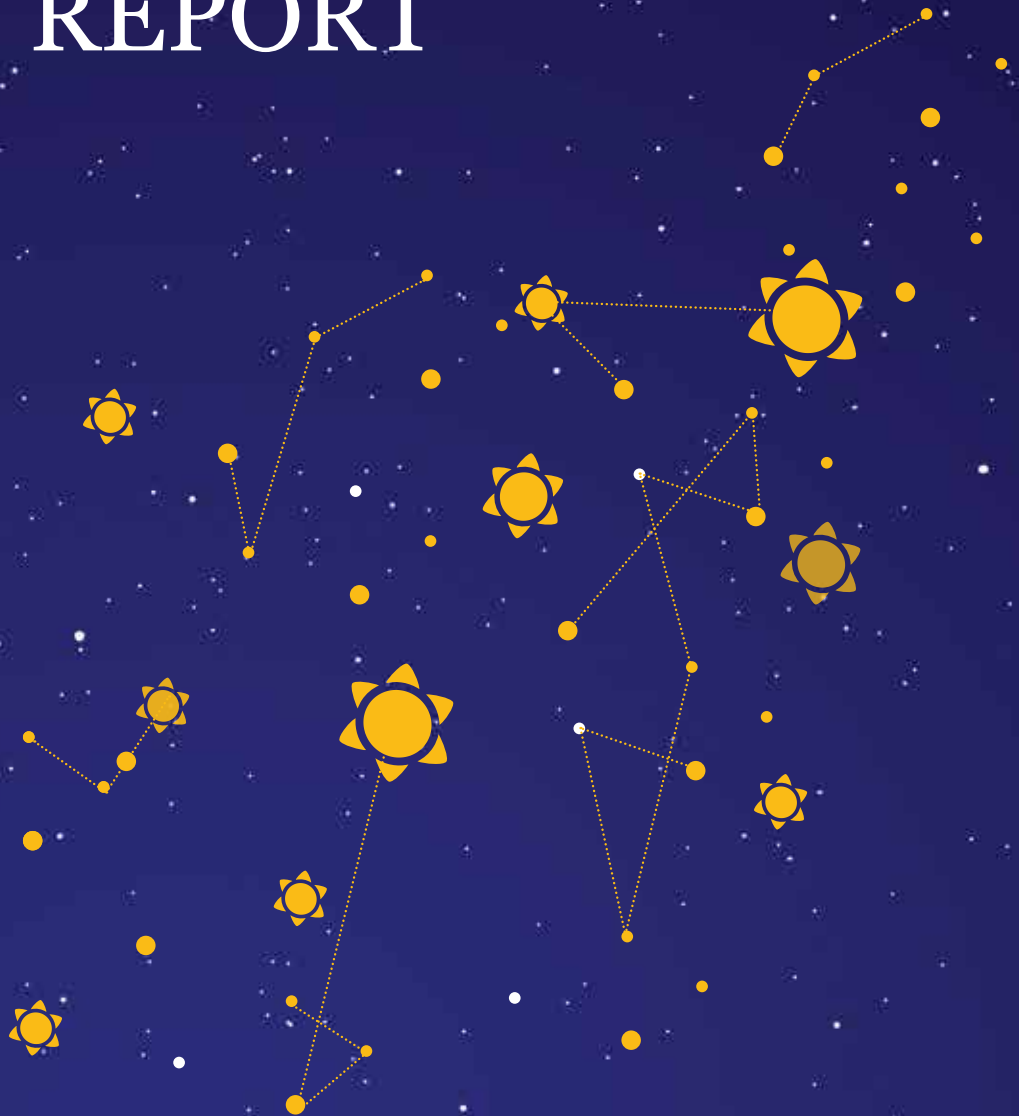




Jewish Family Services
Embracing Possibility.

2016 ANNUAL REPORT



A Message from the Board President and Executive Director



Merrill Mandell



Anne M. Danaher

Community engagement, visibility and innovative program development were the hallmarks of this fiscal year. As we worked on new initiatives, we successfully maintained our performance and quality improvement standards as well as our accountability. The results are evident throughout the following annual report. JFS's 2016 fiscal year marks the third and final year of a general operating support grant from the Hartford Foundation for Public Giving. This innovative funding enabled our board and management team to approach each opportunity and challenge in a strategic manner. As part of this year's grant implementation, we completed the following initiatives:

- "Straight Talk" - a training series to help all staff members to communicate more effectively. As part of this process, we developed Guiding Principles and a set of core values for the organization.
- New marketing plan objectives were met including the development of rack cards for all programs and services as well as increased social media, print media and community engagement efforts.

