



Serving Our Community One by One



Jewish Family Service
of Metropolitan Detroit

ANNUAL REPORT 2015

Mission

Inspired by the wisdom and values of Jewish tradition, we strengthen lives through compassionate service.

Chessed

Compassion and caring for others.

Core Values

Tikkun Olam

We are obligated to work toward making the world right and whole.

B'tzelem Elohim

If we see each person as created in the image of G-d, we can see humanity and dignity in all people.

Rodef Shalom

We will be pursuers of peace.

Al Tifrosh Min Hatsibur

Solidarity with those around us.

Tzedakah

We are obligated to create justice in the world.

Shmirat Halashon

Guarding one's use of language.



Dear Friends,

It's often said that true character is revealed in a crisis. After years of recession and financial hardship, 2014 saw our community regaining its footing. Then, in August, a new and different kind of crisis came to our doorsteps. Perhaps more accurately, it came to our basements.

The torrential rain that hit our region on August 11th had a disproportionate impact on the Jewish community, as homes in Oak Park, Southfield, Huntington Woods and other nearby cities were inundated with rainwater and backed-up sewage.

After years of helping the community through pervasive, entrenched economic stagnation, JFS and our many community partners were forced to confront another sudden shock to the system.

The damage was costly and widespread, and the challenge overwhelming. Yet, incredibly, our community rallied to meet it. You'll read more about our response to the community's needs in the wake of those floods.

It was one of many adventures for our agency in the last year, and perhaps the most dramatic example of our commitment to offering assistance that is responsive, compassionate and relevant to the always shifting conditions that drive our work.

With gratitude,

Sheldon Stone
President

Perry Ohren
Chief Executive Officer



Sheldon Stone became President of the Jewish Family Service Board of Directors in 2012, serving with generous, steady leadership during his three-year tenure. As Sheldon steps down, he shared some thoughts about the agency's work and impact during his time as President.

What aspects of the agency's work during your tenure make you most proud?

I can think of three things. When I started, the agency had a new CEO in Perry. Anytime someone is taking over for a leader like Norm Keane, it's very difficult. Perry has done an outstanding job.

The second thing is responding to the flood last August. That was a crisis that unfolded in front of our eyes, and I think the response was phenomenal.

And the third thing was the change to Project Chessed when the Affordable Care Act was passed. Taking the hundreds of folks that we helped through Project Chessed and getting them enrolled in health care was a huge undertaking. We changed on a dime to ensure that no one we serve was affected in a negative way.

Why do you think the work that JFS does matters?

It matters because we take care of people who often don't have anywhere else to turn. To me, personally, taking care of people in need and adding something to the community are values that are very high on the hierarchy.

What are your hopes for JFS as you step aside from the presidency?

My hope is that JFS continues to serve the needs of the community in the same responsive fashion given changing needs and the resources available to do the job. As long as it's able to do that, JFS will always be an exemplary agency in the community.

One Day in the Life of JFS

Here are just some of the important services taking place:



JFS **Geriatric Care Managers** provide **55 different services** to vulnerable older adults. These dedicated professionals help seniors access resources and navigate complex systems to maintain their health and independence.



The **JFS Family Case Management** team assists **35 families** in the JFS offices, over the phone and through home visits. Experienced case managers help families and individuals with benefits applications, resource referrals, emergency assistance, crisis support and many other services.



School Social Workers working onsite at Jewish Day Schools provide support to students and their families, school staff and administration. Each day, JFS staff meet with **100 students** of all ages.

Clinicians in the **JFS Outpatient Counseling Department** meet with **45 community members**, helping those facing depression, anxiety, addiction, grief and many other issues find ways to manage and overcome their challenges.

The **JFS Resource Center** fields **48 new requests** for information and assistance. This vital communication hub connects families and individuals in need to services at JFS and to other resources in the community.



The JFS **Transportation Department** provides **145 rides**, providing door-through-door assistance to connect older adults and others with mobility challenges with essential services.



Flood Damage Brings Swift Response from JFS & Partners

On August 11th, 2014, torrential storms caused unprecedented damage to our community. Jewish Family Service received hundreds of requests for help from families in Oak Park, Huntington Woods, Southfield and surrounding communities.

