

inspired



2020-2021
IMPACT
REPORT



It may be hard to understand how a social service agency can be inspired throughout a difficult year of living with a global pandemic.

Social issues are at the forefront of our consciousness and people are suffering. Demand for our services has increased by 71%, and isolation, particularly in seniors, is alarming. Our Basic Needs program has never been busier and domestic violence is reaching crisis proportions. A large percentage of people are suffering from some form of mental health distress and many have lost their jobs.

And yet... we look over the events of the last 12 months and we are

inspired.

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We are inspired by our precious **clients** who have the courage to reach out for assistance, and for their trust in us.

We are inspired by our loyal **volunteers** who stepped up to not only continue providing services, but to also deliver special packages to isolated seniors, individuals and families in need.

We are inspired by our **donors** who faithfully stood with us, supporting us both financially and emotionally, recognizing our unique needs.

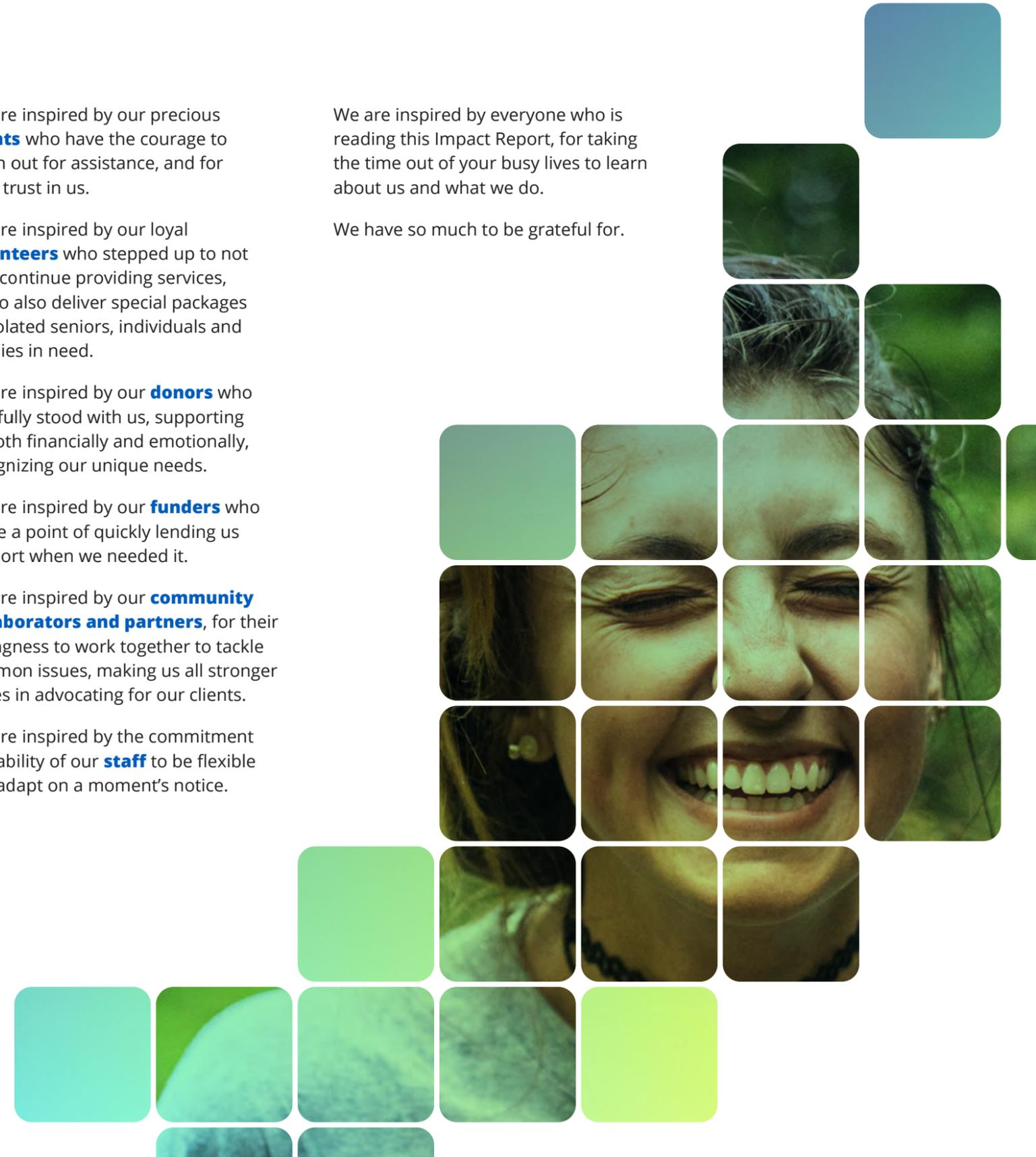
We are inspired by our **funders** who made a point of quickly lending us support when we needed it.

We are inspired by our **community collaborators and partners**, for their willingness to work together to tackle common issues, making us all stronger forces in advocating for our clients.

We are inspired by the commitment and ability of our **staff** to be flexible and adapt on a moment's notice.

We are inspired by everyone who is reading this Impact Report, for taking the time out of your busy lives to learn about us and what we do.

We have so much to be grateful for.



our mission

JFSC enriches lives and strengthens communities by providing social services to individuals and families across their life spans, based on the values of compassion, social justice and improving the world.

our vision

Enriching lives and strengthening communities.

our priorities

Service Excellence

We provide our clients with top quality programs and services and strive for superior client satisfaction.

Organizational Sustainability

We work towards a long-term sustainable future by growing our financial resources, building our donor support base and enhancing staff and volunteer satisfaction.



