



# 2020 ANNUAL REPORT

*Staying Connected During Challenging Times*



**Jewish Family Services**

*Embracing Possibility.*

# OUR MESSAGE

What can we say about this year?

A year of change...

A year of challenge...

A year of humanity...

2020 was full of trials for us all and goes down in history as a year we will never forget. But, as our 108-year organizational history reminds us, we can make it through anything! Here is a short overview of the expected and unexpected challenges we faced this year:

- Welcomed new Board Members: Veronica Dicke and Charna Kaufman
- We bid farewell to Joan Margolis, who led as our Director of Operations for 28 years
- We transitioned to a new Electronic Health Record system, a critical infrastructure improvement for our outpatient clinic
- We closed our offices and worked from home to ensure the safety of our staff, volunteers, and clients during the onset of the pandemic
- Began teletherapy for all outpatient therapy clients
- Launched a free emotional support “warm”line for the community
- The Anja Rosenberg Kosher Food Pantry partnered with the Jewish Federation and the Jewish Community Foundation to coordinate delivery for hundreds of meals to clients in 19 towns throughout the region
- Tara’s Closet sponsored fees for the therapeutic needs of clients who lost insurance coverage during the pandemic, or couldn’t afford an increase in services
- The JETS Schmoozer’s Network moved to virtual meetings and met critical needs for those who lost jobs due to COVID-19
- Anne Danaher retired after three decades at JFS, including 18 years as CEO
- Pia Rosenberg Toro finished her term as President of the Board
- Our 2020 Annual Meeting was a virtual extravaganza with over 100+ “Zooming” in for the occasion



**PIA ROSENBERG TORO**  
*Board President*



**ANNE M. DANAHER**  
*Chief Executive Officer*

Together we stay focused on our mission and our vision of community and hope. We are honored to share with you our Annual Report for Fiscal Year 2020 (July 2019 – June 2020), all of which would not have been possible without your support.

*“We are caught in an  
inescapable network of mutuality,  
tied in a single garment of destiny.  
Whatever affects one directly,  
affects all indirectly.”*

*-Martin Luther King, Jr.*

Jewish Family Services enhances and strengthens quality of life  
through the Jewish tradition of caring and compassion.

We serve and support the Jewish community and the community at large,  
inclusive of race, income, ethnicity, religion, national origin, disability,  
gender expression, gender identity, and sexual orientation.

We condemn racism.

We condemn antisemitism.

We condemn discrimination.

JFS values inclusion, equity, and embracing possibility for all people.



**Jewish Family Services**

*Embracing Possibility.*





▶ IN MARCH, EVERYTHING WAS TURNED UPSIDE DOWN AS THE COVID-19 PANDEMIC GRIPPED THE WORLD.

# AS THE WORLD CHANGES, SO DOES JFS

**BUSINESSES WERE SHUT DOWN**, schools closed their buildings and moved to remote learning, and grocery stores faced shortages of essentials. The Greater Hartford community was not immune to these challenges. As the pandemic rages on, job losses are on the rise, mental health concerns are abundant, and access to basic human needs, such as food, have been impacted.

This isn't the first time JFS has faced a global health crisis. Since our founding in 1912, JFS has been there for the community in uncertain times. In 1918, when the world was rocked by the Great Influenza Pandemic, JFS was there. In 1968, when the H<sub>3</sub>N<sub>2</sub> flu pandemic affected the world causing 100,000 deaths in the U.S. alone, JFS was there. Now faced with the COVID-19 pandemic, JFS is still here, responding to the needs of the Greater Hartford community.

## Mental Health

The need for mental health services has only increased during the pandemic. According to the Center for Disease Control (CDC), during late June 2020, nearly 40 percent of adults in the United States reported struggling with mental health or substance abuse. As an organization that provides mental health services to the Greater Hartford



Racks of warm winter coats lined up for Tara's Closet's Coat Drive in the winter of 2019.

community, it was critical that we find the best and safest way to support our clients as they face these challenges.