In concert with the Jewish Federation and numerous partners from across the Jewish community, JFS mobilized resources to sanitize and clean flooded basements, remove contaminated materials, replace essential appliances and home goods, and otherwise help affected families recover.

To date, JFS has provided many forms of assistance, including more than \$950,000 in financial relief, to 293 families. A generous donation from our valued partners at Art Van included more than 500 pieces of furniture, which were delivered by JFS to 127 households affected by flooding.

In the wake of the storm, our dedicated team of social workers showed again their value to the community, helping families and individuals through the emotional and psychological toll caused by the chaos.

Claims Conference Boosts Funding for Survivor Services

Jewish Family Service currently assists more than 500 Holocaust Survivors living in the Metro Detroit region, providing a wide range of supports, including home care, transportation, service coordination and more. The agency also helps Survivors access funds owed to them through the Conference on Jewish Material Claims against Germany (Claims Conference).

In December, the Claims Conference announced an increase in funding for JFS services for Survivors totaling more than \$1 million for 2015. The additional dollars are helping JFS to expand many vital services.

In addition, a broad-scale outreach campaign identified and enrolled more than 100 members of the Survivor community who were eligible to receive assistance from JFS. This outreach was coordinated by a VISTA volunteer who came to JFS through a collaborative initiative with AmeriCorps and the Association of Jewish Family and Children Agencies.





Older Adult Services Continue to Evolve, Meet Needs of Seniors

JFS continued to develop innovative programming to help the growing number of older adults in our community age with safety and independence. In addition to core care management services, which provide daily support to help seniors age in place, the agency rolled out an exciting new “assisted technology” program in early 2015.

The program, funded with a generous grant from The Jewish Fund, will provide medical alert devices to hundreds of older adults living alone in their homes. This technology will assure access to care in an emergency, and will be available for seniors who cannot afford to pay for the service on their own.

JFS Named Finalist for Coveted Crain’s Award

In autumn 2014, JFS was named one of four finalists in the highly-competitive Crain’s Detroit Business Best-Managed Non-Profit contest. The agency was acknowledged for its sound management practices, responsive programming and effectiveness in serving the community’s most urgent needs.



The last thing that Rebecca needed was two feet of water in her basement. But on August 11th, 2014, that's exactly what the busy mother of six found in her Oak Park home after a rainstorm for the ages hit our region.

*"The water was up to our knees.
There was nothing you could do!"*

The sewage back-ups that damaged homes across the community couldn't have come at a worse time for Rebecca. Her husband was in between jobs, and keeping up with the needs of six children is a challenge for any family.

Fortunately, at the most desperate moment, Jewish Family Service was there to help.

Rebecca learned that JFS was providing assistance to families affected by the flood from an email circulated by community leaders, and she met with JFS staff within days of the storm during special hours at the Oak Park JCC.

In short order, JFS helped Rebecca buy cleaning supplies, hired a crew to sanitize the basement, and replaced damaged furniture, appliances and other essential items.

Unfortunately, the flood itself was just the beginning of a complicated ordeal for the family. Once the water finally receded, a contractor concluded that the home's foundation was saturated during the storm. The whole home was in danger of collapse, and Rebecca and her husband were facing a monumental expense. Fortunately, JFS was there to help once again.

JFS helped negotiate a manageable rate for the foundation repair, provided a \$5,000 grant for a down payment, assisted with FEMA paperwork, and connected Rebecca with partners at Hebrew Free Loan to secure the remaining needed funds. A caring, supportive caseworker was present throughout the process to help Rebecca manage the many dimensions of the crisis.

"Finally, just a couple of weeks ago, we had all the work finished. My basement is dry now," Rebecca said. "When things are at their most desperate, I turned to JFS and said, 'I'm stuck,' and they helped. It's an amazing thing."

*"I was treated so nicely, and so respectfully.
I'm lucky to be in Detroit and to have
such support, and I'm lucky I found JFS."*



John and Judy Marx have a relationship with Jewish Family Service that dates back three decades. As volunteers, philanthropists and leaders, they've played an integral role in supporting the agency's growth and service to the community over that time.



