



Jewish
Family
Service

The heart of a
STRONGER COMMUNITY

2020 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 of Accreditation's highest standard of professional practice for the services provided.

COVID-19 Response

As this is being written, Jewish Family Service is amidst a global pandemic which will impact all of us for years to come. JFS, along with all of our community partners, has pivoted to provide support in different ways than we ever imagined. This impact report will highlight our work from 2019. However, a constant reality for Jewish Family Service, is that we are always responding to people in need, whether it's a flood, a refugee crisis, or a pandemic. Here are some of the updates from the early days of the COVID-19 crisis:



JFS CONTINUED TO PROVIDE

critical services to the community remotely. These include Counseling, Geriatric Care Management, Assistive Technology and Family Support Services.



672

calls and emails were received from people needing help in the first two weeks of remote work.



JFS transportation continued to take people to essential health care appointments, like chemotherapy and dialysis, in addition to delivering food on behalf of Kosher Meals on Wheels.



\$62,500

was received to provide Holocaust Survivors with essential needs.

\$58,500

in vouchers and gift cards were given to 334 households through our Passover Assistance Program.



Dear Friends,

Right now, someone in our community is wondering:

Should my father still be driving?

Why is my daughter so anxious?

How will I put food on the table this month?

Every day, life presents us with difficult questions. That's why Jewish Family Service is here—to partner with you (and your neighbor and your coworker and any community member) to find the answers.

Sometimes the answer is door-through-door transportation for older adults who are no longer able to drive. Sometimes the answer is counseling or a psychiatric evaluation for a loved one struggling with anxiety or depression. Sometimes the answer is emergency financial assistance that allows struggling families to keep the lights on and still put food on the table.

No matter how—or who—we serve, we couldn't do it without our partners, volunteers, funders and donors. So, thank you for being an integral part of the team at Jewish Family Service.

The work we do is sacred, and while some days are certainly more challenging than others, every day is an honor and a privilege to serve the most vulnerable in our community.

With gratitude,



Julie Teicher
Chairperson, Board of Directors



Perry Ohren
Chief Executive Officer

Highlights

Shining a Spotlight on Mental Health

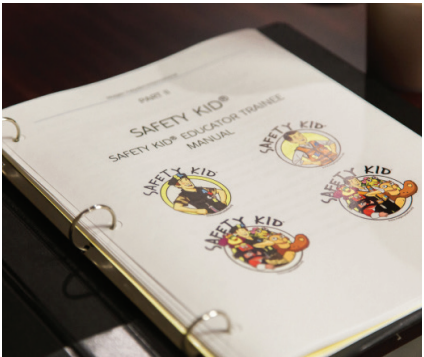
Close to 500 community members joined JFS in May of 2019 for our annual Spotlight event featuring Liza Long. The mental health advocate and author of *The Price of Silence: A Mom's Perspective on Mental Illness*, captivated the audience with the compelling and often heartbreaking details of raising a child with bipolar disorder, as well as her vision of hope and practical ways to find help. The more than \$330,000 raised will go toward supporting all JFS services, including mental health services such as counseling and suicide prevention trainings.



Highlights

Orthodox Outreach

JFS is committed to providing culturally competent services to all members of the community. To that end, JFS launched Lev Detroit last year, an initiative that allows *frum* (religious) and culturally sensitive staff to provide guidance, compassion and reassurance to members of Detroit’s Orthodox community. Lev Detroit services include Passover assistance, the Magen Yeladim Safety Kid program, school-based social work services, and many other programs in the areas of older adults, mental health and wellness, and safety net.



Helping Holocaust Survivors in Metro Detroit...and Beyond

This past year we served close to 500 Holocaust survivors in the Metro Detroit area, helping them age with dignity and respect. One of the ways we support this vulnerable population is by working with the Claims Conference, the centralized entity that negotiates with the German government to ensure survivors receive critical social services as well as financial restitution. In an effort to increase its reach to survivors in smaller communities, the Claims Conference requested that JFS of Metro Detroit serve as Midwest Administrator, covering fifteen states. Given the sacred nature of working with Holocaust survivors, we were honored to take on this responsibility, and we look forward to serving 100s of additional survivors in the years ahead.