We are especially proud of the work to date on the development of two new programs, **Employability** and **Tara's Closet**. Both are slated to be formally implemented in fiscal year 2017. With a generous pilot grant from the Jewish Community Foundation, employment opportunities for young adults living with disabilities will begin with the launch of **Employability**. Employability is the result of a convening of all disability service providers within the Jewish community by the Jewish Federation of Greater Hartford. We are overwhelmed by the strong interest of business leaders. We also have the highest regard for the volunteers leading the effort. These parents understand the power of advocacy and commitment. The outcome of their work together is truly inspirational.

Tara's Closet will focus on provision of quality clothing free of charge for those in need, and advocacy for mental illness education and prevention. This program honors the memory of Tara Savin, an amazing young woman who had both careers in the fashion industry and human services. Tara was an intern at JFS and struggled with mental illness throughout her life. By creating Tara's Closet, her mother, Barbara Roth, has given many others the courage to step forward and discuss mental illness and its impact on individuals and their families. We are so grateful to be working with Barbara and a large Advisory Committee who are dedicated to the program's success.

In November, JFS held its most successful Hunger Event which also highlighted our Holocaust Survivors Program. We thank Alan and Marcia Lazowski for hosting this event in their home. In early spring, we created our first Symbolic Seder for Survivors in partnership with other local social service providers to victims of the Holocaust. Development efforts resulted in our strongest Annual Friends Campaign to date. We are inspired by the generosity of our donors and remain steadfast in our stewardship of community funds. Our affiliate program JFS Care at Home, LLC, experienced another strong year of services to our community, even while managing implementation of new regulations and challenging industry changes. It is a very effective model of social entrepreneurship and shares its profits with JFS.

Moving forward, we intend to continue our strong working relationships with our community colleagues and each of you. We take our responsibility to respond proactively to unmet community needs very seriously. Our ability to respond can only happen with your involvement.

We thank our Board of Directors, skilled staff members and each of you for supporting and living our mission with us. Your commitment makes it feasible for JFS to **embrace possibility** through counseling, education and community support programs. We are honored to work with all of you.

Merrill Mandell
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

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Our **Clients**, Embracing Possibility

Jewish Family Services touches more than 4,000 individuals annually from all walks of life, but none more cherished than Holocaust survivors. Every survivor's story is the same: "We were in peril, we tried to escape, there was no escape, it was a hell beyond the power of language to describe."

At the same time, every survivor's story is unique and individual. Their personal stories demonstrate the powerful healing capacity of **embracing possibility** when life left them with absolutely nothing. They rebuilt their lives with assistance from a generous community, caring professionals, and meaningful programs.

Here is Miriam's story...

**Miriam Schreiber,
Holocaust Survivor**

“I don’t know where I would be without JFS...”

“In Europe, when you reach age 7, you start school. I was living with my family in Poland. I remember my older sister was going to start school soon. She couldn't wait to go to school! But of course history had other ideas for us and we fled Poland with our parents when the Nazis came in September of 1939. My sister didn't get to go to school, and neither did I. All my life I have mourned the education I never got. When people talk about their classmates, their school reunions, who they went to school with, it's painful for me. That experience that everyone has, I didn't have it. We escaped into the Soviet Union, looking for safety.



Miriam with Holocaust survivor Trudy Lovell at Café Europa, a monthly survivors social held at the Mandell JCC.

Instead the Russians sent us to Siberia. We were slave laborers. I was 6 years old! After the war I was in a Displaced Persons camp in Germany. I met my husband there. Would you believe I married him when I was 15? And I had my first son when I was only 16.

My husband died 5 years ago. I miss him every day like it's the first day after he died. When he was sick, JFS was able to help us with support and homecare. This helped me to keep him at home until the end. Before that Joan Margolis helped us get reparation payments we were not successful in getting on our own. She was so kind to us. We couldn't have done it without JFS. Nobody was around to deal with our problems when we first got to this country. Now I am still independent, but I get help from JFS to pay for house cleaning. They can help me because they get funding from the Claims Conference in New York. I am so thankful to both of these organizations. I don't know where I would be without JFS, and best of all it comes along with a big dose of their love and support.”

