



Serving Our Community **ONE BY ONE**

Annual Report **2016**

About the cover artist:

Diagnosed with autism at two-and-a-half, Blake Zucker began his artistic journey when he was just five years old. Lacking the words to express himself, Blake chose to communicate through art. His mother provided him with as many art supplies as possible, and it was then that his world became full of color.

With art came more verbal language and a self-actualized sense of purpose. Blake discovered profound ways to express himself as the unique individual he is. The inspiration he takes from nature is clearly reflected in many of his pieces and his passion for creating art continues to evolve.

In addition to painting, Blake has a passion for ceramics and glass, and his work has been shown in galleries and museums in New York City, and closer to home in Michigan, including the Janice Charach Gallery at the Jewish Community Center.

A resident of Pleasant Ridge, the now twenty-two-year-old Blake exemplifies how creativity, persistence and compassion can break boundaries and expectations. His experiences as an individual with autism influence his artistic process and creative expression in unique ways, as he feels the vibrations of colors. He continues to experiment and refine new art techniques, fueled by his curiosity and love for art.

Jewish Family Service is pleased to have provided support services to Blake and his family and to have played a small part in his artistic journey.

See more of Blake's work at blakezuckergallery.com.

Mission

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

Vision

A community in which no person faces life's challenges alone.

Values



Chessed

Compassion and caring for others.



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.



Tzedakah

We are obligated to create justice in the world.



Tikkun Olam

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



Al Tifrosh Min Hatsibur

Solidarity with those around us.



Shmirat Halashon

Guarding one's use of language.

Dear Friends,

We are honored to present the Jewish Family Service Annual Report to our community. This past year was, as always, one of serving the community and its members through challenges and crises and transitions. JFS continued to help older adults to age in place with dignity and respect. The largest cohort of older adults JFS served was Holocaust survivors, who of course are getting older and frailer. In 2015 we served more survivors than ever.

We partnered with JVS to offer Mind University, helping improve people's cognitive wellness. We continued to integrate changes from the Affordable Care Act to help those we serve to not only access health care, but to live healthier lives and be better consumers of their own health care. We rallied the area's men to help JFS raise awareness about domestic abuse in our community through the 100 Mensches program. We evolved our Because We Care program, an entrance ramp to JFS for bar and bat mitzvah aged children, to include ongoing opportunities that fulfill service requirements while learning about our services. And behind the scenes, we implemented a Quality Improvement program, to not only improve the assistance we provide the community, but to also push the needle on all processes and systems at JFS.

We're always excited to see what the next year brings and how we can continue to serve our community. And it is with that eye toward the future that we went through an extensive rebranding process. Now JFS has a brand new look, but as always, you can expect to find the very same heart.

From strength to strength,



Don Rochlen, Chairperson



Perry Ohren, Chief Executive Officer





ASSISTED **3,959** PEOPLE

WHEN TWENTY-YEAR-OLD JOSH TOLD HIS MOTHER HE WAS HAVING THOUGHTS ABOUT HURTING HIMSELF, SHE BROUGHT HIM TO JFS.

“He was afraid that if he came up with a plan, that he would follow through with it,” shares the Resource Specialist who assisted Josh. “He didn’t feel safe being left alone.”

Josh was worried that he was going to be fired for not showing up to work, so the specialist gave him the support he needed to call his boss. And when he expressed his desire to be admitted to the hospital, she consulted with our outpatient counseling and transportation departments before contacting Henry Ford Hospital to ensure that everything went smoothly for Josh’s assessment and treatment.

Once the crisis had passed, Josh returned to Jewish Family Service for counseling.

“We’re so glad Josh and his family turned to us for help,” the Resource Specialist said. “And that we could support him during such a frightening experience.”

“He didn’t feel safe being left alone.”

The Resource Center

The Resource Center is a hub for community members seeking help. Resource specialists help clarify needs, provide information on various community resources and arrange appointments at Jewish Family Service.

This past year, the Resource Center received:

222

EMAILS

126

WALK-INS

8,232

PHONE CALLS



ARTHUR AND GLORIA HAD BEEN WITHOUT HEALTH INSURANCE FOR A NUMBER OF YEARS. When they became eligible for Medicaid, Arthur suggested they attend an upcoming JFS health care navigation event. Gloria didn't want to go. "She has severe anxiety and has avoided going to the doctor for a long time," says Arthur. "Somehow, I convinced her and we were both enrolled."

That night Gloria became very ill; because they were insured, they didn't hesitate to go to the ER, where they learned that her blood pressure had spiked to above 200. The hospital was able to address Gloria's longstanding medical issues. And what would have cost tens of thousands of dollars was covered by insurance.

2,836 SERVED BY HEALTH CARE NAVIGATION SERVICES

"Because they were insured, they didn't hesitate to go to the ER."

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 by providing access to community resources, housing assistance, emergency financial assistance for basic needs and more.

WELLNESS AND HEALTH CARE NAVIGATION

Navigation staff answers questions about health care coverage through the government-run marketplace and help with enrollment and Medicaid applications. A variety of wellness programs help community members improve and maintain health.

