



Jewish
Family
Services

*Embracing
Possibility.*



2017
ANNUAL
REPORT

A Message from the Board President and Executive Director

"HOW WONDERFUL IT IS THAT NOBODY NEED WAIT A SINGLE MOMENT BEFORE STARTING TO IMPROVE THE WORLD."

These words from Anne Frank describe a caring world, one that responds to an obvious or stated need, a world that does not hesitate or wait. Her words resonate as we think back on a successful year of "repairing the world". **Tikkun olam.**

Without hesitation. We act.

We work together. This is how we embrace possibility, as our tagline proclaims, with our clients, staff, board, volunteers, donors, and community partners. When a child, a family, an older adult, an individual living with disabilities, or a community needs our support, we come together. Responding proactively to individual needs and community challenges, we make it happen!

Here are some of the highlights from this past year:

- The start of Tara's Closet with an emphasis on Mental Health Education. Our first Mental Health Conversation brought 600 people to Kingswood Oxford School to hear area experts along with **NBC Today Show** host Jenna Bush Hager discuss the importance of mental health education and awareness. We again commend Barbara Roth, the founder of this program, and the many volunteers who make Tara's Closet and its mental health awareness component such a success.
- The creation of two important giving circles within our Friends Campaign: Embrace-A-Family and Embrace-A-Child. This initiative has highlighted the needs of families and children for mental health care and basic human needs such as food and clothing.

- Our Annual Hunger Event in November 2016, held at the home of Merrill and Mark Mandell, focused on feeding families through the Anja Rosenberg Kosher Food Pantry and the related need for clothing through Tara's Closet and its mental health awareness initiative.
- Completion of a new Strategic Plan for JFS with implementation underway.

This year's annual report illustrates our commitment to transparency, program outcomes and the promotion of our counseling services while building our endowment and annual fund in order to stabilize our financial future. For the second time, we were awarded a three-year general operating support grant from the Hartford Foundation for Public Giving. We are very proud to meet the Foundation's exceptionally high standards of accountability.

As we move forward, we'll strive to increase our strong working relationships with our community colleagues and each of you. Our ability to respond to community needs can only happen with all of you and your involvement.

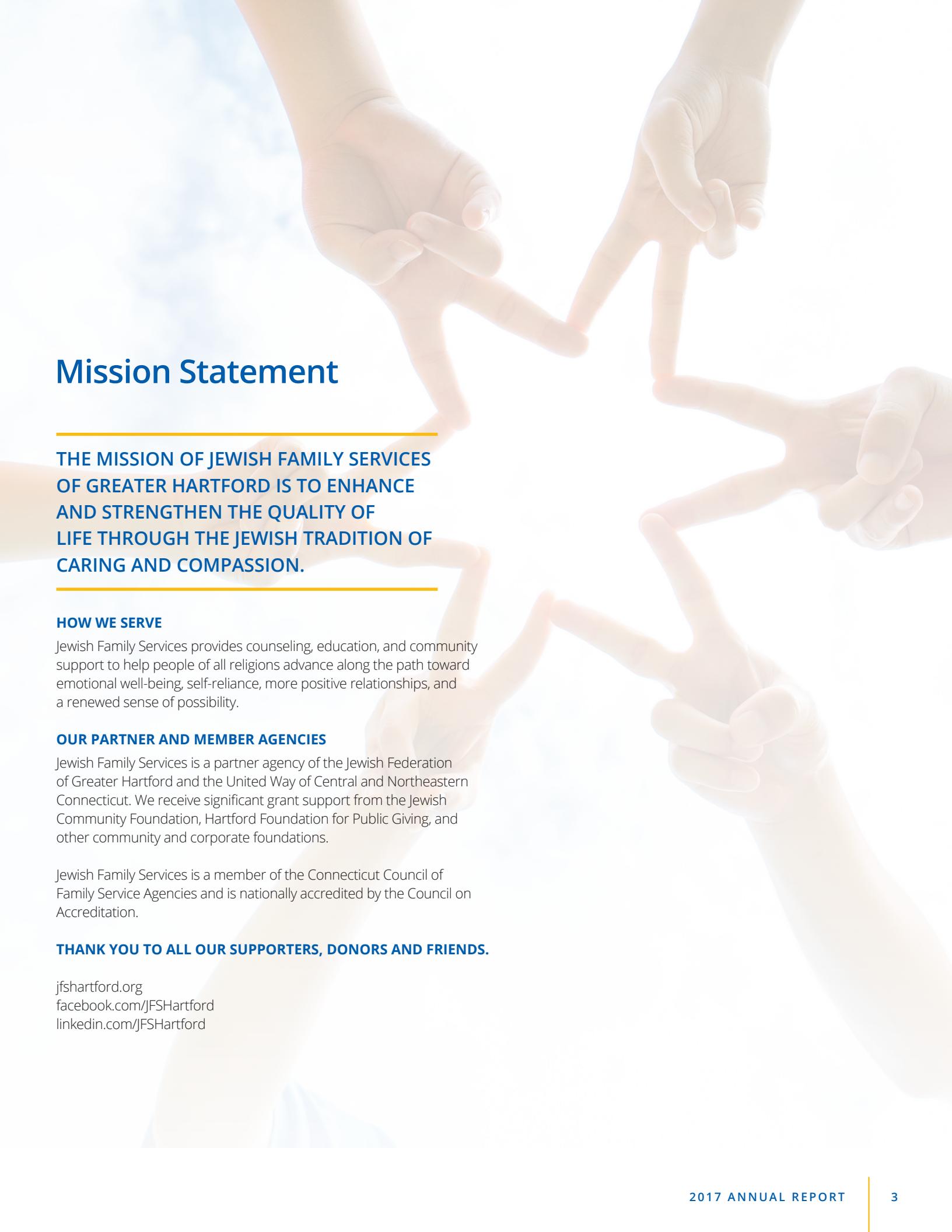
We recognize our Board of Directors, skilled staff, volunteers, and donors. Each of you lives our mission with us. With you as our partners, we can embrace possibility through counseling, education and community support programs. It is our privilege to work together. Thank you.