John, a retired orthodontist, recalls receiving a request to join the JFS Board of Directors “sometime in the mid-80s.” From that phone call, he went on to serve as President of the Board. He has donated dental services to resettled refugees and other JFS clients, chaired the agency’s finance committee, and provided generous financial support through a variety of philanthropic efforts.

This deep and prolonged contribution stems from his commitment to the agency’s core work and mission.

“The thing that attracted me to JFS was the breadth of its services and all of the good it did,” John says. “And I look at the scope of services that JFS has now compared to 20 years ago, and I love everything that the agency has done.”

As Communications Director at Adat Shalom, Judy says she can see the impact of JFS from an additional perspective. The synagogue frequently receives calls from community members seeking help, and often, JFS has resources that can help.

The couple also developed an additional tie to the agency through the experience of John's late brother, Louis Marx. Louis spent many years as a regular volunteer at JFS after he retired, in spite of a physical handicap that limited his mobility.

"The thing that attracted me to JFS was the breadth of its services and all of the good it was doing."

"When Louis could no longer work, JFS became a place where he could go and do something useful. That was a meaningful experience for him, and for us," Judy said. "Louis was very bright and talented, and here was a place where he could offer what he had to offer."

After Louis passed away, John and Judy started a fund in his memory, and the Louis Marx Volunteer Services Fund continues to support many volunteer-driven initiatives at JFS.

The relationship between JFS and the Marx family has been broad and meaningful for many years, and it continues to provide impactful results for the community.

"JFS really is in our hearts," John said. "And we want so much to continue to see it succeed and grow."



*Jewish Women's Foundation Chair Randie Levin,
Director Susan Cassels Kamin, and Associate Chair Gail Danto*



“We have confidence in JFS, because they do the job and they do it all the time.”

JWF currently supports the JFS Legal Referral Service, which facilitates pro bono legal representation for community members, primarily women, who can't afford it, along with the Jewish

Coalition Against Domestic Abuse (JCADA), a JFS-led initiative that brings together partners to educate the community about domestic violence.

In the past, JWF has also supported other JFS programs, and in 2014, JWF made a substantial contribution to help JFS assist Jewish families recover from August's devastating floods.

JWF Chair Randie Levin attributes the confidence the Foundation shows in JFS to a common mission and a track record of successful programming. In 2014, JWF added JCADA and the Legal Referral Service to its Partners Program, which streamlines the application process and issues longer grants to trusted grantees.

“We know that JFS has a good relationship with the community,” Levin said. “They do a good job, and we know that our funds are well spent when we provide a grant to JFS.”

The Jewish Women's Foundation is committed to serving Jewish women and girls, and the Foundation's trustees jointly pursue that mission.

Trustees make donations into the Foundation's endowment, and a percentage of the total endowment is annually used to support effective programs in the community. Grants are chosen through a highly democratic process; all trustees vote on every proposal.

In the 15 years since the Foundation's establishment, JWF has committed more funds to Jewish Family Service than to any other agency.

“JFS does its work well. We are pretty critical, and we ask the hard questions,” said JWF Associate Chair Gail Danto, who also sits on the JFS Board of Directors.

The Jewish Fund was established in 1997 with proceeds from the sale of Sinai Hospital. As a continuation of the hospital's legacy in the community, the Fund has committed tens of millions of dollars toward supporting the health and wellness of Metro Detroit residents over the last 18 years.

The Fund supports initiatives for the whole community, with a special focus on the health of the Jewish community. Not surprisingly, it has also been a frequent partner for Jewish Family Service.

“The Jewish Fund places a lot of attention on the health of at-risk members of the Jewish community, and that’s what Jewish Family Service is all about,” said Jewish Fund Executive Director Margo Pernick.



In recent years, The Jewish Fund has provided an incredible level of support as the main funder of Project

Chessed. For years, the Fund helped JFS provide pro bono medical care to uninsured Jewish adults. When the Affordable Care Act shifted the health care landscape, the Fund supported the development of JFS's Health Care

Navigation program. The Fund also provided vital funding to help JFS respond to last summer's floods.

