

## Jewish Family Service

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# Serving the Community One By One

Annual Report 2014



# Mission

Jewish Family Service is dedicated to helping individuals and families cope, survive and thrive in an ever-changing world.

We are focused on the needs of the Jewish Community, while providing services to all.



It means a lot when someone asks you for help. A sacred opportunity presents itself in that moment. It's a chance to make a contribution toward a better community, toward helping to repair the world.

At Jewish Family Service, we're faced with these opportunities every day. Thousands of members of our community turned to JFS for help over the course of the last year.

Whether they decided to call our Resource Center, got referred by another agency or walked into our office looking for answers, these people—our neighbors, our friends, our family—knew JFS as a place where they could find help.

Each person's story is different. Some came to us seeking assistance with basic challenges and were in and out of our care in less than an hour's time. Others came in the depths of a crisis, searching for long-term, multi-faceted support.

In every instance, we listen to each person's unique story, and work to find the resources and solutions needed to cope, recover and thrive. When we say we serve the community,

one-by-one, it's not only a description of our approach; it's also a commitment to helping people in a way that honors their humanity and reflects our Jewish values.

In this report, you'll find stories and information about our programs and their impact over the last year. JFS received vital contributions from thousands of people in that time, including our talented, hard-working staff, our vigilant and passionate Board of Directors, and our generous, committed donors and volunteers. Each individual played a vital role in making the work of the agency possible.

It's impossible to capture all of those contributions in one report, but we hope this document provides a compelling portrait of the state of Jewish Family Service and a small slice of the good that we do together.

Gratefully Yours,

Sheldon Stone  
*President*

Perry Ohren  
*Chief Executive Officer*



“I just felt overwhelmed.”

Ronna Katzman’s first experience with Jewish Family Service occurred years ago and ended with a happy memory. On the eve of Yom Kippur in 1980, Ronna learned she’d be the mother of a baby boy through JFS’s adoption program. When she came back to the agency in 2013, it was under drastically different circumstances.

Ronna worked for 40 years as a special education teacher in the Huron Valley Schools, but shortly after retiring in 2012, she was diagnosed with an aggressive form of breast cancer. The diagnosis forced her to give up the part-time work she’d taken on, at the same time that her daughter incurred some steep medical expenses.

“I was going through chemo and not feeling well, but I was trying to manage with my daughter’s issue, and I also have a mother who is aging. I just felt overwhelmed,” she said.

A friend advised Ronna to call JFS, and even though she found it difficult to ask for help, the mounting expenses and challenges prompted her to reach out.

Immediately, her JFS Case Manager, Julia Kessler-Hollar, was able to help ease the burden. “Julia and I talked about which things I could handle and which I couldn’t,” Ronna said. “I could see right away she was someone who would treat me with dignity.”

JFS has helped Ronna through financial counseling in addition to providing support for a range of different needs, including help to replace an expensive piece of medical equipment for her daughter. Today, Ronna is feeling healthy and coping well with her cancer. She says JFS has been an integral part of her support system, alongside her doctors, her friends and her family.

“My family and I went through a lot,” she said. “This situation came to us out of nowhere, and JFS absolutely came to my aid.”

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One Neighbor

When Robert Wittenberg approached Jewish Family Service about volunteering, he was looking for ways to get involved in the community. Since first volunteering last fall, he's succeeded in that initial pursuit while also building relationships and bonds far stronger than he anticipated.

Robert participated in JFS's Fall Fix-Up in November, and he's been engaged on an ongoing basis in JFS's "Friendly Visitors" program, which connects volunteers with homebound older adults in the community. The program facilitates sustained and meaningful connections across generations.

Robert meets a few times each month with Jack\*, an 85-year-old Holocaust survivor living on the east side who was seeking closer ties to the Jewish community. The relationship has been a rewarding one for Robert.

"Working with Jack has made such a difference in my life. He's lived through so many difficult things, but he's still so positive about life. It's just inspiring," Robert said. "We talk about our families, our similarities, our differences, politics, food—just life in general. We have lived completely different lives. And yet there are certain things that transcend generations."

Every year, JFS mobilizes hundreds of volunteers to help carry out its work in the community. Like Robert, each volunteer has a unique story and role to play, and the work of the agency wouldn't be possible without them.

"JFS touches the community in so many different, positive ways," Robert said. "Being a volunteer is such a worthwhile investment of your time. The benefit you'll get is far greater than the time you'll put in."

*\*Name changed for confidentiality*



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Since 1932, the Zedakah Club has been a source of aid and assistance to Jewish families in Metro Detroit. The club, made up of Jewish women from around the community, helped hundreds of families and older individuals in need of financial assistance and an understanding friend over the course of more than 80 years.

With many members reaching an age where carrying on became difficult, the two remaining active members—Betty Steinlauf and Deena Fishman—made the difficult decision in late 2013 to disband the club. Fortunately, however, the legacy of the club’s generosity and effort will live on in the work of Jewish Family Service.

