2022 COMMUNITY REPORT

Empowered Individuals. Thriving Communities.

Multi-Service Center
Fiscal Year July 1, 2020-June 30, 2021
Dear Friends,

The last year was a year of challenges as the COVID19 pandemic continued its hold on us. However, it was also a year of growth and broader recognition of the injustices and barriers that persist in our community and keep people in poverty.

Overall, the number of people MSC served increased by 7%. With the additional rent assistance available through the Cares Act and other funding, we saw the number of households receiving housing stability services, such as rent assistance, increase by 178%. We had more modest increases in some of our other programs, such as our food bank which had an 11% increase in households served. Other programs experienced a decrease as the pandemic impacted our ability to provide assistance, such as with employment and education services.

In 2021, MSC added a new position to our staff, a community access coordinator. The goal of this position is to work directly with individuals and families who may have traditionally faced more barriers to receiving assistance. This role will help them navigate resources and get the help they need.

We are excited for where we are headed, both as an organization, and as a country, as we acknowledge the impacts of our history and work to create change and equity for all in the community. Thank you for supporting MSC during our first fifty years, and we hope you will remain our partner in the next fifty!

Sincerely,

Robin Corak
CEO
BY THE NUMBERS
FISCAL YEAR JULY 1, 2020-JUNE 30, 2021

42,637 people served last fiscal year

72% identify as Black, Indigenous, or People of Color

17,257 households served last fiscal year

61% have low or very low incomes

11% identify as having a disability

19% are over 55 years of age or older

38% are under the age of 18 years

21,834 hours of volunteer service donated
May, Richard, and their four-month-old baby lost their housing. Richard had been out of work for quite some time, and although May was working full-time, they had been unable to pay rent while also providing for basic needs for their newborn. Richard was losing hope that he would ever be employed again, and that was putting some additional strain on the family dynamic.

May and Richard needed something to change, and it did when they found housing at MSC’s family shelter. MSC had recently started to partner with the King County Jobs & Housing Program, which included a direct pathway to help residents at the shelter find employment with the Parks Department. Richard interviewed for and was offered a job.

May and Richard’s sense of hope for the future was growing, and with their MSC housing advocate’s support, they applied for and received an emergency housing voucher.

Today, both May and Richard are fully employed and moved into permanent housing. With MSC’s help, May and Richard were able to make a change in their lives, and find the stability they wanted for themselves and their child.
691 households lived in MSC affordable housing

4,400 households received assistance with food

$9,424,968 paid to vendors to help households with utility bills

87% of long-term care resident complaints resolved

1,846 summer meals and snacks provided

“We are thankful from the bottom of our hearts for your support and expertise in the successful effort to keep our parents at their home.”

Long-Term Care Ombuds Client

“I don’t know what else to say other than thank you, I think those two words really say it best.”

Burien Veterans Home Resident

“Very helpful staff. I appreciate the services you offer. As a single mom of 4, I can’t even explain the stress relief you gave me.”

Energy Assistance Customer

“I had to focus with tunnel vision on my recovery in order to survive. Titusville was my stepping stone.”

Titusville (women’s housing) Resident
STATEMENT OF ACTIVITIES

REVENUE
Contributions/Events $838,658
Government Grants $16,312,371
In-Kind Contributions $5,460,257
PSE Grant $945,747
Rents & Other Revenue $1,663,824
TOTAL REVENUE $25,220,857

EXPENSES
Payroll, Taxes & Benefits $5,866,122
Direct Client Benefits $14,636,349
Occupancy $963,998
Subcontractors $938,095
Depreciation $315,369
Operating & Other $1,794,115
TOTAL EXPENSES $24,514,049

CHANGE IN UNRESTRICTED FUNDS $706,809

Multi-Service Center’s Consolidated Financial Statements with Independent Auditor’s Report for Year Ended June 30, 2021, and IRS 990 are available to the public. Please email your request to info@mschelps.org.
FINANCIALS
FISCAL YEAR JULY 1, 2020-JUNE 30, 2021