In addition, The Jewish Fund continues to partner with JFS on innovative projects that meet critical community needs, including a recently-launched assisted technology program for Jewish seniors. The program helps low-income seniors remain secure by providing devices that alert medical personnel in an emergency.

Pernick said the collaboration underscores JFS's importance as a responsive resource for meeting the community's evolving challenges.

“Jewish Family Service has a role with almost every type of person and every age group in the community,” Pernick said. “From where I sit, the greatest asset that Jewish Family Service provides is what it does for those whose needs can't be met otherwise.”



*Jewish Fund Executive Director
Margo Pernick*

Community Partnerships

Partnership is a core element of the way we do business at Jewish Family Service.

Representatives from Hebrew Free Loan and JVS work alongside our staff here at JFS, and JFS staff provide services and resources at Yad Ezra and in Jewish Schools across the area. Collaborations with Jewish Senior Life, the Jewish Hospice and Chaplaincy Network, and other agencies help us all serve the community better.

On a broader scale, active participation in the Association for Jewish Family and Children's Agencies connects JFS to the most innovative practices in our field.

These partnerships all make JFS stronger and more responsive; we can serve more effectively together than we ever could alone.



The Resource Center

The Resource Center is a hub for community members seeking help. Resource Specialists assess needs, provide information, and help community members access services at Jewish Family Service and elsewhere in the community.

Family Life Center

Counseling Therapists offer specialized counseling for mental health issues, family concerns and addiction. Psychiatric evaluation, testing services for youth, and medication management are also provided.

Family Case Management Case managers partner with community members to plan solutions, implement change, and work toward self-sufficiency. Family case managers provide housing assistance, emergency financial assistance for basic needs, access to community resources, and more.

Wellness and Health Care Navigation Navigation staff assist with enrollment in health care coverage through the government-run marketplace, and assist with Medicaid applications. A variety of wellness programs also help community members improve and maintain health.

Domestic Abuse Services Social workers provide domestic abuse education, intervention, counseling and a safe place shelter supported by the National Council of Jewish Women. JFS also convenes the Jewish Coalition Against Domestic Abuse.

Legal Referral Service JFS helps low-income community members access pro bono legal representation through volunteer attorneys.

Older Adult Services

Geriatric Care Management Geriatric Care Managers assess, evaluate and coordinate ongoing support services for older adults and family caregivers.

ElderCare Solutions of Michigan ElderCare Solutions of Michigan offers assessments, family consultations, crisis support and coordination of ongoing services for older adults and their families with 24/7 availability.

Escorted Transportation Professional drivers provide community members with mobility challenges with rides and door-through-door assistance.

Holocaust Survivor Assistance Care managers provide culturally-sensitive assistance to help Survivors file claims for restitution, while providing support through other JFS Older Adult Services.

Home Care Geriatric case managers coordinate in-home personal care, homemaker services, and respite care.

Kosher Meals on Wheels In partnership with the National Council of Jewish Women, JFS coordinates the delivery of meals to clients' homes.

Links to the Community

Volunteer Services The volunteer department supports friendly visitors, hospice volunteers, administrative volunteers and more, along with seasonal community projects.

Immigration and Citizenship JFS offers translation, document preparation assistance and other services, while citizenship teachers help new Americans prepare for naturalization.

Mentor Connection A mentor specialist matches youth with caring adults for long-term mentoring relationships.

Project Build! JFS provides access to volunteer builders, remodelers and suppliers who complete home repairs and modifications for JFS clients.

School Based Services Social workers provide services to students, staff and parents in Jewish Day Schools.

In Fiscal Year 2015, JFS provided an extensive array of services to help thousands of people in our community. Our impact can be seen in these numbers:*

1,047

Individuals received counseling services

764

Households were served through Family Case Management

782

Older adults were assisted through Geriatric Care Management

293

Households received help, including donated furniture and cash assistance, to recover from August floods