Michael N. Cohen
Board President



Anne M. Danaher
Executive Director



Mission Statement

**THE MISSION OF JEWISH FAMILY SERVICES
OF GREATER HARTFORD IS TO ENHANCE
AND STRENGTHEN THE QUALITY OF
LIFE THROUGH THE JEWISH TRADITION OF
CARING AND COMPASSION.**

HOW WE SERVE

Jewish Family Services provides counseling, education, and community support to help people of all religions advance along the path toward emotional well-being, self-reliance, more positive relationships, and a renewed sense of possibility.

OUR PARTNER AND MEMBER AGENCIES

Jewish Family Services is a partner agency of the Jewish Federation of Greater Hartford and the United Way of Central and Northeastern Connecticut. We receive significant grant support from the Jewish Community Foundation, Hartford Foundation for Public Giving, and other community and corporate foundations.

Jewish Family Services is a member of the Connecticut Council of Family Service Agencies and is nationally accredited by the Council on Accreditation.

THANK YOU TO ALL OUR SUPPORTERS, DONORS AND FRIENDS.

jfshartford.org
facebook.com/JFSHartford
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Our Clients, Embracing Possibility

Jewish Family Services touches more than 4,000 individuals annually. Local individuals and families utilize services provided by JFS in times of emotional, spiritual, and financial crisis. JFS also provides on-going support for families needing life-long, on-going care.

Here one such family shares their very personal and moving experience with gratitude.

Here is Brendan's story, told by his mother Cindy...





BRENDAN WITH
HIS MOTHER

.....

"Our family has had a long and wonderful association with Jewish Family Services.

I don't know how we could have coped with the challenges that come with being parents of a special needs child had it not been for our affiliation with JFS and in particular the ongoing support that we received from director of clinical services Janice Rothstein.

When our autistic son Brendan began to experience many difficulties coinciding with the onset of puberty, we received a recommendation to contact Janice. Her expertise is helping special needs children and their families cope with disability-related challenges.

That recommendation was probably the best and most accurate advice we've ever received!