REVENUE BY SOURCE

<table>
<thead>
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<th>Source</th>
<th>Percentage</th>
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<tr>
<td>Government</td>
<td>65%</td>
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<tr>
<td>In-kind</td>
<td>22%</td>
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<tr>
<td>Rent &amp; Other</td>
<td>6%</td>
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<tr>
<td>PSE Grant</td>
<td>4%</td>
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<tr>
<td>Fundraising</td>
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EXPENSE BY FUNCTION

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<td>Operating</td>
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<tr>
<td>Occupancy</td>
<td>4%</td>
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<tr>
<td>Subcontractors</td>
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<tr>
<td>Depreciation</td>
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EXPENSE BY PROGRAM

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<tr>
<td>Energy</td>
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<tr>
<td>Housing</td>
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<td>Food Bank</td>
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<td>LTCOP</td>
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<td>Admin</td>
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<td>Educ/Employ</td>
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<tr>
<td>Fundraising</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
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</table>
2021 PREMIER BUSINESS PARTNERS

Alaska Airlines
Amazon.com
Chef’sstore
Coldwell Banker Danforth
Columbia Bank
Credit Human
Ellonos
Federal Way Mirror
Federal Way Public Schools
Fred Meyer
Grocery Outlet
HomeStreet Bank
Kelley Connect
Loveridge Hunt & Co
Microsoft
Muckleshoot Casino
Mud Bay
Puget Sound Energy
Safeco Insurance
Safeway
See’s Candies
Shelter Resources, Inc.

2021 HOPE BUILDERS

Shannel Ball
Nicole Bleich
Lance Boe
Lana Bostic
Sharon Brown-Kabanuck
Zachary Bunting
Thomas Burt
Pat and Bill Campbell
Amanda Chandler
Annette Chanez
Margaret and Steve Clark
Rae and Carol Colborne
Clifford and Mary Dargie
Alexander Dassoff
Mary Ann Earles
Brian Foreman c/o Vicky Foreman

2021 HONORARIUMS

Elaine Barnett
Shannon DeVange
Ralph Higgens
Gary Holliday
Dennis Hulse
George Jackson
Roger Jaenicke
Ben-Joshua Jaffee
Peggy Kelly
Eric and Nina Kylstra
Joan Leonard
Dorothy Mays
Daniel C. Miller
Edith Mortensen

Martin Moore
Sandy Naccarato
Wendy Schönwetter
David “Wade” Schwartz
Julie and Harwood Scouten
Kenneth and Julie St John
Melissa Stanley
James Stephens
Mary Lou Sumioka
Becky Summers
Theo Kahle
Warren Kring
Rick Larochelle
Phil and Bernedeine Lund
Lisa Marfa
Erelyn C. Marx
James McMillon
Sarah McNiesh
Aiko Montgomery

Ken Sezto
James Stephens, Jr.
Don Tracy
Doug and Saundra Tracy
Paul and Maria Tracy
Stuart and Johanna Tracy
MSC celebrates its 50th year of providing help, hope, and change during 2021. While the pandemic limited our ability to have the big celebrations we had hoped for, we were pleased to be able to host a small gathering in August. We also got to hear stories from founding board members, staff, and customers who have been helped throughout the last five decades by MSC. These stories were featured in our Fall newsletter and shared on our website.

Reviewing MSC's history and hearing these stories confirms that our work would not be possible without amazing volunteers and supporters that care deeply about the success of every member of our community. We are truly a community action agency. Connected neighbors create healthy communities and the power of partnership can help people change their lives. Thank you for your support!
THANK YOU TO OUR SUPPORTERS
FISCAL YEAR JULY 1, 2020-JUNE 30, 2021