“JFS has done an amazing job taking on this very important program. We recognize the massive effort it has been and we thank you for helping even more at-risk survivors in the US access homecare funding.”

**--Julie Chapnick, Deputy Director Social Welfare Allocation,
Claims Conference**



Resource Center

Although the reasons why they need help may vary, everyone who turns to JFS starts with our Resource Center.

7,453 phone calls were answered through our Resource Center



Safety Net Services

JFS helped Abby find a safe place to stay after she left her abusive husband. But she was afraid she wouldn't be able to afford to hire a divorce attorney. Thanks to JFS's Legal Referral Service, a volunteer attorney was able to help her. And now that her divorce is finalized, and she and her kids are on their own, Abby's not afraid anymore.

 **200+**

hours and \$70,000 in pro bono service hours were donated by Legal Referral Service volunteer attorneys in over 100 legal matters

Abby was studying physical therapy when she married her husband and started her family. But now that she's divorced, she's unsure how she'll provide for her kids. She's taking classes and working part-time, but with her car in need of repairs (and Abby in need of money to get it fixed) she's worried about getting to school and keeping her job. Fortunately, we were able to help with the cost of the repairs, getting Abby back on the road toward a successful future.

**544**

individuals and families received family support services

Abby's divorce has left her without health insurance. Her part-time job doesn't offer it as a benefit, so Abby must pay for it herself. She was thinking of going with the "pray you don't get sick" plan before she turned to us for help in navigating the marketplace and selecting an appropriate, and affordable, plan. Now that she has coverage, Abby is feeling much better.

**2,100+**

individuals were assisted by our healthcare navigators



Older Adult Services

At 79, Jacob is an active member of his temple. But after a fender bender, he hung up his car keys. He doesn't miss driving, but he wasn't about to miss services. Thanks to our transportation services, he doesn't have to.

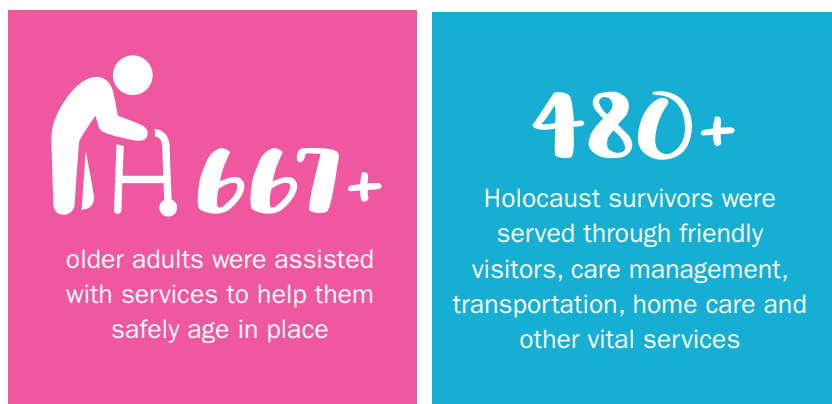
31,000+ door-through-door rides were provided



When Jacob lost his wife, his kids worried about him living on his own. Was he able to manage doing laundry? Was it still safe for him to shower? How would he get help if he fell? JFS found the answer to all their questions in the form of a personal emergency response system and home care services which his care manager was happy to arrange.



There's so much about Jacob's late wife that he misses. But his kids worry that he might also be missing meals. But thanks to JFS, Jacob is now receiving Kosher Meals on Wheels. He's eating nutritious food...and the visits from volunteers are doing wonders for his appetite for life.





Mental Health and Wellness

When Kyle came home with a B+ on a history exam, his parents were proud; Kyle was distraught, thinking it would ruin his 4.0 GPA. He began studying around the clock, skipping meals and canceling plans with friends. His parents encouraged Kyle to call his therapist, who's now working with him on being okay with not being perfect.