Brendan grew up with JFS. He began weekly sessions when he was 14 years old, and recently celebrated his 42nd birthday. Janice was a strong advocate for Brendan through the years. She focused on his potential and she truly believed in him. She's helped him with all the major milestones in his life including the transition to employment after graduation from high school which led to a job at Cigna Corporation, and more recently the transition to living in a group home. Brendan's move to a community group home was undoubtedly the most difficult transition for our family.

I KNOW THAT WE NEVER COULD HAVE SUCCEEDED WITHOUT JFS'S SUPPORT AND GUIDANCE!

JFS was available to us night and day by text, e-mail, and phone calls to listen to the options and to help and advise us each step of the way.

Janice guided us along the way. She was our rock to lean on. She listened to our fears and concerns, and instilled in us the confidence that we were doing the right thing. She prepared us with questions to ask the group home agencies. She told us what observations were most critical.

Equally important was the encouragement and guidance provided to Brendan about how to make the transition. He was fearful and uncertain. But Janice convinced him in her gentle way that living apart from parents was a natural stage of growing up and becoming independent, just as his siblings had done. She instilled in him the confidence that he could do it, and he trusted her advice. And that made all the difference.

Our goal from the onset was preparing Brendan to live independently by learning daily living skills and asserting himself to express his needs and wants. We are happy to say that Brendan has adjusted very well to living in a group home. He has far exceeded our expectations. His success is largely due to the counseling and preparation provided over the years.

Janice is definitely Brendan's best advocate and friend outside of our immediate family.

During his transition to his group home, I recall commenting to Janice, "What would happen to him if he didn't have us (his parents)?"

Her answer: "He will always have me!" I know she means that most sincerely! What could be more comforting and reassuring to aging parents!

We continue to receive outstanding services from a JFS psychiatrist and Janice as they closely monitor Brendan's progress and needs while he continues to adjust to independence.

How fortunate we have been to have this wonderful agency and dedicated professional in our lives!"

COUNSELING SERVICES

When you need help, JFS is here for you with psychiatric and mental health services for Greater Hartford residents. We offer licensed therapists and medical doctors offer treatment for depression, trauma and crisis intervention, school and behavioral issues, developmental and autism spectrum disorders, divorce and co-parenting issues, infertility, body image, cancer, anxiety as you age, older adult issues, and many other mental health concerns. JFS is a licensed & nationally accredited mental health agency.

471
Individuals received counseling in 2017

MICHAEL, HIS WIFE EVELYN
AND THEIR SONS



Our Volunteers, Embracing Possibility

Nonprofits and volunteers go hand in hand. At JFS, volunteers play all sorts of important roles, both large and small, long-term and short-term. Some become board members, friendly visitors for homebound community members, boutique associates for Tara's Closet, produce delivery helpers, gardeners,

special event planners – does this sound like a social service organization? Well, it is. This is Jewish Family Services. And here is one man's story of commitment to volunteerism, community, and humanity spun from the seeds of a garden.

This is Michael's story...

"WE MIGHT NOT CURE CANCER DURING MY LIFETIME, BUT CURING HUNGER, WE COULD DO THAT..."

I like to volunteer. I feel we're very fortunate to live in West Hartford and I believe it's important for everyone to give back to their community – no matter how you do it. But do something to give back.

This is and always has been my message to my sons. Growing up, I tried to instill in them the importance of giving back to those less fortunate.

Tikkun Olum, means literally, "repairing of the world". It is a very important Hebrew concept.

I started volunteering with Jewish Family Services six years ago after I saw an advertisement at the Mandell JCC for volunteers to care for Jessie's Community Garden in memory of Jessica Lynn Kostin. I wanted to have my children involved as well and always try to lead by example. Over the years, all three boys and my wife helped me - taking turns each week in Jessie's Garden behind the Community Services Building, where JFS is located.

After a few years, I was invited to take on a larger volunteer role, coordinating the volunteers who maintain the garden: scheduling people to weed, water, and harvest vegetables. We now have a great group of volunteers and the garden continues to grow fresh vegetables for the Anja Rosenberg Kosher Food Pantry. We grow green peppers, tomatoes, parsley, basil, dill, cucumbers, beans, squash, onions. I really enjoy the work.