DOMESTIC ABUSE SUPPORT

JFS provides counseling and support for people in domestic abuse situations, as well as access to the National Council of Jewish Women's Safe Place shelter. JFS also convenes the Jewish Coalition Against Domestic Abuse, providing community education and leadership to create a community that *Expects Respect*.

LEGAL REFERRAL SERVICE

A program coordinator facilitates access to a network of volunteer attorneys for JFS clients otherwise unable to afford legal counsel and representation.





ALTHOUGH HE COULD STILL DRIVE, 89-YEAR-OLD LAWRENCE FELT TERRIBLY ISOLATED AS HE HAD NO FAMILY IN MICHIGAN. He stopped cooking. He was unable to keep up his home. And he wasn't socializing. He never wanted to ask for help before, but he decided to contact JFS for assistance. A geriatric care manager visited him and helped him put together a plan to improve his quality of life. She connected him with support services, including home care and a personal emergency response system to ensure his safety. Lawrence was also connected to social activities in his area which led him to reconnect with old classmates at a community center. "I never would have been reunited with my old friends were it not for Jewish Family Service," says Lawrence. "It was like discovering family."

689 OLDER ADULTS ASSISTED

"I never would have been reunited with my old friends were it not for Jewish Family Service."

Older Adult Services

GERIATRIC CARE MANAGEMENT

Geriatric care managers help older adults safely live in the community as long as possible by helping to arrange a variety of support services. JFS also partners with family caregivers, offering support and knowledge of community resources.

COUNSELING

Therapists provide counseling to help older adults and their families cope with the challenges of aging, retirement, caregiving and bereavement.

ESCORTED TRANSPORTATION

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

HOLOCAUST SURVIVOR ASSISTANCE

Care managers, sensitive to culture and trauma, help Survivors file claims for restitution, providing an array of supports through JFS Older Adult Services to help them age in place with dignity.

HOME CARE

Care managers work with outside agencies to arrange 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.





IN 2009, JULES WAS AN 11-YEAR OLD IN NEED OF A POSITIVE MALE ROLE MODEL. Barry was newly retired and wanted to do something meaningful with his time. When they first met, they spent an hour talking about books and movies. And since then, they've spent considerably more hours talking about books and movies, as well as enjoying outings to Greenfield Village, baseball games and sledding. Whatever reticence Barry had joining Mentor Connection disappeared when he realized this young boy needed him. "I didn't realize it at the time," Barry says. "But I needed him too."

Jules' mom Robyn says that Barry has had a positive influence on Jules in his homework as well as his entry into manhood. "I couldn't have asked for a better match for my son," she says. Jules will be graduating high school this year, and thanks to Barry's encouragement, will attend Wayne State University in the fall. Jules says the best part of having a mentor is "having someone close to talk to and share experiences with." As for Barry, he implores others to become mentors. "You'll give a great gift," he says. "But with a bit of luck you'll get much more."

11,000+ VOLUNTEER HOURS SERVED

"I didn't realize it at the time, but I needed him too."

Links to the Community

VOLUNTEER SERVICES

The volunteer department provides friendly visitors, hospice volunteers, administrative assistants, citizenship tutors and more, along with supporting 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 Jewish day schools, tailoring services to the student population and school personnel to ensure an optimum learning environment.



Year in review

100 MENSCHES

We expanded our Jewish Coalition Against Domestic Abuse outreach with the formation of 100 Mensches, a group of men working to solve this serious issue by raising awareness and providing education on a community level. The group's first initiative was an essay contest for high school seniors.

ASSISTIVE TECHNOLOGY

JFS provided personal emergency response systems to older adults living alone—in addition to peace of mind to their family members. We assisted 189 individuals with expenses related to their emergency response systems, as well as other technologies such as medication management dispensers.

BECAUSE WE CARE

We extended our program for b'nai mitzvah students with ongoing volunteer opportunities that allowed participants to participate in meaningful service while learning more about JFS. Activities included decorating the JFS sukkah, a domestic abuse awareness road rally, creating Hanukkah and Shabbat packages for those we serve, making soup for the homeless, and assembling stress relief kits for teens.

HOLOCAUST SURVIVOR GRANT

For the first time in history, the U.S. federal government has provided funding for Holocaust survivor services. And through a grant from Jewish Federations of North America's newly launched Center for Advancing Holocaust Survivor Care (as well as matching funds), JFS will be able to provide over \$160,000 in new programming for survivors.



MENTAL HEALTH FIRST AID

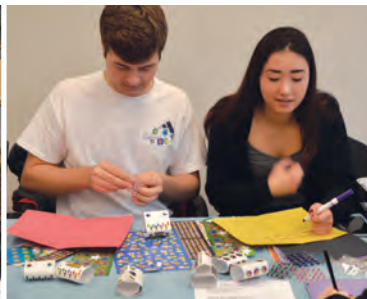
In 2015, Jewish Family Service offered Mental Health First Aid workshops to the community. This nationally accredited program trains participants to assess mental health, give aid in a crisis and respond to signs of mental illness. These in-person trainings covered such topics as the signs of addiction and mental illness, local resources, and a five-step action plan to assess a situation and provide help.