Holocaust Survivor Program

106
Holocaust
Survivors served
in 2016

The Holocaust Survivors Program at Jewish Family Services focuses on helping survivors remain in their own Connecticut home, and out of institutional care, for as long as possible. Significant funding for this program is provided by The Conference on Jewish Material Claims Against Germany, the single largest organization in the world working to secure compensation, restitution and assistance for survivors of the Holocaust or the heirs of victims, and from individuals, corporations, and foundations.



Our **Volunteers,** Embracing Possibility

Each year, JFS volunteers fill numerous critical roles. Their commitment of time and talent varies. Some volunteer opportunities are one-time or occasional in nature, while other more demanding positions require a seasonal, weekly or daily volunteer commitment. We have volunteers of all ages and abilities - some come to us with professional skills while others come with helping hands and a can-do attitude.

Although people volunteer for distinctly unique reasons, we often hear them say that by helping others, they help themselves. Laura's volunteer experience provided just this kind of self-realization and fulfillment.

This is Laura's story...



**Laura Filshtein, Volunteer,
Friendly Visitor**



“Knowing I was contributing to someone’s happiness made the experience meaningful to me.”

“I started working for the Jewish Community Foundation a few years ago. The Community Foundation is on the second floor of our office building and Jewish Family Services is on the first. That’s when I first became aware of JFS and made the decision to volunteer.

My first two volunteer jobs were with the JFS Anja Rosenberg Kosher Food Pantry. I began as a Food Pantry Escort, helping families gather their weekly share. For my next assignment, I delivered fresh veggies to the pantry. Prior to this experience, I thought of food pantries as dark, underground places with food no one else wanted. Instead I learned JFS’s Kosher Food Pantry offers nutritional food lovingly solicited, organized and distributed by the JFS family of friends, staff and caring volunteers. There’s even freshly harvested organically grown produce from local community farms and gardens maintained by volunteers. What a pleasant surprise. Being part of the JFS family lifted my spirits.



Laura Filshtein and Sue.

My third volunteer assignment was friendly visiting. That’s when I met Sue. I never dreamed I’d develop a close relationship with someone I met through this program - a total stranger to me and my family. My aim was to help someone who was lonely. I remembered my experience moving away from home, all alone for the first time. It was depressing. If I could help alleviate lonely feelings and brighten someone’s day, I was ready and willing.

From the very first meeting, Sue and I connected. We had pleasant conversations. Our time together flew by. I came to know Sue as an extremely intelligent woman with many wonderful stories and sage advice to share. After several visits, she told me how good our afternoons together made her feel and how she looked forward to our visits. Knowing I was contributing to someone’s happiness made the experience meaningful to me.

Ralph Waldo Emerson once said, “It is one of the most beautiful compensations of life, that no man can sincerely try to help another without helping himself.”