At some point, the needs changed. Since I was familiar with the operation of the food pantry, I was asked if I'd like to assist distributing the food. I started volunteering on Tuesday nights as a food pantry escort, working directly with JFS food pantry clients when they pick up their weekly groceries.

My family and I also participate at the Annual JFS Thanksgiving Turkey Assembly and Distribution Event in November and the Annual Yom Kippur High Holiday Food Drive. We enjoy getting involved in JFS volunteer activities, making new friends, and providing for others less fortunate. We're always glad to help.

I believe we might not cure cancer during my lifetime, but curing hunger, we could do that in a minute, it is just a matter of time and energy. It just takes everybody to pitch in.



125
Volunteers
in 2017

VOLUNTEER PROGRAM

Volunteering is a profound expression of the Jewish value of Tikkun Olam, or repairing the world. We invite you to embrace possibility and join our community of care. Brighten someone's day as a Friendly Visitor. Assist as a Food Pantry Escort. Work in Tara's Closet. Assemble and deliver holiday food baskets. Tend to Jessie's Community Garden. Lend a hand to the JFS office staff. To begin, contact Volunteer Coordinator Sherry Waitsman. Call 860.236.1927 ext. 7080.

Embrace-A-Child. Embrace-A-Family.

The financial and emotional strain on a family can be overwhelming when faced with ongoing challenges of mental health. The Embrace-A-Family initiative is an opportunity to help alleviate these barriers and subsidize basic human needs for a JFS client family who is less fortunate.



Meet Linda

Linda's husband left.

Her mother suffered from early onset dementia.

Her three children were acting out at school.

She was alone.



Meet David

David's brothers both have autism.

They required more attention from his parents.

Feeling left out, David began misbehaving at home.

He needed his family.



Meet Carol

Carol's daughter was diagnosed with cancer.

Her son-in-law lost his job.

She stepped in to help her two grandchildren.

It wasn't enough.

Your gift supports each of these critically needed JFS programs:

- Counseling and services for children and adolescents
- Individual, couples, and family counseling
- Older adult services
- Services for persons with developmental disabilities
- Parent education programs
- Support for divorcing families
- Anja Rosenberg Kosher Food Pantry
- Jewish Employment Transition Services (JETS)
- Money coaching/financial recovery
- Basic Human Needs
- Holocaust Survivors Program



Jewish Family Services of Greater Hartford provides counseling, education, and community support to help people of all religions advance along the path toward emotional well-being, self-reliance, more positive relationships, and a renewed sense of possibility.

JFS provides basic human needs at no cost so individuals and families can focus on managing other stressors and challenges in their lives.

FOOD

The Anja Rosenberg Kosher Food Pantry distributes over 90,000 pounds of food, toiletries and cleaning supplies each year to local residents within the Greater Hartford area during temporary or long-term times of need.

CLOTHING

Tara's Closet provides new and like-new quality clothing to men, women and children seasonally, by appointment, in a boutique-style environment to maintain their dignity.

EMPLOYMENT

Jewish Employment Transition Services (JETS) helps people who are unemployed and underemployed to find a job through workshops, networking, and Human Resources services. The Money Coach is also available to provide financial guidance.

"We want to teach our son and daughter about giving back and through the Embrace-A-Child program we can directly help children in our community with their basic human needs."

Dana and Shawn McCormick

"Through Embrace-A-Family, we are so proud to support JFS in their efforts to care for local families and individuals in times of need in a respectful, sensitive and confidential manner."

Joan and Gary Greenberg

For more information: **860.236.1927 • JFSHartford.org**
EMBRACE-A-CHILD \$500 | EMBRACE-A-FAMILY \$1800



Who We Serve

INDIVIDUALS AND FAMILIES SERVED IN FY 2017

Community Support: Jewish Employment Transition Services (JETS)	2,164
Community Support: Anja Rosenberg Kosher Food Pantry	767
Community Support: Moat Chitim (Passover Food Assistance)	288
Counseling: Families	172
Community Support: Volunteer Program	125
Community Support: Financial and Basic Needs Assistance	120
Community Support: Holocaust Survivors Program	119
Counseling: Older Adults	97
Counseling: Child & Adolescent	94
Community Support: JFS Care at Home	83
Education: Parent Education Program	75
Counseling: Child Psychiatry	71
Community Support: Safety Net Services Network	64
Education: Money Coach	58
Community Support: Disabilities Program	26
Counseling: People with Disabilities	19
Counseling: Couples	9
Education: Focus on Kids	9
TOTAL	4,360

How We Serve

SETTING GOALS, MEASURING OUTCOMES, EMBRACING POSSIBILITY

The JFS Performance and Quality Improvement (PQI) Committee is pleased to share the following results of several key programs for 2017 fiscal year, representing our three core services: Counseling, Education, Community Support.