MIND UNIVERSITY

In partnership with JVS, Jewish Family Service launched Mind University, a cognitive wellness initiative that includes monthly workshops on brain health, family consultations and support, as well as the Mind Aerobics cognitive training program which helps adults maintain or strengthen their brain function. Jewish Family Service and JVS are the only certified providers in the Midwest of this evidence-based program, developed by the New England Cognitive Center.

PROJECT CHAI

A group of 30 community volunteers and Jewish professionals gathered to receive crisis responder training from Project Chai, a crisis response organization and division of Chai Lifeline. Our community now has three teams of trained volunteer responders who can provide immediate support to help mitigate trauma and identify those at risk for a severe trauma reaction that may require medical attention.



Ongoing initiatives

At Jewish Family Service, we do a lot. But only because we don't do it alone. We're able to help as many people as we do thanks to the continued support of our community.

FRIENDS OF THE FAMILY

Community response to our annual campaign was exceptionally generous with 553 donors donating \$300,000, well over the \$145,000 raised last year. These funds will allow us to continue providing a diverse range of services to community members.

THE JOY PROJECT

Over \$200,000 has been raised since the inception of our annual Mother's Day tribute program eight years ago. The Joy Project allows supporters to honor loved ones with contributions that go toward services and programs supporting women and children. Marlee's by Tapper's contributed Mother's Day gifts to women served by JFS, as well.



FALL FIX UP

Armed with rakes, leaf bags and cleaning supplies, over 500 volunteers helped seniors served by JFS prepare their homes for the winter.

GOLDBERG THANKSGIVING DISTRIBUTION

It was a happy Thanksgiving for the families who received the 131 meals assembled as part of our Goldberg Thanksgiving Distribution.

ADOPT A FAMILY

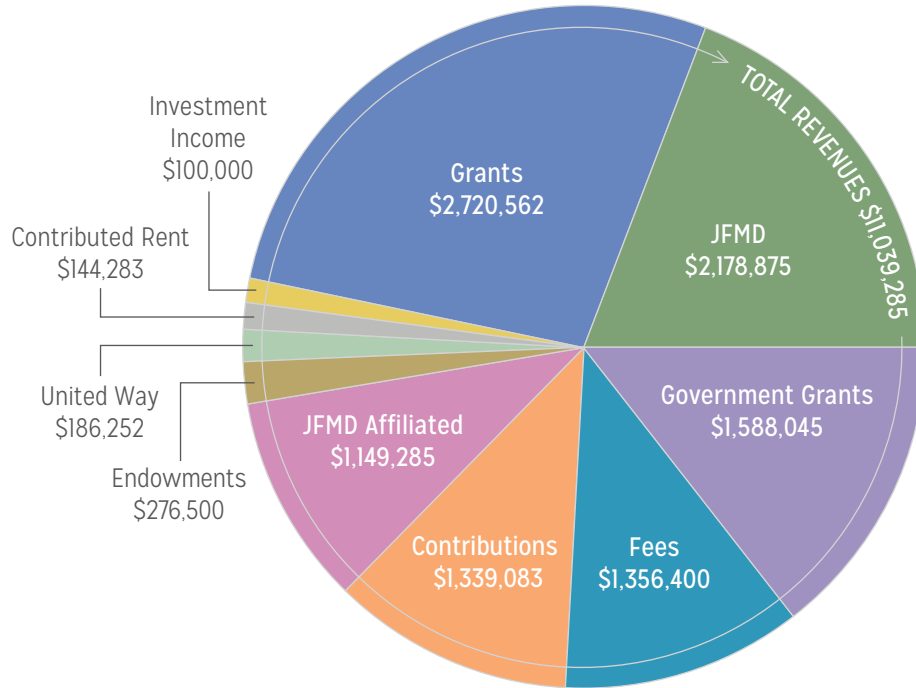
There was much to celebrate last holiday season as 758 individuals were “adopted” for holiday gifts during our Adopt a Family program.



"It has been a privilege to support our wonderful community by volunteering."

Statement of Operations

For The Fiscal Year Ending May 31, 2016



EXPENSES:

Outpatient Counseling & Mental Health	\$1,878,801	17%
Homecare	\$2,164,288	20%
Older Adult Services	\$1,326,955	17%
Transportation	\$1,326,955	12%
Family Case Management	\$988,640	9%
Financial Assistance	\$828,955	8%
Outreach & Day Schools	\$361,336	3%
Development	\$444,839	4%
Resource Center	\$356,834	3%
Volunteers	\$328,069	3%
Wellness, Navigation, Cancer	\$275,146	2%
Immigration	\$82,742	1%
Mentor	\$102,266	1%

Total **\$11,039,284**

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



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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.*



NEW LOOK. SAME HEART.

Don Rochlen, Chairperson
Perry Ohren, Chief Executive Officer

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