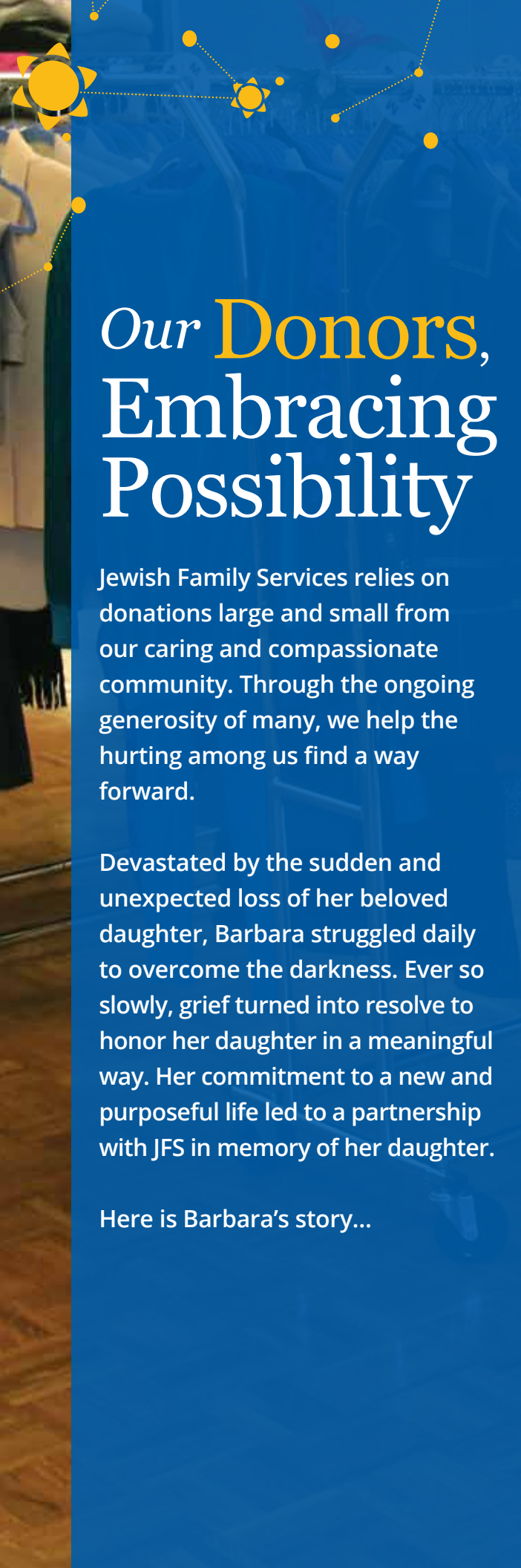
When you volunteer -- especially with JFS -- you’re helping others as well as yourself. And there is nothing more personally satisfying or fulfilling.”

Volunteer Program

105

Volunteers
in 2016

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, Community Engagement Associate, Sherry Waitsman.



Our Donors, Embracing Possibility

Jewish Family Services relies on donations large and small from our caring and compassionate community. Through the ongoing generosity of many, we help the hurting among us find a way forward.

Devastated by the sudden and unexpected loss of her beloved daughter, Barbara struggled daily to overcome the darkness. Ever so slowly, grief turned into resolve to honor her daughter in a meaningful way. Her commitment to a new and purposeful life led to a partnership with JFS in memory of her daughter.

Here is Barbara's story...



**Barbara Roth, JFS Donor
Founder, Tara's Closet**



“We all know that life has its challenges. Jewish Family Services is here in our community to help.”

“Tara’s Closet is a new community initiative I started together with Jewish Family Services to honor my daughter Tara Savin’s memory. It’s a boutique filled with clothing for men, women and children at no cost. Tara loved fashion and she was all about humanity. The Closet is a perfect fit for everything Tara believed in.

Tara was a bright woman who suffered from bi-polar disorder. A graduate of Kingswood Oxford School, where she was yearbook co-editor and voted Best Dressed, Tara had a flair for fashion. She graduated Summa Cum Laude from Boston University where she majored in International Studies and minored in Women’s Studies. Armed with a strong foundation and a Masters Degree in Communications, Tara enjoyed a successful career at Town & Country Magazine in NYC. She pursued a second graduate degree from Fordham University in Social Work. She moved back to Hartford and had an internship in 2010 with JFS. Eventually, Tara’s mental illness took her life.



Barbara with Tara’s Closet co-chairs (from l-r) Fredda Goldstein, Barbara Roth, Jill Stoner.

We all know that life has its challenges. Jewish Family Services is here in our community to help you manage that stress and pressure during difficult times. Please help me honor Tara’s memory by utilizing the Closet for yourself or someone you know who might be in need of this service. We are here to help you.