COUNSELING

Mental Health services for children, adults, and older adults provided by licensed social workers, therapists, and psychiatrists specializing in ADD/ADHD, anxiety, trauma, depression, bereavement, marriage, divorce, mindfulness, sexual orientation, and more.

75%
of case files met the established goal.
PQI Goal of 85% was not met.

EDUCATION

Parent Education Program is a six-hour court-mandated training for parents living separately to help them focus on their children's needs during separation or divorce. Skilled Therapists discuss positive/negative behaviors, children's developmental stages, healthy adjustment, cooperative parenting, conflict resolution techniques, guidelines for visitation, and stress reduction for children.

100%
of client survey questions met goal.
PQI Goal of 85% was exceeded.

COMMUNITY SUPPORT

The Anja Rosenberg Kosher Food Pantry at Jewish Family Services distributes over 90,000 pounds of food, toiletries and cleaning supplies each year to residents of West Hartford, Bloomfield and the entire Greater Hartford area during temporary or long-term times of need.

Food distribution increased by **10%**
PQI Goal of +5-7% was exceeded.

Revenue and Expenses

PROGRAM REVENUE

Community Foundations/ other private grants	\$790,803
Fee For Service (including JFS Care at Home)	2,530,254
Public Support	616,420
Federal and State Grants	60,413
Other	10,826
TOTAL REVENUE	\$4,008,716

PROGRAM EXPENSES

Family Counseling	\$299,374
Older Adult Services	368,474
Benet A. Rothstein Child Services	249,100
Programs for Holocaust Survivors	326,389
Special Needs	109,327
Safety Net Services Network	71,856
Other Programs	280,680
TOTAL PROGRAM EXPENSES	\$1,705,200

Management General	348,481
JFS Care at Home	1,914,146
TOTAL ALL EXPENSES	\$3,967,827

The financial statements as of June 30, 2017 were prepared in accordance with generally accepted accounting principles (GAAP) by Whittlesey. Fiscal year is July 1, 2016 through June 30, 2017. Copies of completed Jewish Family Services' audit are available upon request.

Major Partners

We gratefully acknowledge the on-going support of the following major partners.



Major Grants and Funding

GRANTOR

Jewish Federation of Greater Hartford	\$672,771
State of CT Case Management Program for TANF Recipients	243,000
United Way of Central and Northeastern CT	211,500
Royal Bank of Canada Foundation (USA)	65,000
Reynolds Foundation	58,000
Capital Needs Fund (Greater Hartford Jewish Federation and Jewish Community Foundation combined grant)	8,000

CONFERENCE ON JEWISH MATERIAL CLAIMS AGAINST GERMANY, INC. (The Claims Conference)

FUND

German Government Grant, Homecare and other services ¹	\$633,386
The Weinberg Fund for Emergency Assistance ²	15,960
Claims Conference, Emergency Assistance ³	12,555
Swiss Looted Assets Fund for Emergency Assistance ⁴	10,870
TOTAL AMOUNT GRANTED TO JFS HARTFORD AND JFS NEW HAVEN ON A CALENDAR BASIS FOR 2017	\$672,771

¹ Social services for Nazi victims have been supported by a grant from the Conference on Jewish Material Claims Against Germany.

² Harry and Jeanette Weinberg Holocaust Survivor Emergency Fund, administered by the Conference on Jewish Material Claims Against Germany, for the benefit of needy Jewish Nazi victims.

³ Funds have been provided by the Conference on Jewish Material Claims Against Germany for the Emergency Assistance.