546

community members received
counseling services

Edward was devastated when his grandson Adam made a suicide attempt and wondered how he could have missed the signs that Adam had been depressed. Since then, Adam has fortunately been helped by therapy and medication. And Edward has been trained in suicide prevention awareness...making him an important helper not only to Adam, but to our whole community.



222

community members received suicide prevention training in one or more suicide prevention programs including safeTALK, ASIST and Suicide to Hope

Five years after her cancer diagnosis, Janice was enjoying life and thriving, thanks to her friends in the Cancer Thrivers Network. When her neighbor Carol was diagnosed with cancer, Janice brought over food, drove her to appointments, and invited Carol to a Cancer Thrivers outing. There she discovered laughter and camaraderie...and found that to be the best medicine yet.

365

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

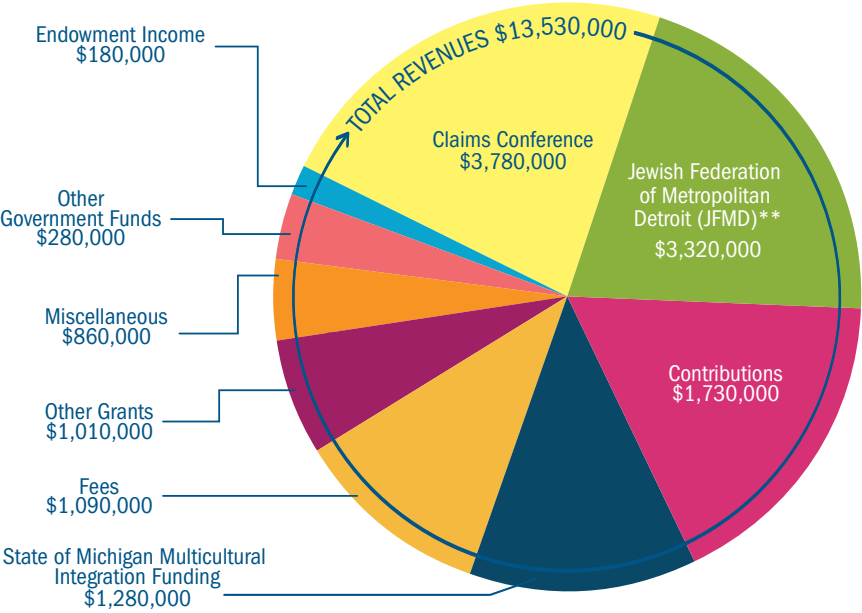
Michelle had tried for years to find the right kind of help for her son Ryan who had attentional issues, anxiety, and was struggling to manage his emotions. She was running out of ideas...and running out of hope. But thanks to our behavioral health navigator, JFS was able to point Michelle in the right direction: to a pediatric psychologist who was able to put Ryan on a better path.

100

people were served through behavioral health navigation

Statement of Operations

For the Fiscal Year Ending May 31, 2020*



*Projection

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

| | |
|--------------------------------------|--------------|
| Home Care | \$3,650,000 |
| Geriatric Care Management | \$1,940,000 |
| Transportation | \$1,470,000 |
| Counseling | \$1,910,000 |
| Financial Assistance | \$740,000 |
| Family Support Services | \$1,020,000 |
| Development | \$990,000 |
| Resource Center | \$570,000 |
| Volunteers | \$390,000 |
| Jewish Day Schools | \$440,000 |
| ElderCare Solutions of Michigan | \$270,000 |
| Community Mental Health/Easter Seals | \$150,000 |
| Health and Wellness | \$150,000 |
| Mind University | \$100,000 |
| Total | \$13,790,000 |

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| Gail Danto – Secretary | Shelly Rubenfire |
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*Of blessed memory

Jewish Family Service

The heart of a
STRONGER COMMUNITY

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