Corporations & Organizations

Absher Construction Company
Alaska Airlines
All Saints’ Lutheran Church
Allied Residential
ARE Volunteer Affiliates Inc,
Puget Sound Area Team
Banner Bank
BECU
Boeing Company
Branches Garden Center
Brantley Janson Yost & Ellison
Brooklake Church
Calvary Lutheran Church
Champion Arms Shooting Range
Christian Faith Center
Christ’s Church
Cisco Insurance Agency
Claraphi Advisory Network, LLC
Coldwell Banker Danforth
Columbia Bank
Credit Human
DaVita Kidney Care
Dutch Bros Coffee
Fairfield Auburn Court LP
Federal Way Custom Jewelers
Federal Way Public Schools
Glendale Heating and Air Conditioning
Gobo Enterprises
Grace Lutheran Church
Grocery Outlet of Federal Way
Harvest Against Hunger
Haven Property Management
Heritage Bank
HomeStreet Bank
International Association of Machinists and Aerospace Workers District 751
Jacobson Jarvis and Co., PLLC
Jeffery’s Choice
Kennedy/Jenks Consultants
Kent Lutheran Church
Kiwanis Club of Federal Way
Kroger
KSC Freight Inc
Lakehaven Utility District
Loveridge Hunt & Co, PLLC
Maksu, Inc.
Microsoft Corporation
Molina Healthcare, Inc.
Muckleshoot Casino
National Association of Letter Carriers
National Equity Fund
Network for Good
Orano Federal Svc’s LLC
P.E.O. Sisterhood - Chapter IE
Porsche Club of America - Northern New Jersey Region
Port of Seattle
Puget Sound Energy
Referrals Unlimited
Riedmann Enterprises LLC DBA Seattle Grow LLC
Rotary Club of Auburn
Rotary Club of Federal Way
Rotary Club of Kent
Safeco Insurance Companies
Salal Credit Union
Saltwater Unitarian Universalist Church
Shelter Resources, Inc.
Sound Publishing Inc
Sound Transit
Sprague Israel Giles, Inc.
St. Luke’s Lutheran Church
STAR Touring & Riding Association, Olympia Chapter 323
Starbucks
Tacoma Corvette Club
Think Frink Home Team
Tillamook County Creamery Association
UFCW Local 21
United Way of King County
United Way of Pierce County
Unity Church of Christianity
DBA Unity of South Sound
Valley Harvest
Varian Medical Systems
W. W. Grainger, Inc.
Walmart
Wayside United Church of Christ
Weyerhaeuser
Willy’s Discount Workwear
Women’s Club of Federal Way
WSECU

Government

City of Auburn
City of Burien
City of Des Moines
City of Federal Way
City of Kent
City of Renton
Foundations & Funds

Albertsons Companies Foundation
AmazonSmile Foundation
Bellevue Rotary Foundation
Bessler Family Fund, a Donor Advised Fund of Renaissance Charitable Foundation
Boyd Family Fund
Essendant Charitable Foundation
First Financial Northwest Foundation
Foundation of the Rotary Club of Mercer Island
Franz Bakery Foundation
G & J Anderson Family Charitable Fund on behalf of Eric, Sonja, Astrid, Karl, and Kiefer Anderson
Glaser Foundation
GoodCoin Foundation
Group Health Foundation
Kindred Mutual Foundation
LRCA Peterson Family Foundation
Lynn and Bruce Gibson Foundation
Renton Regional Community Foundation
The Seattle Foundation
Smart Foodservice Charitable Foundation
South King Firefighters Foundation
TJX Foundation
Winton Charitable Trust
Woodinville Rotary Charitable Foundation

Individual Donors

Champion $10,000+
Anonymous
Dave and Donna Berger
Len and Annette Brannen
Sharon Brown-Kabanuck
Tom and Jan Crews
Carolyn Kremer
Don & Nhu Winton

Benefactor $5,000-9,999
Anonymous
René and Ric Ewing
Richard Faunt and Michael Bower
Peggy O’Connor
Tad and Nancy Papineau
Doug and Ann Spanjer
Bob and Cindy Wroblewski

Principal $2,500-4,999
Anonymous
Pete and Kay Anthony
Chris and Claire Berry
Dave and Valerie Danforth
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Richard and Lorri Gellerson
Mike and Mary Hoag
Karl Igloi