Last fall, the Zedakah Club pledged the remaining \$25,000 in its coffers to JFS to help ensure Jewish families in crisis continue to receive the food, shelter and assistance they need. It’s an incredible gift and a fitting tribute to a club that did tremendous good for decades.

The community members still receiving support from the Zedakah Club were referred to JFS’s case management programs, and the club’s financial treasure will continue to serve the community in the future. The members of the club have our endless thanks!

# One Supporter



### **Project Chessed & Health Care Navigation**

Jewish Family Service's Project Chessed program helped uninsured Jewish adults in our community access pro bono health care for more than 10 years. Thanks to support from more than 800 physicians and multiple pharmacies and health systems, JFS helped families access needed care. With the expansion of Medicaid and expanded insurance options through the Affordable Care Act, JFS began a new program model in 2013, providing navigation services to thousands of community members.



### **Annie's Ghosts Events Builds Support for Mental Health**

In May, JFS partnered with Michigan-born author Steve Luxenberg to raise more than \$50,000 for JFS mental health services. Luxenberg spoke at a pair of gatherings, discussing his fascinating family memoir, *Annie's Ghosts*, with proceeds going to JFS mental health programs. The events drew a collective audience of more than 400 community members, while also engaging area book clubs and community groups in an ongoing dialogue about mental health.



## **Year in Review**

### **Refugee Resettlement Program Concludes**

For more than 30 years, JFS was an active refugee resettlement agency, assisting primarily Jewish refugees from the former Soviet Union as they sought a new beginning in the United States. In 2014, JFS officially concluded its resettlement programs, as refugee admissions from that region declined. Over the years, JFS helped almost 7,000 refugees to build new lives in our community. The impact of these programs is seen in the many former refugees who found security and freedom from persecution with assistance from JFS.



### **Flinn Foundation Supports Counseling Services**

A grant totaling \$124,000 was awarded to JFS by the Ethel and James Flinn Foundation in 2013. The grant will fund staff training and efforts to measure client satisfaction and treatment outcomes for JFS's outpatient mental health program, while supporting implementation of an evidence-based clinical approach.



### Ongoing Initiatives:

Throughout the year, Jewish Family Service engages with the community through a number of ongoing initiatives. The last year was exciting and productive for many of these ongoing projects.

For example, our “Fall Collection” of volunteer programs saw a tremendous outpouring of support:

- More than **400** volunteers participated in our annual **Fall Fix Up** in November, helping prepare 45 elderly neighbors’ homes for the rigors of winter.
- More than **650** JFS clients had a brighter holiday season thanks to generous community members who donated gifts during our annual **Adopt a Family** initiative.
- And **120** Thanksgiving baskets were assembled by volunteers and given to families in need through the **35th Annual Goldberg Thanksgiving Distribution**.

**The Joy Project**, JFS’s annual Mother’s Day tribute program took another step forward in its fifth year. The program drew donations from close to 400 generous supporters, who honored the women in their lives by giving to help families served by JFS. Marlee’s By Tapper’s contributed Mother’s Day gifts to women served by JFS, as well.

Throughout the year, generous individuals and groups carried out small acts of kindness through the **Because We Care** initiative at JFS, which offers opportunities to donate many forms of in-kind support. For example, fourth-grade students at the Hillel Day School (pictured) helped by compiling care packages for dozens of families, while also raising \$3,800 for JFS with a spring read-a-thon.



<b>1,121</b> Individuals Receiving Counseling Services	<b>709</b> Households Receiving Geriatric Case Management	<b>30,250</b> Rides Provided through Escorted Transportation	<b>68</b> Domestic Abuse Survivors Served	<b>1,433</b> Children Served by School Social Work Program	<b>65,637</b> Homecare Program Hours Provided
<b>838</b> Households Receiving Family Case Management	<b>557</b> Clients Receiving Financial Assistance	<b>478</b> Holocaust Survivors Served	<b>4,952</b> Individuals Served by JFS Resource Center	<b>291</b> Yad Ezra Clients Served by JFS Resource Specialist	<b>26,436</b> Kosher Meals on Wheels Delivered

## The Resource Center

The Resource Center is the first point of contact for many 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. When medication is necessary, psychiatric evaluation and medication management is available.

### Family Case Management

Family case managers partner with individuals and families to plan solutions, implement change, and work toward self-sufficiency. Family case managers provide housing assistance, emergency financial assistance for basic needs, access to resources in the community, and much more.

## Project Chessed and Health Care Navigation

Project Chessed coordinates access to health care through a volunteer network of health care providers for uninsured Jewish adults. With the advent of health care reform and the expansion of Medicaid in Michigan, staff also provide extensive enrollment navigation assistance to the community.

### Domestic Abuse Services

Social workers provide domestic abuse education, intervention, counseling and a Safe Place shelter for victims of abuse, in cooperation with the National Council of Jewish Women. Jewish Family Service also convenes JCADA, the Jewish Coalition Against Domestic Abuse.

### 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.

## Project Build!

A program coordinator organizes access to builders, remodelers and suppliers who volunteer to complete home repairs and modifications for JFS clients.