⁴ Program for Nazi victims at the direction of the United States District Court supervising the lawsuit in Re:Holocaust Victim Assets Litigation (Swiss Banks).

HARTFORD FOUNDATION FOR PUBLIC GIVING

FUND

Three Year General Operating Support Grant (1st Year)	\$100,000
Roskin Trust - Older Adult Programs	75,000
Technical Assistance Grant - Strategic Planning	18,000
Roosa Family Fund - Mental Health Symposium	10,500
For Client Basic Needs	8,000
TOTAL	\$211,500

Jewish Community Foundation

FUND

GRANTEE/PROGRAM

Helene Alisberg Children's Fund	The Benet A. Rothstein Child Services Program
Annie's Fund	Basic and emergency needs of clients
Beatrice Fox Auerbach Foundation Fund/Schiro/Kaplan	Jewish Employment Transitions program (JETS)
Beatrice Fox Auerbach Foundation Fund	General operating support
Ida and Louis Blum Fund	Chronic needs program
Martin Kesten Family Fund	General operating support
Naomi and Michael Cohen Fund	General operating support
Penny H. Cohn Fund for Indigent Elderly	Mental health care for low income senior adults
Fox Family Fund	Anja Rosenberg Kosher Food Pantry
Irving and Evelyn B. Gilman Family Fund	Jewish Employment Transitions Program (JETS)
Ida C. and Milton Gladstein Family Fund	General operating support
Ida and Milton Gladstein Fund	General operating support
Deborah W. Goldfarb Memorial Fund	Tara's Closet
Deborah W. Goldfarb Memorial Fund	Waiting area digital display board
Rona Gollob Fund	Embrace a Child
Jack Hutensky Fund	General operating support
Jewish Family Services Fund	General operating support
Jewish Family Services Legacy Fund	General operating support
Johnston Family Fund for Jewish Family Services	General operating support
Michael, Corrine and Andrea Johnston Charitable Family Fund	General operating support
Robert Kennedy Charitable Fund	Promotional video
Robert Kennedy Charitable Fund	Tara's Closet
Martin Kesten Family Fund	Anja Rosenberg Kosher Food Pantry Relocation
Deborah and Steven Kleinman Designated Fund	General operating support
Konover Coppa Family Fund	General operating support
Michelle G. and Dane R. Kostin Family Fund	General operating support
Bernard Lieberman Memorial Fund	In-home counseling services for senior adults
Lillian Fund of the Jewish Community Foundation	Tara's Closet
Mark and Merrill Mandell Fund for JFS	General operating support
David and Lauri Miller Family Fund for Jewish Family Services	General operating support
Primason Dorman Family Fund	General operating support
Rothstein Family Fund	Chronic needs program
Mary and Gideon Rutenberg Family Fund	General operating support
A.I. Savin Family Fund	Tara's Closet
Amy Selzer Memorial Fund	Anja Rosenberg Kosher Food Pantry
Lewis S. and Sylvia C. Sheketoff JFS Fund	Chronic needs program
Edward and Ruth Siegal Fund	Embrace a Family
Raymond S. and Gail Weinstein Fund	Chronic needs program

Donors

\$5,000+

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\$2,500-\$4,900

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\$1,000-\$2,499

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\$500-\$999

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\$100-\$499

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Sheila and David Diamond
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Deborah Figarsky and Philip Small
Amy and Alex Filotto
Joan and Dan Fine
Marcia and Jim Fine
Rosalind and Norman Finkelstein
Lisa and Jed Finman
Susan and Bill Firestone
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Naomi and Marvin Hoberman
Ferne Hoffman

Phyllis Hoffman
Jody Ferrer and Stanton Honig
Barbara Horowitz and David Kirshenbaum
Anna and Seth Huttner
Jacki Isaacson and Louis Blumenfeld
Heather and Jason Isenberg
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Susan and Allen Kallor
Ilene and Marty Kaplan
Cathy and Geoffrey Karp
Debra and Howard Katz
Ilene Kaufman and Bruce Newbold
Charna and John Kaufman
Mark Kavitsky
Andrea Keller
Dana and Jonathan Keller
Jennifer and William Keohane
Tracy King
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Marge Kirshheimer
Jeanne and Dan Kleinman
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