3,594

People received Health Care Navigation assistance

30,075

Rides were provided through our Escorted Transportation program

512

Holocaust Survivors received specialized care

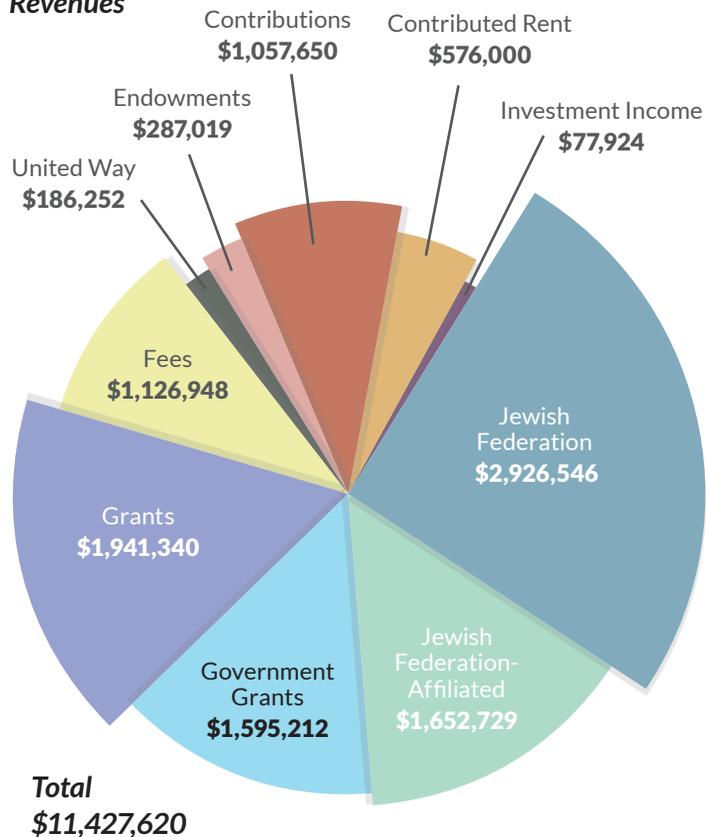
565

Families received Emergency Assistance during financial crises

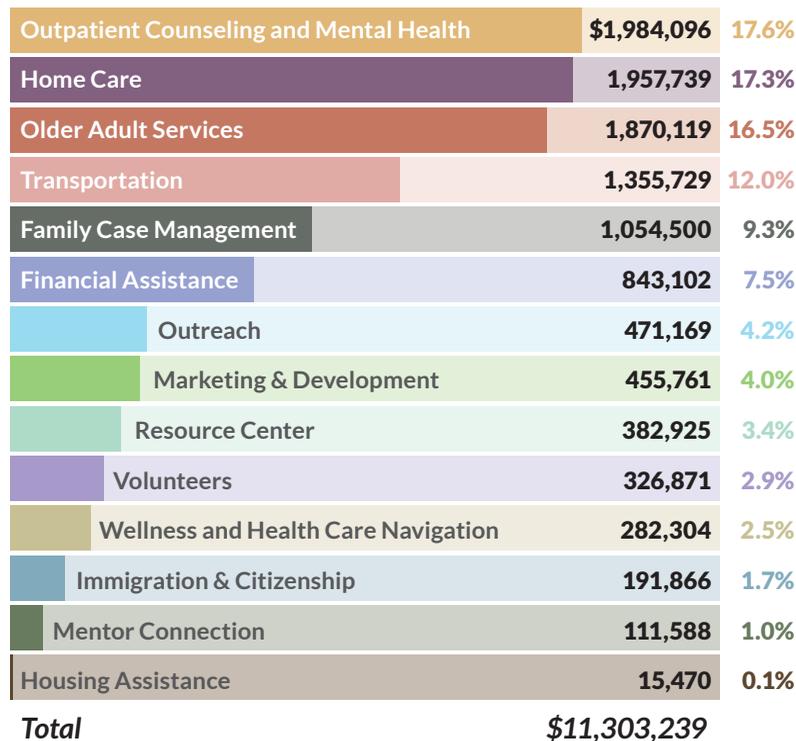
5,997

Community Members were served by our Resource Center

Revenues



Expenses



Jewish Family Service Board of Directors

2014 – 2015

Sheldon Stone, *President*

OFFICERS AND EXECUTIVE COMMITTEE

Jennifer Lerner Friedman, *Vice President*
Mark Jacobs, *Vice President*
Lorie Kessler, *Vice President*