## Older Adult Services

### Geriatric Case Management

Geriatric Case Managers assess, evaluate and coordinate ongoing support services for older adults and family caregivers, while providing education and resources on aging issues.

### 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 homebound community members with rides and door-through-door assistance.

## Holocaust Survivor Assistance

Case managers provide culturally sensitive case management services to help Survivors file claims for Indemnification and Restitution, while also helping Survivors age with dignity and respect through the array of JFS Older Adult Services.

### Home Care

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

### Kadima Plus

In partnership with Kadima, therapists conduct assessments and provide counseling for older adults with mental illness.

### Kosher Meals on Wheels

In partnership with the National Council of Jewish Women, a geriatric case manager coordinates the delivery of meals to clients' homes.

### ElderCare Solutions of Michigan

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

## Links to the Community

### Volunteer Services

Department employees coordinate friendly visitors, hospice volunteers, administrative assistants, citizenship tutors and Meals on Wheels volunteers, along with seasonal community projects.

### Immigration and Citizenship

A case manager offers translation, pre-migration planning and support, and document preparation assistance. Teachers provide instruction to help new Americans prepare for naturalization.

### Mentor Connection

A mentor specialist matches youth with caring adults for long-term mentoring relationships based around mutual social, recreational, and career interests.

### Cancer Connection

A social worker provides support for those touched by a cancer diagnosis through a mentoring program, a local resource guide, and community education. The West Bloomfield location hosts an American Cancer Society Resource Center.

## School Based Services

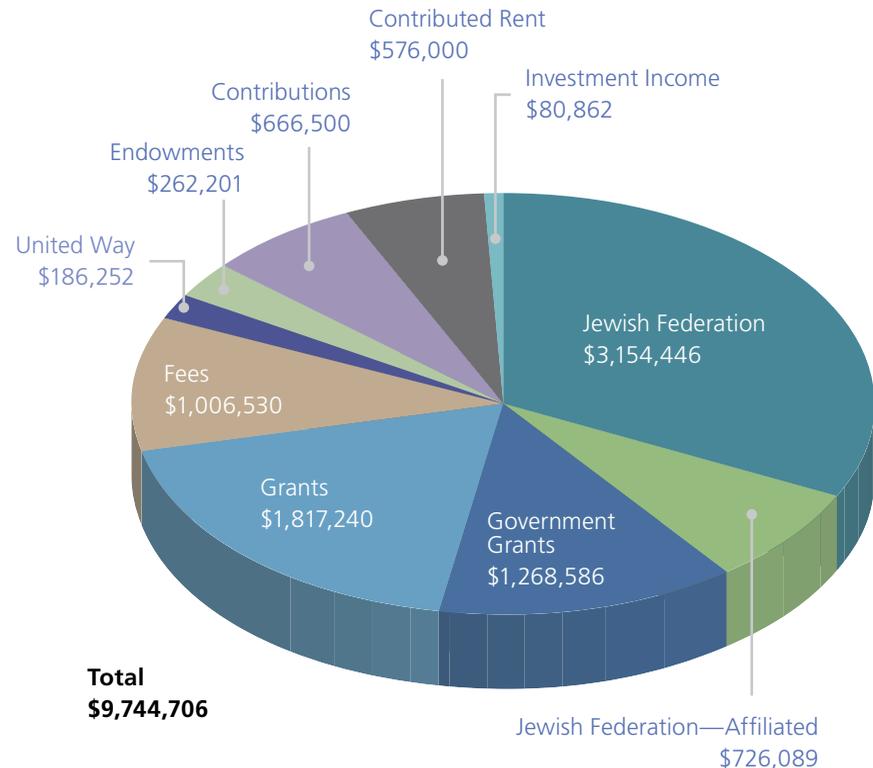
School social workers provide social work services to Jewish Day Schools, tailoring services to the student population and school personnel to ensure an optimum learning environment.

### Collaboration with Sister Agencies

In an effort to improve access and coordinate services, JFS provides space for JVS staff in JFS offices. Similarly, JFS partners with Hebrew Free Loan, Yad Ezra, Jewish Hospice and Chaplaincy Network, and several Jewish Day Schools, by co-locating JFS staff within these agencies.



## Revenues



## Expenses

Home Care	<b>\$1,827,417</b>	18.8%
Mental Health/Addiction Recovery	<b>\$1,690,392</b>	17.3%
Older Adult Services	<b>\$1,537,611</b>	15.8%
Transportation	<b>\$1,456,843</b>	15.0%
Family Case Management	<b>\$899,371</b>	9.1%
Project Chessed	<b>\$526,726</b>	5.4%
Financial Assistance	<b>\$525,000</b>	5.4%
Outreach	<b>\$422,281</b>	4.3%
Resource Center	<b>\$342,308</b>	3.5%
Immigration & Citizenship	<b>\$193,819</b>	2.0%
Volunteers	<b>\$192,414</b>	2.0%
Mentor Connection	<b>\$140,524</b>	1.4%
<b>Total</b>	<b>\$9,744,706</b>	

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2013 – 2014

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



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.

Thank You