Mary Kathy Jorgensen
Bruce A. McDaniel
Terrell Mees
Dan and Jan Novak
Suzy Petrich
Dorothy Schedvin
Mike and Joanne Slagle
Leslie and Kathy Soltis
Daniel and Nancy Streiffert
Gladys Voit
Pete von Reichbauer

Leader $1,000-2,499
Anonymous (5)
David and Judi Arnold
Katena Bach
Nico Bleich
Linda Blevins and Dhaval Dhru
Dan and Janelle Bogart
Joseph and Pamela Bowman
Steve and Jill Brown
Jim and Jeanne Burbidge
Linda Butcher
Pat and Bill Campbell
Terry and Ellen Campbell
Bob and Sue Celski
Annette Chanez
Bob and Laurie Christensen
Bradley and Diana Christensen
Margaret and Steve Clark
Robin and Richard Corak
Cameron DeBay
Bob and Bev Dockstader
Martin and Debi Dopps
Dan and Cindy Ducich
Frank and Carol Duke
Mary Ann Earles
Dan and Fran Eisenman
Jerry and Anne Elrod
Judy and Pat Featherstone
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Owen Freeman
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Van White and Susan Brandt
Cameron and Valerie Wiebe
Hyun Won
Michael and Julia Young
Ingo and Joyce Zinner

Patron $500-999
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Mark and Cynthia Benson
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Zachary Bunting
Thomas Burt
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Kevin and Shelley Crossen
Kevin and Pamela Cullinan
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Gerald Daily and Janet Freeman-Daily
Tim and Lori DeVore
Richelle Dickens
Tana and LoFa Faifaise
Katherine Festa
Nancy and Greg Flynn
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Thomas and Ellen Hentschell
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Teleda Holmes
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Allen Igawa
Brandon and Gina Jenkins
Moak
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Terry and Jeanette Koubele
Ray and Nancy Krueger
Richard Lackey
Warren and Shirley Laine
Scott Langford and DeeAnn Mundy
Glenn and Debbie Lasko
Ed and Betsy Ledoux
Stacy Leng
Phil and Bernedeine Lund
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David McEniry and Carolyn Acosta
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David McRae
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Aiko Montgomery
Edith Mortensen
Kathryn Murphy
Barbara Nyhuis
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Frances Peterson
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Beverley Rogers
Patricia Roragen
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Marlies Scott-Wenzel
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Cal and Pam Smith
Clint Smith and Evelyn Takei
Shirley Sonnenfeld
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Jerry and Leann Spears
Melissa Stanley
Jeff Tarrant
Maurice and Isabel Tessier
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Will Tomlinson
Wayne and Beverly Triplett
Miguelito A. Valmonte
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Stacey Welsh
Ray and Audrey Westenhouse
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Aisha Williams
Gayne Williams
Peggy Wilson
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Jennette Zmaeff

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Jung Pak
Vic Pennington
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M. Qureshi
Nancy Rice
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Wade Schwartz
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Fairrel and Phyllis Tackett
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Timothy Thompson
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Jayne and Roger VonDoenhoff
Tom and Carla Wallat
Andy and Cathy Wangstad
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James and Linda Yates
James and Jing Zhang
Susan Zukov