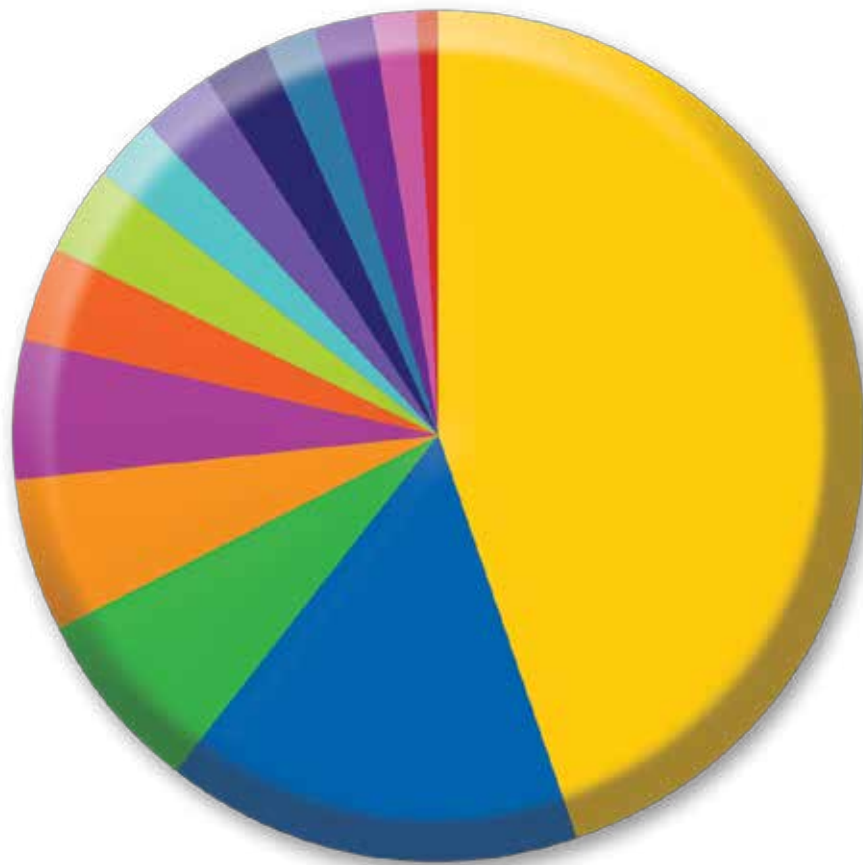
JFS Donors

802

JFS Donors
in 2016

We are so very grateful to all of our donors. Their on-going commitment make it possible for individuals and families served by our programs to **embrace possibility**. We appreciate and remain committed stewards of every donation we receive, from one-time memorial donations to large major gifts. For complete information on JFS donor opportunities, contact Kim Margolis, JFS Director of Development.

Who We Serve



Individuals and families served in FY 2016

Jewish Employment Transition Services (JETS)	1,801
Anja Rosenberg Kosher Food Pantry Program	628
Moat Chitim (Passover Food Assistance)	286
Family Counseling	229
Child/Adolescent Services	211
Safety Net Services Network	143
Older Adult Services	135
Programs for Holocaust Survivors	106
Volunteer Program	105
Financial and Basic Needs Assistance	100
JFS Care at Home	86
Money Coach	82
Parent Education Program	72
Special Needs	26
TOTAL	4,010

* Some client families received services in several different program areas and are counted once in each program.



How We *Serve*



Setting Goals, Measuring Outcomes, Embracing Possibility

The JFS Performance and Quality Improvement (PQI) Committee is pleased to share the following 2016 Fiscal Year results of several key programs representing our three core services: **Counseling, Education, Community Support**

Counseling

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



100%
of mental health clients responded positively about their JFS experience.

PQI GOAL OF 75% WAS EXCEEDED

Education

The Parent Education Program (PEP) 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 management, dispute resolution techniques, guidelines for visitation, and stress reduction for children.

99%
of class participants say they learned useful conflict resolution skills.

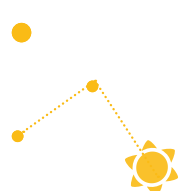
PQI GOAL OF 85% WAS EXCEEDED

Community Support

The business of repairing lives necessitates effective engagement with the community. Informing our community of JFS support services and learning about the needs of our community are critical mission-driven outcomes of successful community engagement.

18
new physician practices were introduced to JFS services in the last quarter.

PQI GOAL OF 12 WAS EXCEEDED



JFS maintains a comprehensive PQI Plan that includes all programs and management as required by the Council On Accreditation. The JFS PQI Committee is comprised of a variety of stakeholders including board, management, staff, representatives from two of our colleague agencies, and client family members. By measuring our work against evidence-based outcomes, PQI data provides JFS constituents with accountability of successful service to the community. For more information on our PQI results, contact Joan Margolis, JFS Director of Operations and Community Programs.