Jack Kaufman, *Secretary*
Don Rochlen, *Treasurer*
Mark Milgrom, *Immediate Past President*
Wendy Eisenshtadt, *Member at Large*

David Grant, *Member at Large*
Todd Schafer, *Member at Large*
Julie Teicher, *Member at Large*

BOARD OF DIRECTORS

Jeffrey Aisen
Dorothy Barak
Roz Blanck
Richard Cherkasky
Suzan F. Curhan
Gail Danto

Michael Eizelman
A.J. Falik
David Fink
Sharyn Gallatin
Jon Goldstein

Cheryl Guyer
Betsy Heuer
Helen Katz
Melissa Orley Lax
David Lerner

Jeffrey Lev
Elissa Miller
Patti Phillips
Rabbi Yisrael Pinson
Kelli Anderson

Abbe Binder Sherbin
Paul Silverman
Nancy Solway
Rabbi Aaron Starr
Sara Wohl

PAST PRESIDENTS

Susan Citrin
Albert M. Colman
Marvin C. Daitch
Sandy Muskovitz Danto
Marcy Feldman

Janice B. Friedlander
Edward D. Gold
Amy Hoffman Haimann
Merle Harris
John E. Jacobs

Terran Leemis
John D. Marx, D.D.S.
Helen Dante Shevin
Gilbert B. Silverman
Bernard Stollman

Brent S. Triest
Stewart Weiner
Kathleen Wilson-Fink
Betsy G. Winkelman



In 2015, **The Joy Project** was once again a major hit at Mother's Day. The annual tribute program raised close to \$50,000 for services for women, thanks to gifts from more than 300 community members.

The annual **JFS Friends of the Family Campaign** raised nearly \$200,000, thanks to gifts from hundreds of generous supporters. These critical funds are applied to meet the most urgent needs in the community.



The **Goldberg Family Thanksgiving Distribution** once again provided 125 meals to families in need at Thanksgiving, with \$12,000 in donations coming in from the community.

Because of Your Support



Our holiday **Adopt a Family** program saw record participation from the community, as hundreds of caring supporters provided gifts and gift cards to more than 700 individuals.



Fall Fix Up, JFS's banner volunteer project, brought together more than 400 committed volunteers of all ages in November. These generous neighbors helped more than 40 older adults prepare for winter by raking leaves, removing debris, winterizing windows, and more.

Jewish Family Service would like to acknowledge the support of these valued partners:



JFS is also grateful for our committed donors who support the work of the agency through these Named Funds.

- Aileen and Harvey Kleiman Friends Fund*
- David Horodoker Organization Fund for Medical Needs*
- David and Tillie Kaufman Transportation Fund*
- Francine and Paul Hack Family Fund*
- Goldberg Thanksgiving Dinner Fund*
- The Joy Project Fund*
- The Julius & Phyllis Siegel Fund for Indigent Elderly*
- Ida Tabock Katz Memorial Fund*
- Lois and Milton Shiffman Special Needs Fund*
- Louis Marx Volunteer Services Fund*
- Margaret Borison Gutman Fund for Elder Care*
- Marty Jacob/Zedakah Club Fund*
- Meredith Stegman Memorial Fund*
- Norm Keane Fund for Professional Services*
- Patrice M. Phillips and Robert M. Morris Fund for Family Emergencies*
- Rachel and Joshua Opperer Children's Fund in memory of Willie Opperer*
- Saul Muskovitz Special Fund for Holocaust Survivors*
- Sol and Rhoda Benaderet Family Fund*
- Suzanne Harris Orley Fund*

To make a gift in support of the many critical services provided by JFS, please call Debra Marcus at **(248) 592-2327**, or visit **jfsdetroit.org**.



Thank you to the many volunteers, individual donors,
organizations and community groups who help us
Serve the Community, One by One!

You make the work of Jewish Family Service possible.



Jewish Family Service
of Metropolitan Detroit

Jewish Family Service

Sheldon Stone, President

Perry Ohren, Chief Executive Officer

Graham & Sally Orley and Joseph & Suzanne Orley Building
6555 West Maple Road
West Bloomfield, MI 48322

248.592.2300

www.jfsdetroit.org

www.facebook.com/jfsdetroit