



Jewish
Family
Service

The heart of a
STRONGER COMMUNITY

2019
Impact
Report



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



Chesed

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.



Tikkun Olam

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



Al Tifrosh Min Hatzibur

Solidarity with those around us.



Shmirat Halashon

Guarding one's use of language.



Tzedakah

We are obligated to create justice in the world.

JFS has demonstrated the utmost commitment to the value and quality of services the agency offers by achieving the Council on Accreditation's (COA) highest standard of professional practice for the services provided.

Dear Friends,

Thank you for helping build our beloved JFS to be a strong and central resource for members of the Jewish and broader communities. We are proud of the work we do every day. It is an honor and privilege to serve others.

We know that all of us, from time to time, go through challenges and transitions, and that it's easier to have a friend or a neighbor or an agency we can count on for support. That's JFS. Whether it's helping an older adult getting tucked in after being discharged from the hospital. Or counseling a young adult who is confused about what's next. Or ensuring that a family has enough food on the table at Passover. The job of JFS is to figuratively hold a hand and to provide needed support. We do this with a healthy dose of humility, along with strong partners and volunteers and funders and donors.

This past year, we went through a strategic planning process (the results of which are on the next page) and are now better prepared to reimagine, with our sister agencies, how we all deliver human services. Further, we are looking at our current and potential partnerships, as well as all of our programs, ensuring they are sustainable and true to our mission. Lastly, we are figuring out better ways to get the word out for those who need our help and those who want to support our help. To do all of this, we also took a hard look at our board of directors' structure and process and fine-tuned these to meet our challenges to move forward in strength.

Thank you for entrusting us with this sacred responsibility of providing help to those who need it. And thank you for being an integral part of the team at Jewish Family Service, in every way that you show up. Together, we are the heart of a stronger community.

With gratitude,



Suzan Folbe Curhan
Chairperson, Board of Directors



Perry Ohren
Chief Executive Officer

JFS Strategic Plan

1. JFS will engage in effective partnerships, including those outside of the Jewish community. In coordination with Federation, JFS will seek opportunities to consolidate services and/or merge with other Jewish human service organizations.



What could human services in our community look like?



Who could we partner with?



Who are our current partners?

2. JFS will modify programs and services to align with desired outcomes.



How can we grow our programs?



How can we improve cost efficiencies?



Which programs require a closer look?

3. JFS will engage in a comprehensive marketing effort to clearly communicate its programs and services to the Jewish and broader communities.



How do we spread the word?



How can we encourage others to support the mission?



How can we ensure those in need can find us?

The strategies in this plan were created by examining JFS through the filters below and with an eye toward the listed desired outcomes.

Strategic Filters

1. Helps JFS advance its mission
2. Is financially viable/affordable and JFS can pay for it on an ongoing basis
3. Maintains or improves efficiency
4. Has a positive donor impact
5. Leverages JFS's competitive advantage
6. Benefits key constituencies in the communities JFS serves — primarily serving the Jewish community's needs
7. Effectively utilizes resources for implementation

Desired Outcomes

1. JFS is the social work agency and centerpiece of Metro Detroit's Jewish Human Service community.
2. JFS offers a comprehensive array of aging-in-place services, available for all older adults, and their family caregivers, regardless of religion or ability to pay.
3. JFS is a premier behavioral health agency connecting families to mental health solutions.
4. JFS offers services to the entirety of metro Detroit's Jewish population in a linguistically, culturally and religiously sensitive way.
5. JFS effectively executes its programs to maximize both their mission impact and financial sustainability.

Highlights

90 years of serving the community

In May of 2018, over 700 community members joined us to celebrate Jewish Family Service's 90th anniversary and to hear the riveting story of featured speaker Jeannette Walls. The author of *The Glass Castle* spoke about growing up in extreme poverty with parents who suffered from mental illness and alcoholism. Her story of triumph over life's challenges resonated as the issues she and her family faced are the very challenges JFS addresses every day.



Jeannette Walls



Highlights

Guiding the way

In partnership with Federation's Youth Mental Health Initiative, we've continued our efforts to support teen mental health. We've recognized the difficulty parents face in identifying the right help for their child, and have added Behavioral Health Navigation to the agency's extensive array of support services. Community members who turn to JFS for assistance will receive more than a simple referral; they'll have a partner to guide them through what is often a challenging journey.



Connecting with tech

Thanks to a generous grant from the Jewish Federations of North America (received in partnership with Jewish Family Services of Washtenaw County, Jewish Community Services of Flint and Jewish Senior Life) we were able to introduce Tap and Chat iPad Learning. Using technology as a way to target social isolation among Holocaust survivors, the program relies on both staff and volunteers to teach older adults how to use an iPad in order to connect with their families and friends.

A smoother ride

Our transportation department has been given a technology upgrade. In our effort to dispatch the 30,000 door-through-door rides we provide each year more efficiently, we've instituted a new scheduling system that allows for immediate scheduling changes as well as enhanced communication with clients that includes automated calls to confirm appointments the day prior. We've also installed cameras in all eighteen of our vehicles for the enhanced safety of both passengers and drivers.



A generous legacy

When we learned of the passing of philanthropist Margaret Demant (z"l), we also learned that she had generously left her home to JFS. A longtime supporter of JFS, Margaret served on the board of directors of both Resettlement Services and JFS in the early 1990s through the early 2000s, bringing with her a passion for issues such as mental health and substance abuse. Her gift is just one of the many ways she made a positive impact in our community, and we are honored to be part of her legacy.