Revenue and Expenses

Program Revenue

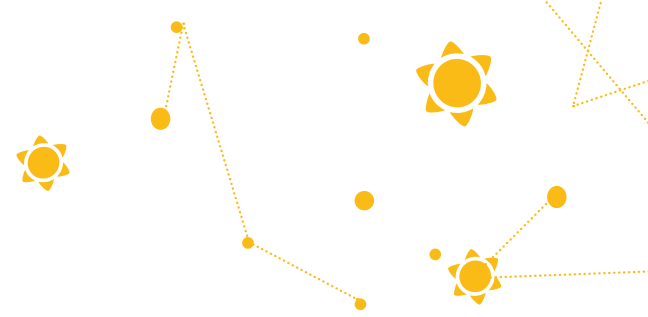
Community Foundations/ other private grants	703,538
Fee For Service (including JFS Care at Home)	2,724,651
Public Support	471,490
Federal and State Grants	61,376
Other	9,473
TOTAL REVENUE	\$3,970,528

Program Expenses

Family Counseling	324,222
Older Adult Services	383,017
Benet A. Rothstein Child Services	265,398
Programs for Holocaust Survivors	311,891
Special Needs	122,326
Safety Net Services Network	84,848
Other Programs	128,197
TOTAL PROGRAM EXPENSES	\$1,619,899
Management & General	300,056
JFS Care at Home	2,058,401
TOTAL ALL EXPENSES	\$3,978,356

The financial statements as of June 30, 2016 were prepared in accordance with generally accepted accounting principles (GAAP) by Whittlesey & Hadley, P.C.

Fiscal year is July 1, 2015 through June 30, 2016. Copies of completed JFS audit are available upon request.



Major Grants and Funding

Grantor	Amount Granted
Conference on Jewish Material Claims Against Germany, Inc.**	
German Government Fund, for caregiving, case management and other essential services ¹	402,646
Harry and Jeanette Weinberg Emergency Assistance Fund, for the benefit of needy Jewish Nazi victims ²	24,992
Swiss Looted Assets Fund for Emergency Assistance, for the benefit of needy Jewish Nazi victims ³	13,898
Jewish Federation of Greater Hartford, for program support	227,502
Hartford Foundation for Public Giving, for general operation support, year #3	110,000
United Way of Central and Northeastern CT, for supporting services and programs	87,000
Jewish Community Foundation, for the establishment of the new Employability program	46,000
Jewish Community Foundation, Penny H. Cohn Fund for Indigent Elderly, for older adult mental health	20,000
Hartford Foundation for Public Giving, Technical Assistance Grant, for strategic planning	18,000
Jewish Community Foundation, Bernard Lieberman Memorial Fund, for in-home counseling older adults	15,000
Royal Bank of Canada Foundation (USA), for JETS program	10,000
Hartford Foundation for Public Giving, for client basic human needs, access to food	8,000
Hartford Foundation For Public Giving, Fisher Fund, for child services	7,500
Reynolds Foundation, for child services	5,000
Liberty Bank, for JETS program	3,000
** TOTAL	\$998,538

** Total amount granted to JFS Hartford (lead agency) and JFS New Haven on a calendar basis, for 2016.

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

Major Partners

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



Jewish Community Foundation

Fund	Grantee/Program
Helene Alisberg Children's Fund	The Benet A. Rothstein Child Services Program
Beatrice Fox Auerbach Foundation Fund/Koopman Share	Transportation
Beatrice Fox Auerbach Foundation Fund	General Operating Support
Beatrice Fox Auerbach Foundation Fund	Jewish Employment Transitions Program
Ida and Louis Blum Fund	The Chronic Needs Program
Naomi and Michael Cohen Fund	General Operating Support
Penny H. Cohn Fund for Indigent Elderly	Senior Transportation
Fox Family Fund	Kosher food pantry
Ida C. and Milton Gladstein Family Fund	General Operating Support
Ida and Milton Gladstein Fund	General Operating Support
Deborah W. Goldfarb Memorial Fund	General Operating Support
Deborah W. Goldfarb Memorial Fund	Transportation
Rona Gollob 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	"Never Forget" Holocaust Seder
Robert Kennedy Charitable Fund	"Never Forget" Holocaust Seder
Robert Kennedy Charitable Fund	Outdoor Benches
Martin Kesten Family Fund	General Operating Support
Deborah and Steven Kleinman Designated Fund	General Operating Support
Konover Coppa Family Fund	"Never Forget" Holocaust Seder
Konover Coppa Family Fund	General Operating Support
David and Lauri Miller Family Fund for Jewish Family Services	General Operating Support
Piaker Family Fund	General Operating Support
Piaker Family Fund	Kosher Food Pantry and Services for Holocaust Survivors
Rothstein Family Fund	Mental Health Services For Children
Rothstein Family Fund	Behavior Health Services For Children
Mary and Gideon Rutenberg Family Fund	General Operating Support
Jerome and Marlene Scharr Family Fund	"Never Forget" Holocaust Seder
Amy Selzer Memorial Fund	Kosher Food Pantry
Lewis S. and Sylvia C. Sheketoff JFS Fund	The Chronic Needs Program
Waldman-Pearlman-Seltzer Family Fund	Kosher food pantry
Weiner Family Fund	General Operating Support
Raymond S. and Gail Weinstein Fund	The Chronic Needs Program

