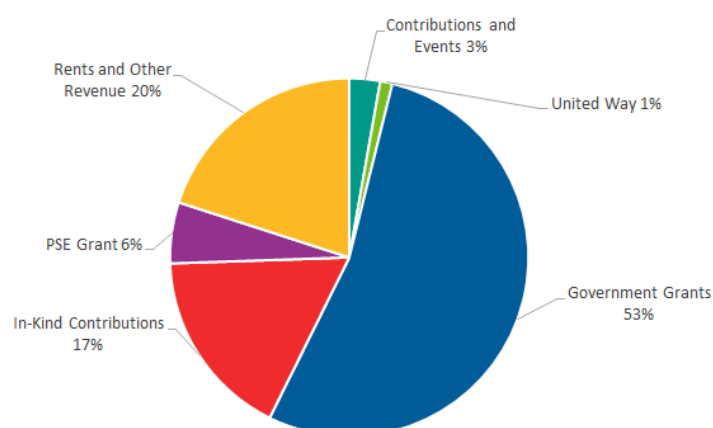
Payroll, Taxes & Benefits	\$5,556,821
Direct Client Benefits	\$8,477,460
Occupancy	\$972,203
Subcontractors	\$941,654
Depreciation	\$302,607
Operating & Other	\$1,486,499

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

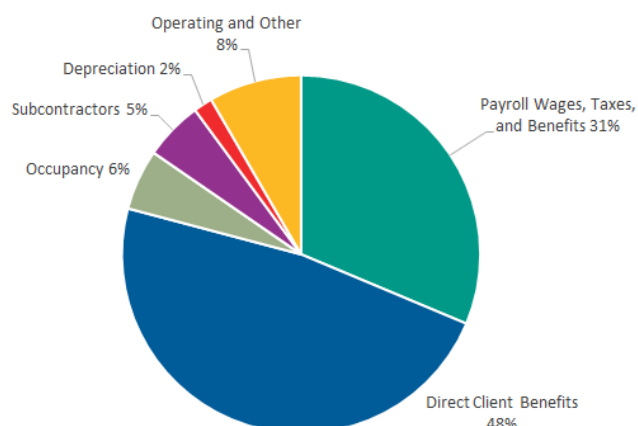
CHANGE IN UNRESTRICTED FUNDS

\$1,242,315

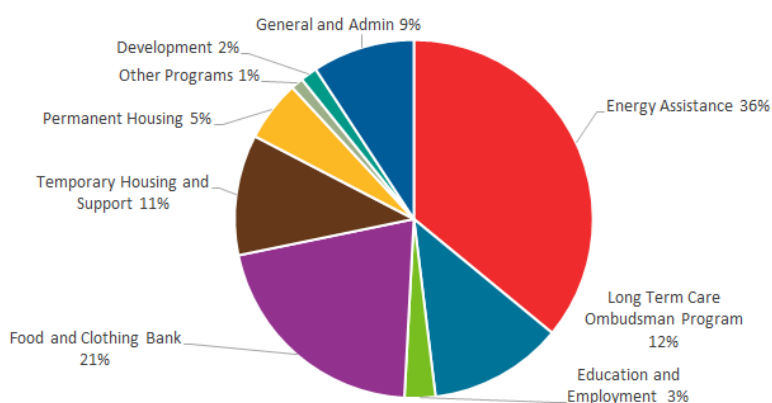
Multi-Service Center's Consolidated Financial Statements with Independent Auditor's Report for Year Ended June 30, 2020, and IRS 990 are available to the public. Please email your request to info@mschelps.org.



Revenue by Source



Expense by Function



Expense by Program

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
Panagiotu 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 Foundatino
Windows of Hope Foundation

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

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Champion \$10,000+

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Darlene Larson
Craig Leong
Hal and Brandi Lettice
Mark and Beth Lindell
Eva Lindgren
Richard Lioy
Kristin Logue
Mary Longhurst
Enedina Lopez
Norman and Grace Low
Cheryl Lown
Alan and Bethany Luke
Robert J. Lyle
Martha Maginniss
Connor Marshall
Franklin and Iris Marshall
The McLaren Family
Debbie McCleary
Robert T. McCoy
Ceara McDonnell
Chona and Jerry McKay
David and Kelly McKenzie
Thaileah McPeters
Mathew Metcalf
Tracy and Deborah Miller
Martin Moore
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
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Shawna Shilmover
Diane Shines
Janet Showalter
Savanah Silva-Stuberg
Melissa Simpson
Amarjit Singh
Myra Skau
Marie Skoor
Dr. Sam Slonim
Kiran Sohal
Jack and Carol Stanford
Hope Steel
Blake Stevens
Camille Stewart
Mark Strong
June Strzelecki
Marilyn S. Summers
Florence Tanaka
Kimberly S. Taylor
Rita Taylor
Tracey Taylor
Deborah Terrill
Bob and Jean Thompson
Stuart and Johanna Tracy
Marsha Trickey