Older Adult Services

Martin lives in the home where he raised his kids. Now his kids are raising concerns.

Martin's adult children live out of state and can't provide the regular support he requires. One of the medications he takes can cause dizziness, and since he isn't so steady on his feet to begin with, his family is worried about his safety. Martin isn't big on cooking, so his family also worries that he's not getting enough nutrition. But with help from Jewish Family Service, including home modifications, assistive technology and Kosher Meals on Wheels, Martin's children can rest easy. And Martin can remain home sweet home.

A **\$1,000,000** donation to our transportation department from Natalie and Manny (ז"ל) Charach will allow JFS to purchase two new cars annually for decades to come.

More than **310** older adults received assistive technology services



30,000 door-through-door rides were provided



More than **600**

older adults were assisted with services to help them safely age in place

More than **1,000** community members participated in Mind University brain health workshops

More than **440**

Holocaust survivors were served through home care, transportation, care management and other vital services



103,000

hours of home care services were provided through JFS



Mental Health and Wellness

Advanced math never caused Justin any anxiety. But he can't say the same about talking to his classmates.

Justin was always a happy, easygoing kid. He was academically successful, active in sports and had plenty of good friends. But things started to shift when Justin began high school. He became withdrawn and started spending most of his time in his bedroom. He turned down invitations from friends. And without explanation, he suddenly quit the basketball team. Justin's mom knew he needed help, but as a single mother, she couldn't afford counseling. Fortunately, with help from Jewish Family Service, Justin was able to get the support he needed. His anxiety is now managed...which gives his mother peace of mind.



Close to

600

community members
were given counseling



340

community members have been trained in
one or more suicide prevention programs
including safeTALK, ASIST and Suicide to Hope

360

members of the Cancer Thrivers
Network for Jewish Women
were helped to thrive through JFS



Safety Net Services

Claire, a single mother of two, wasn't expecting to be let go from her job...but her landlord is still expecting the rent.

Claire had been successfully balancing her job as an administrative assistant with raising her kids on her own. She even managed to fit a college class into her schedule, as she was determined to earn a degree in order to better provide for her family. But when her employer decided to reorganize the company, Claire found herself out of work. She worried how long it would take to find a new job and how long her savings could cover rent and utilities. But with help from Jewish Family Service, Claire can focus on building a brighter future without fear of the lights going out.

Close to
8,000 phone calls were answered
through our resource center

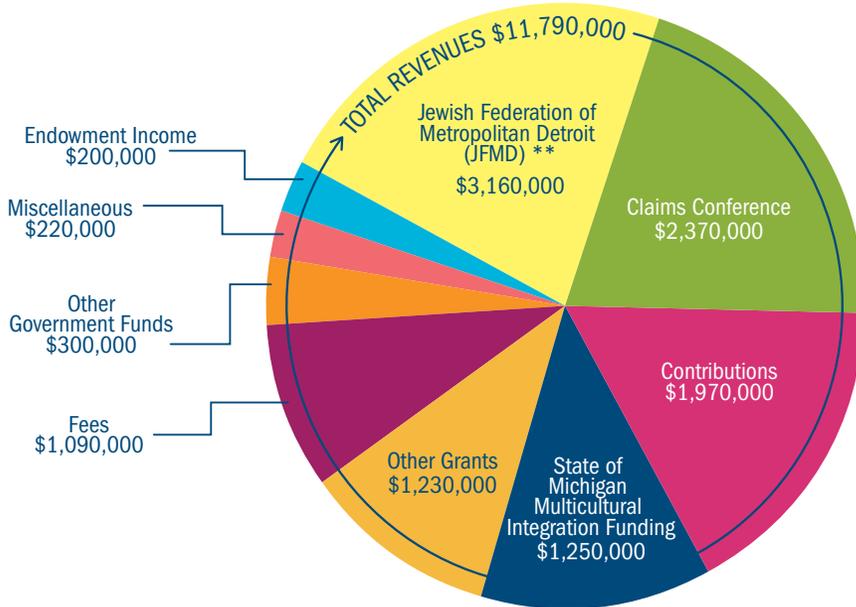
More than
 **1,500**
individuals were assisted by our healthcare navigators

Close to
 **300**
hours and \$120,000 in pro bono service hours were
donated by Legal Referral Service volunteer attorneys
in close to 100 legal matters

Close to
 **550**
individuals and families received family
support services

Statement of Operations

For the Fiscal Year Ending May 31, 2019*



Expenses:

| | |
|--------------------------------------|---------------------|
| Home Care | \$2,260,000 |
| Geriatric Care Management | \$1,830,000 |
| Transportation | \$1,610,000 |
| Counseling | \$1,600,000 |
| Financial Assistance | \$980,000 |
| Family Support Services | \$910,000 |
| Development | \$750,000 |
| Resource Center | \$630,000 |
| Volunteers | \$370,000 |
| Jewish Day Schools | \$300,000 |
| ElderCare Solutions of Michigan | \$160,000 |
| Community Mental Health/Easter Seals | \$160,000 |
| Health and Wellness | \$90,000 |
| Mind University | \$90,000 |
| Total | \$11,740,000 |

*Projection

** JFMD includes an annual allocation from JFMD, various grants and awards from JFMD-affiliated organizations and contributed rent

Jewish Family Service Board of Directors | 2018-2019

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*Of blessed memory

Jewish Family Service

The heart of a
STRONGER COMMUNITY

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