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Cathy Aby
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Valerie Amato
Charlyn Arnhold
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Dorman and Billie Batson
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Lana Bostic
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BJ Crumpton
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Brian Dennis
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Teri and Owen Ekenman
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Dexter and Alice Eng
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Ronald and Felicitas Fickes
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Carla Fitch
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Denise Gayden
Samantha George
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Christy Hendricks
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Susan Hwang
Sandra Jackson
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Virginia Jimenez and Cecilia Hidalgo
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Sylvia Johnson
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Gail Luu
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Rebecca McFarland
Randy and Lonnie McGraw
Robert and Joyce McKenzie
Sally D. McLean
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Mary McManus
Mark Medlin and William Bradshaw
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Beth Merced
Virginia Merritt
Diana Miller
Esther Min
Shelley Moffatt
Wade Morris
Yen Nguyen
Jacqueline M. Nichols
Mike and Kelli Nicksich
Michael and Leslie O’Connor
Eric Olsen
Robert Ory and Karen Holdner
Tracy Oster
Janet B. Owen
Robert Bruce Paden
Michael Painter
Dr. Dani Pfeiffer
Mark and Cynthia Piennett
Robert and Kathleen Piggott
Steve Pirotte
Hilary Pittenger
Rev. Esther Holley Poirier
Yolanda Pon
Marlene Price
Dana and Jeff Quade
Rica Rachut
Eugene Radcliff
Rose Ranes
Rose Ratteray
Joan Reed
John and Jackie Rickert
Pamela Robison
Natale Rochlin
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Bronwyn Rolph
Jim and Eltrina Rose
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Sherri Salisbury
Karen Schartman
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John and Jean Schneider
Eric Schuler
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Kevin Smith
Shirley Snead
Julleen Snyder
Mark Spaur
Cary Stanton and Daniel Haeck
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Kassie Swenson
Denise Tarr
Jordan Thomas
Fred and Barbara Timeus
David and Kathy Townsend
Stuart and Johanna Tracy
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Ray and Marivel Ventura
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Kari Wade
Michele Wagenhals
Denise and Stuart Ward
Ahyonda Warr
Thomas and Lanita Watson
William and Karen Wessel
Brook Hunter Whelchel
Susan and Gene White
Cade Wiger
Dana Wilk
Kelsey and Geoff Wilkes
Paul and Debbie Willis
Robyn Wilmouth
Dwayne Wilson
Marcia Wohlwend
Gary and Jenny Wong
Jane Woods
Lesley R. Wreden
Rosalinda Yoxtheimer
Heidi Zimmerman
Angie Zmijewski
Friend $1-99
Anonymous (8)
Jodie Abinoja
Erika Abrahamson
Edith Adekoya
Roderick Agmata
Armando Ajeto
Mike Alerding
Sarah Allen
Jonas Amoa
Samantha Anderson
Randy Aoyama
Mayra Aquino
John and Fran Arata
Katrina and Neil Asay
Victor Atienza
Julie Aulava
Vivian Ayers
Avetis Babayan
David Baine
Lillian Ball
Bryan Bariquit
Glenn Barnard
Randy Barton
Will Bean
Teresa Beatty
Nathaniel Bell
Lynda Benn
Sameera Bharucha
Shaun Bishop
Hayden Blauzvern
Devin Bolds
<table>
<thead>
<tr>
<th>Name</th>
<th>Name</th>
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<tbody>
<tr>
<td>Martin Boonstra</td>
<td>Richard Delgado</td>
<td>Robert Ham</td>
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<tr>
<td>Nic Boutenko</td>
<td>Alisa DeSart</td>
<td>Susan Handy</td>
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<td>Patricia Brady</td>
<td>Kathleen Devange</td>
<td>Ryan Haney</td>
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<td>Jasdeep Dhaliwal</td>
<td>Dianne Hanville</td>
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<td>Matthew Brewster</td>
<td>Carlotta Diggs-Susie</td>
<td>Eugenia Harada</td>
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<td>Jeff Brist</td>
<td>Michael Dire</td>
<td>Pamela Harbin</td>
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<td>Josh Doane</td>
<td>Rhonda Hargraves</td>
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<td>Omar Cabrera</td>
<td>Niles Donaldson</td>
<td>Barbara Harrington</td>
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<td>William Cain</td>
<td>Elmer Dulla</td>
<td>Dave and Margo Harris</td>
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<td>Jadene Campbell</td>
<td>Ross Dunning</td>
<td>Kevin Harris</td>
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<td>Jason Campbell</td>
<td>Jonathan Duong</td>
<td>Zenovia Harris</td>
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<tr>
<td>Mike Campbell</td>
<td>Joan Duyungan-McKee</td>
<td>Margaret Hart</td>
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