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	Kristi Guevara	Randy and Lonnie McGraw
Annette Chanez	Kevin Hall	Renae and William McGregor
Edward Chappelle	Han Sarang Church	Dan and Rosemary McLaughlin
Chick-Fil-A	Barney Hartley and Sherry Mees	Mike n Terry's Outdoor Fun Park
Chipotle Mexican Grill	Hartley	Chris Moehrle
Chris Leavitt Photography	Merry Hay	Keli Moore
Mel and Linda Collart	Holly Hayes	Lynne Moore
Donna Collins	Howard and Shirley Hays	Kelly Mott
Gloria Collins	Connie Hayward	Mud Bay
Marquisha Collins	Heaven Sent Children's Resale	Anna Murnen
Andy Colson	Hello Cupcake	Robert and Susan Murnen
Columbia Bank	Heritage Distilling Company	Michael Nakagami
Costco	Tia Higano	Ramesh Nand
Andrew Cowman	Mike and Mary Hoefel	Pauline Nastasi
Crazy Quilters of Federal Way	Hoodsport Winery	North Shore Golf Course
Richard Dahl	Troy and Marie Hopkins	Kelly Nortrom
Gerald Daily and Janet	Hyatt Regency	Olive Garden Italian Restaurant
Freeman-Daily	Ideal Body Image NW	Olympic Moving & Storage
Valerie Dang	Bob Iness	Mary Osborne
Carol Dauterman	Brian Jackson	Alice Owen
Don DeMatters	Debbie Jackson	Tom Owen
Denali Group	Kristen Jensen	Jo Palkovich
Lois Dennett	Robert Johnson	Chris Paton
Dimitriou's Jazz Alley	Robert and Patricia Jones	Kemberly Pearce
Tom and Cynthia Donahoe	Katie Downs Waterfront Tavern &	Pebble Beach Company
Scott and Nora Dornan	Eatery	Portola Hotel & Spa
Catherine Droege	Sheila R. Kauer	Patricia Poulter
Dan and Cindy Ducich	David and Stacey Kay	Joan and Frank Pratt
Kelly Dugar	Gina Kercher	Annie Quinn
Patricia Dupree	King County Aquatic Center	Jean Ray
Chris Duvall	James A. Kokoma	Red Lobster
Eagle Tire & Automotive	Walter and Teresa Kostecka	Larry and Mary Jo Reintsma
Edgeworks Climbing	LeMay Family Collection at	Rhododendron Species Botanical
Elk Run Farm	Marymount	Garden
Emerald Downs	Yolanda Lena	Rick Steves' Europe
Norman Fiess	Little Caesar's	Connie Rost
Joseph Foeller	Llewellyn Real Estate	Royal Canin
Carol Franz	Elena Lowy	Susan Saccone
Fred Meyer	Laurie Lusink	Safeway
Diana Frick	Mark Lyke	Epifania Sanchez
Julia Galleher	Donna Maier	Thomas Sanislo
Alicia Gonzalez	Marlene's Market and Deli	Victor Santos
James Gordon	Dora Martinez	Sassy Snacks
Janet Gray	Maryhill Winery	Diane Seitz
Elizabeth E. Gregory	Darlene Masters	David and Janice Siebenaler
Grocery Outlet of Federal Way	Kathy Matson	Deanna Simons
Edie Grube	Rob and Connie Mayor	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'STORE
Mike and Betty Van Alstine
Vino at the Landing
Virginia Mason Federal Way
Medical Center
Oksana Vitruk
Mary Walker

Don Walls and Debra Hansen
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Lila J. Walther
LeAnn Weber
Shirley Wicks
Wild Waves Theme Park
Jen Willson
WinCo Foods #43
Wolf Chiropractic Center
Scott D. Woll
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William and Jacqueline Wyllys
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Honorariums

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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 Sandra Tracy
Don Tracy

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