Donors

Founders (\$5,000+)

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Beth El Synagogue Torrington
Beth El Temple
Beth Hillel Synagogue
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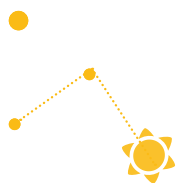
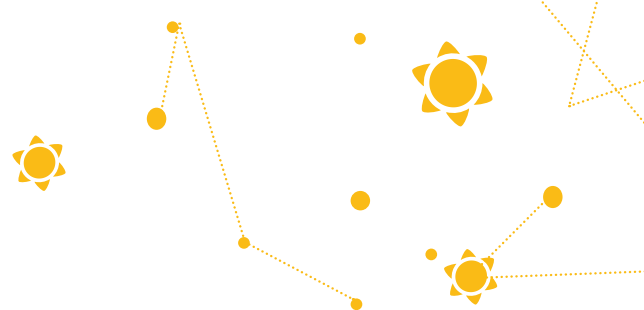
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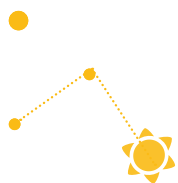
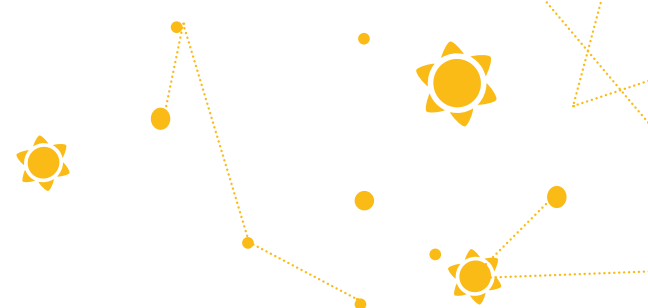
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Andrea Sereny, Practice Manager

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Clina Dawes, Primary Service Manager
Angela Hayes, Administrative Assistant
Jeri Rivera, Administrative Assistant
Marie Vick, Administrative Assistant
Sherry Waitsman, Volunteer Coordinator, Community Engagement Associate
Patti Weiner, Development Associate

Clinical Staff

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Gerard Selzer, M.D. Medical Director, Adult Psychiatric Services

Lu Abattemarco, LCSW, Child & Adult Therapist, Attachment Disorder Specialist
Hollie Barkoff, LCSW, Adolescent and Adult Therapist, Women's Issues, Intellectual Disabilities Specialist
Svetlana Berlinsky, LCSW, Adult and Older Adult Therapist, Russian Speaking,
Linda Cole, LCSW, Child and Adolescent Therapist
Lisa Elswit, LCSW, Trauma, EMDR, Hypnotherapy, Internal Family Systems Therapist
Erica Kapiloff, MSW, Case Manager, Holocaust Survivors Program
Nancy Lichtenberg, LCSW, Adult and Couples Therapist, PEP & Focus on KIDS Programs
Lynn Marcus, LCSW, Adult and Older Adult Therapist, Grief Specialist
Rachelle Minkoff, LCSW, Family and Adult Therapist
Jennifer Passaro, LCSW, Adolescent, Adult, Older Adults Therapist, Counseling, Post-Partem Depression Specialist
Caitlin Piekarski, Social Work Intern
Colleen Porth, LCSW, Adult and Older Adult Therapist
Shayna Ull, LCSW, Child and Adolescent, Trauma Focused CBT Therapist
Samantha West, MSW, Child and Adolescent, Trauma Focused CBT Therapist
Kimberly Whittingham, LPC, Child and Adolescent, Trauma Focused CBT Therapist
Penny Yellen, LCSW, Adult and Older Adult Therapist, Grief and Early Memory Loss Specialist



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