In March, JFS closed our offices for the safety of our employees and clients. Before doing so, we made sure the organization was ready for telehealth, so the transition for our clients would be seamless. Clinicians were trained on Zoom and JFS made investments in technology to help staff effectively provide care virtually. If

a client was not able to access therapy via video, clinicians instead provided counseling over the phone. At first, when insurance reimbursements for telehealth were unknown, we took a leap of faith and provided those vital services regardless. We established a "warm" line where anyone who needed emotional support could call in and speak with one of our clinicians.

Raising mental health awareness is more crucial than ever, primarily because more people are affected due to social isolation and anxiety about our unknown future. Through it all, Tara's Closet was there, providing awareness education, resources, and free clothing for JFS clients in need. Clothing and food are two of the many essential services that JFS provides the community through this pandemic, and we are seeing many more people struggling to meet these basic needs now.

## Basic Human Needs

In the Greater Hartford community, there have been barriers to accessing food and other basic needs. According to Foodshare, our regional food bank and anti-hunger organization, food insecurity has increased by 32% since the pandemic hit in Hartford County. Further complicating the problem, the pandemic brought shortages of certain foods,



According to the CDC, during late June 2020, nearly 40 percent of adults in the United States reported struggling with mental health or substance abuse



## We Welcomed New Leadership During the Pandemic

Lisa has been leading this community's philanthropic efforts for many years, and her past roles include: board member of the National Conference for Community and Justice (NCCJ); board member of The Emanuel Synagogue; member of the Bugbee Elementary School, King Philip Middle School, and Hall High School PTO; co-president of the Auxiliary for Hebrew Health Care; to name a few. She has chaired and co-chaired numerous fundraising events such as the Mega Challah Bake for Chabad, The Hebrew Home's Strawberry Festival, Bugbee Elementary School's Auction Night, and a fundraiser for the Orthopedic Division of Connecticut Children's Medical Center. Lisa also works part-time as a Reading Intervention Teacher at Wolcott Elementary School in West Hartford.



**LISA BERMAN**  
Board President

Lisa has been a board member of Jewish Family Services for 6 years. During the past year, Lisa served as 2nd Vice President of JFS and worked closely with then-President Pia Rosenberg Toro to prepare her for board leadership in 2021! Lisa lives in West Hartford with her husband Evan and two sons, Max and Brett.

Jewish Family Services welcomed Katie Hanley as Chief Executive Officer at the end of June 2020. Katie has over a decade of non-profit management experience and, in June, came to JFS from Oak Hill, a disability services agency based in Hartford, where she was the Senior Director of the innovative division of that organization. Katie oversaw diverse programming at five locations throughout the state, including an assistive technology center, two summer camps, an adaptive sports and fitness center, and a vocational program. Katie holds a master's degree in social work from UCONN with a focus on social work administration and a graduate certificate in nonprofit management. Katie lives in Hartford with her husband, Jeremy, and their three children.



**KATIE HANLEY**  
Chief Executive Officer



Mya, Mackenzie, and Maddie Rosenberg Toro surrounded by food collected to be distributed by the Anja Rosenberg Kosher Food Pantry.

paper goods, and disinfecting products. We partnered with the Jewish Federation of Greater Hartford and the Jewish Community Foundation at the onset of the pandemic to ensure that services were not interrupted as we learned to navigate our "new normal."

The Anja Rosenberg Kosher Food Pantry shifted the way clients were served during the pandemic. Prior to the crisis, our food pantry was a walk-in, choice pantry where clients could select the items they need. To safely distribute food, we started to provide curbside, pre-bagged groceries, and we also offered delivery for individuals who were unable to risk leaving their homes. In addition, we increased the amount of food offered to clients, and improved our variety by adding fresh fruits, vegetables, and eggs.



In Hartford County, 32% of Foodshare survey respondents experience food insecurity

Early on when shutdowns kept people at home, JFS made sure our Holocaust survivors had what they needed. We set up an Instacart account and had groceries delivered that met client's specific dietary requirements and requests. In July, when electricity bills began to spike, we helped Holocaust survivors pay their bills. Without this assistance, some survivors would have been unable to keep their air conditioners on, a dangerous situation for older adults.

## Employment Services

Since March 2020, Connecticut job losses have been on the rise. According to a Foodshare survey, 57 percent of respondents experienced a job disruption during the pandemic (34 percent lost their jobs, 42 percent had reduced income, 22 percent were furloughed). This has increased community need for our Jewish

Employment Transition Services (JETS) program. JETS is a volunteer/facilitator-run program that provides free career counseling and networking opportunities. The program is open to anyone, inclusive of religion, race, gender, and sexual orientation. Eighty percent of people find jobs through their personal and professional connections. When the pandemic hit, face-to-face networking was no longer an option. With the state shutdown, and limits on the number of people who could gather indoors, the JETS program had to find an innovative way to help those affected by COVID-19 job disruptions.

In response, JETS moved their services online to safely serve those looking for their next job. Relocating the JETS program has been immensely helpful for individuals looking for employment. Programs, such as the Jobs Search Work Team, are now accessible to more people statewide, breaking the physical and financial barriers that often keep people away. Going virtual means that job seekers can attend sessions regardless of geographic location, allowing them to increase their networks and, in turn, their chances of finding work.



Since COVID, the JETS Schmoozers Network moved their bimonthly meetings online, averaging more than 100 participation at each session.



According to a Foodshare survey, 57% of respondents experienced a job disruption due to COVID-19



Throughout the pandemic, Care at Home by JFS continuously and seamlessly served clients.

## Care at Home

For the past year we have been finalizing a new business development plan to better position Care at Home for growth, complete with a rebranding. This work is critical to our unique social enterprise model, which allows all profits to be put back into the community-based services that JFS offers. The onset of COVID slowed our ability to implement our plan, but our team needed to set their focus on our clients and caregivers.

We have been helping people age in place safely for over a decade, but during the COVID-19 pandemic, this is even more critical. Our team of caregivers and care coordinators have continued their frontline work for this vulnerable population. We secured Personal Protective Equipment (PPE) so that all caregivers could safely be in the homes of our clients, getting tests, and scheduling around quarantines if there was a potential exposure of our caregivers.

Our clients are not only at risk of contracting COVID and developing deadly symptoms, our clients are also at high risk of social isolation. This risk leads to loneliness, depression, and negative health outcomes. Isolation exacerbates symptoms of dementia as well, which is a cognitive concern for many of our clients. Care at Home has continued the business development activities, and slowly but surely, a new launch is planned for 2021.

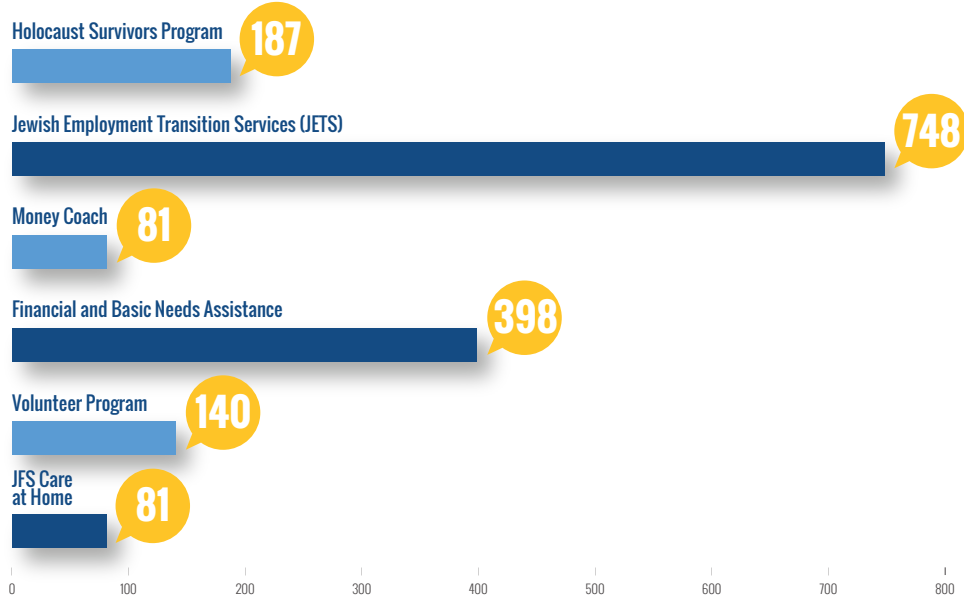


Social isolation has been associated with an approximately 50% increased risk of developing dementia

# YOUR SUPPORT. OUR IMPACT.

## Individuals and Families Served in FY 2020

Together we can be proud of our impact. Here are a few data points about our work this year:



### Anja Rosenberg Kasher Food Pantry:

Served a total of 360

Our food pantry had  
**2,429**  
visits, serving at least

**66**

new families during the pandemic



### Tara's Closet

Served a total of 133

**47**

people received support to help cover their mental health copays

**86**

families received gift cards to purchase essential items during the pandemic



### TANF and VOCA Case Management

Served a total of 186

Families who avoided eviction or shut-off notices

**92.9%**

Families who achieve personal goal attainment of at least one stated goal that is based on barriers identified through assessment

**82.1%**



### Counseling

Served a total of 351

Adults (139)  
Older Adults (94)  
Child & Adolescent (100)  
People with Disabilities (18)

In our child and family therapy offerings,

**92%**

feel that the important issues regarding the child/client were addressed



### Counseling: COVID "Warm"line

Served a total of 33

Warmline support provided through the end of June

Provided

**128**

hours of on-call support

TOTAL SERVED

2,665



# REVENUE AND EXPENSES

## Program Revenue

Community Foundations/Other Private Grants	\$1,617,435
Fee For Service (including JFS Care at Home)	\$2,461,584
Public Support	\$443,599
Federal and State Grants	\$124,027
Other	\$15,687
<b>TOTAL REVENUE</b>	<b>\$4,662,332</b>

## Program Expenses

Family Counseling	\$306,325
Older Adult Services	\$366,241
Benet A. Rothstein Child Services	\$293,292
Programs for Holocaust Survivors	\$707,533
Special Needs	\$108,766
TANF Case and Management	\$99,758
Other Programs	\$335,217
JFS Care at Home	\$2,046,085
<b>TOTAL PROGRAM EXPENSES</b>	<b>\$4,263,217</b>
General and Administrative	\$397,298
Fundraising	\$160,547
<b>TOTAL ALL EXPENSES</b>	<b>\$557,845</b>

The financial statements as of June 30, 2020 were prepared in accordance with generally accepted accounting principles (GAAP) by Whittlesey. Fiscal year is July 1, 2019 through June 30, 2020. Copies of completed Jewish Family Services' audit are available upon request.

*We gratefully acknowledge the ongoing support of our major partners*



# MAJOR GRANTS AND FUNDING

## Grantor

Jewish Hartford Rapid Relief & Recovery Fund (JCF and JFGH)	\$50,000
Jewish Federation of Greater Hartford	\$260,500
Tara's Closet Support for Mental Health	\$200,000
Royal Bank of Canada Foundation (USA), JETS Program	\$10,000
State of CT Case Management Program for TANF and VOCA Recipients	\$65,000
United Way of Central and Northeastern Connecticut, Neighbors in Need Fund COVID-19 Support	\$15,000

## Conference On Jewish Material Claims Against Germany, Inc. (The Claims Conference) Fund\*

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

German Government Grant, Homecare, and Other Services	\$1,310,764
Harry and Jeanette Weinberg Holocaust Survivor Emergency Assistance Fund**	\$ 28,928
COVID Funds – Holocaust Survivor COVID-19 Urgent Response Fund – EAP	\$15,000

### GRANTED TO JFS HARTFORD AND JFS NEW HAVEN ON A CALENDAR BASIS 2020

\* Claims Conference funds are based on a calendar year

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

## Hartford Foundation For Public Giving Funds

Beatrice Fox Auerbach Foundation Fund and Basic Human Needs Fund, Food Pantry and Basic Needs	\$8,000
David L. Coffin, Jr. Memorial Fund, Mental Health Event	\$5,000
Nonprofit Support Program, Executive Director Transition Plan	\$14,330
Samuel Roskin Trust, Elderly and Food Pantry	\$8,000
Samuel Roskin Trust, Seniors Impacted by COVID-19	\$14,000

# JEWISH COMMUNITY FOUNDATION

<i>Fund</i>	<i>Grantee/Program</i>
Gail and Jeff Adler Family Charitable Fund	Tara's Closet
Helene Alisberg Children's Fund	Benet A. Rothstein Child Services Program
Annie's Fund	Electronic health records
Annie's Fund	Anja Rosenberg Kosher Food Pantry
Beatrice Fox Auerbach Foundation Fund II/Schiro Share (HBK)	General operating support
Beatrice Fox Auerbach Foundation Fund II/Schiro Share (HBK)	Jewish Employment Transitions program (JETS)
Beatrice Fox Auerbach Foundation Fund II/Schiro Share (HBK)	General operating support
Beatrice Fox Auerbach Foundation Fund/Koopman Share - DBK	General operating support
Beatrice Fox Auerbach Foundation Fund/Koopman Share - DBK	Transportation
Beatrice Fox Auerbach Foundation Fund/Koopman Share - RK	General operating support
Beatrice Fox Auerbach Foundation Fund/Koopman Share - RK	Transportation
Beatrice Fox Auerbach Foundation Fund/Koopman Share - TK	General operating support
Beatrice Fox Auerbach Foundation Fund/Koopman Share - TK	Transportation
Malcolm and Brenda Altman Berman Family Fund	General operating support
Block and Saffir Family Fund	Counseling services for low income older adults
Samuel and Frances Blumenthal Fund	General operating support
Lawrence S. and Arline "Lonnie" Brick Fund	General operating support
David L. and Barbara E. Brown Family Fund	Embrace-A-Child
Capital Equipment Fund	Therapist office remodel
Naomi and Michael Cohen Fund	General operating support
Jerry and Libbian Cohen Family Fund	Anja Rosenberg Kosher Food Pantry emergency food relief
Penny H. Cohn Fund for Indigent Elderly	Counseling services for low income older adults
Primason Dorman Family Fund	General operating support
Emmy and Steve Fast Fund	General operating support
Hinda N. Fisher Designated Fund	Support of children with disabilities
Fox Family Fund	Anja Rosenberg Kosher Food Pantry
Ida and Milton Gladstein Fund	General operating support
Ida C. and Milton Gladstein Family Fund	General operating support
Deborah W. Goldfarb Memorial Fund	General operating support
Deborah W. Goldfarb Memorial Fund	Computer upgrades
Rona Gollob Fund	Embrace-A-Child



***Fund******Grantee/Program***

The Helping Fund II	Emergency client assistance
*Jewish Hartford Rapid Relief and Recovery Fund	Anja Rosenberg Kosher Food Pantry – COVID-19 response
Jewish Family Services Board Fund	General operating support
Jewish Family Services Endowment Fund	General operating support
Jewish Family Services Legacy Fund	General operating support
Johnston Family Fund	General operating support
Deborah and Steven Kleinman Designated Fund	General operating support
Michele G. and Dane R. Kostin Fund for Jewish Family Services	General operating support, Jessie's Community Garden, programs related to feeding the hungry
Michele G. and Dane R. Kostin Family Fund	JFS Care at Home
Bernard Lieberman Memorial Fund	In-home counseling services for older adults
Mark and Merrill Mandell Fund	General operating support
David and Lauri Miller Family Fund	General operating support
Jon and Martha Newman Family Fund	Computer upgrades
Podrove Family Fund	General operating support
Reynolds Charitable Foundation Fund	General operating support
Barbara Roth Fund	Tara's Closet
Rothstein Family Fund	Counseling for children
Rothstein Family Fund	Screenagers film screening
Lea and Richard Rubenstein Fund	General operating support
Gideon and Mary Rutenberg Family Fund	General operating support
Amy Selzer Memorial Fund	Anja Rosenberg Kosher Food Pantry
Amy Selzer Memorial Fund	Tara's Closet- Mental Health Education
Sharon Levine-Shein and Bruce Shein Fund	Anja Rosenberg Kosher Food Pantry
Lewis S. and Sylvia C. Sheketoff Jewish Family Services Fund	Chronic Needs Program
Felix and Helene Springer Fund	General operating support
Raymond S. and Gail Weinstein Fund	Chronic Needs Program*

*\* Joint venture of the Jewish Federation of Greater Hartford and the Jewish Community Foundation of Greater Hartford*

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