JFSC is a non-denominational accredited social service agency.



our guiding principles

- We treat each individual with **dignity and respect**.
- We are **inclusive and accessible** to people of all faiths and cultures.
- We value **participation and collaboration** to achieve the best results.
- We are **accountable** to our clients and stakeholders.
- We **empower** individuals and families by promoting self-sufficiency.
- We **respond** to new ideas and emerging needs.

Organizational Presence

We enhance the visibility of the Agency, our programs and services, and expand our target audiences.

Strategic Collaboration

We continue to identify and cultivate trusted relationships and collaborations to optimize outcomes for clients and communities.

2020-2021 highlights

97 Purim packages delivered to clients

JFSC provided 263 clients with homecare cleaning kits

Cowboys & Cocktails online fundraising event (June 2020) honored the memory of Sam Ousher Switzer z"l

34 Rosh Hashanah packages delivered to clients

Successful 18th Annual Toy Drive sponsored by CHW Calgary and Mimi Breitman

25 Christmas hampers were delivered to the Ogden 50+ Club

Mental Health Support Line launched to support individuals affected by the pandemic

Senior Mental Health and Addictions Response Team launched

Memory Care Program launched



257 Christmas gifts delivered through Seniors Secret Service



Partnership between JFSC and the SPINZ-A-ROUND (Community Kitchen) Program enabled us to meet the significant increase in demand for food support throughout Calgary



Safta's Kitchen Program launched



JFSC provided COVID Safety kits to clients and staff - 3401 masks, 244 bottles of hand sanitizer and 6400 pairs of gloves

Primary Care Networks/Acute Care Partnership developed to support seniors transitioning from hospitals back into the community

Family Enrichment Program launched

message from the board chair



During the past eighteen months we have all faced challenges due to the COVID-19 pandemic. I am pleased to report that JFSC has more than risen to the challenge, meeting its mandate of enriching lives and strengthening communities.

I am so inspired by the people who stepped up to ensure that our growing number of clients continue to be well served. I am also inspired by the creative solutions for safe and effective delivery of our existing programs and services, and proud of the host of new programs developed to meet emerging needs.

The Board met regularly, albeit virtually, and continued to enhance governance policies and practices. New outcome and impact measures allow us to monitor and continually improve our service quality. We revised our By-laws, reviewed our Mission, Vision, and Guiding Principles, and developed a new Strategic Plan designed to strengthen and grow the Agency to best meet the needs of our clients – now and into the future.

Fundraising during the pandemic continues to be challenging, however innovative planning and the strong support of our donors is inspiring. Sam Ousher Switzer z"l was honored at "Cowboys & Cocktails" in 2020. This successful event was held virtually due to pandemic restrictions, and was the pioneer virtual event held in the Calgary Jewish community.

The 2020 annual Martin, Staniloff, and Thal Charity Golf Classic was cancelled because of the pandemic but returned in August 2021. Our 2021 Annual Fundraiser, "Making a Difference: Online Speaker Series" has Tom Jackson, Karen Gosbee and Dr. Ruth Westheimer speaking about the importance of mental health and community support, the story of JFSC.

Despite financial issues facing many not-for-profit organizations, I am confident in JFSC's sustainability. We have a competent and diverse board, a strong management team lead by Roxanne Droppo, operations meeting CARF accreditation standards, and programs and services that evolve to meet client needs. Our strategic and governance policies and practices meet the highest quality standards with identified priorities, goals and performance measures. We have a strong financial position, a practical cash reserve policy, participate in the Life & Legacy Program with 61 commitment letters as of March 31, 2021, and have ongoing support from loyal donors and major funders.

I am inspired by your support - donors, funders, volunteers, Board members, management, staff and partner agencies. You are the key to ensuring the vulnerable members of our community continue to receive the best. Your efforts are very much appreciated.

This is my fourth and final report as Chair of this wonderful organization. Serving on the Board for the past nine years has been a rewarding and fulfilling experience and I thank you for giving me this opportunity.

Max Feldman B.Sc., MBA, P.Eng
Board Chair

message from the executive director



We chose "Inspired" as this year's theme because over the course of the COVID-19 pandemic, we have seen people come together to better understand the importance of mental health and to support the vulnerable members of our society. We are truly moved by the trust of our clients and the power of our community that has lifted us up and made us stronger in the process.

With demand for our services increasing by 71%, we dug deep and worked tirelessly to meet the ongoing and emerging needs of individuals accessing our services. There were challenges, hardships and lots of barriers but we also found perseverance, inspiration and a true sense of community.

Our traditional methods of service delivery changed, and our "new normal" was to deliver services in masks, gloves and paper gowns. Hand sanitizer and Lysol wipes became part of our lunch bag contents and we found ourselves meeting with clients on their front steps, in driveways, hallways and common areas. Quickly adapting to our new reality, our team developed creative strategies to maintain all current services.

We saw increased isolation, declining mental health and caregiver burnout, and in response we launched four new programs: Mental Health Support Line, Seniors Mental Health and Addictions Response Team, Caregiver Support Program and Safta's Kitchen. Almost 2,000 individuals – including children, seniors and families – accessed our services and the commitment we saw from staff, clients and volunteers was truly inspiring.

We completed a new three-year Strategic Plan and remained focused on outcomes to demonstrate positive impacts of the work we do. 626 outcome measurements were completed with our clients showing an increase in Financial Security (70.8%); Healthier Housing and Living Conditions (49.5%); Greater Emotional and Mental Resilience (65.5%); and a Stronger Sense of Belonging (47%).

Through 1,223 Client Satisfaction Surveys we saw that:

- **99%** of clients identified they were treated with dignity and respect
- **98%** of clients feel valued by staff at JFSC
- **97%** of clients feel their concerns were addressed in a timely manner
- **95%** of clients report the services they receive meet their needs
- **97%** of clients would recommend JFSC to family and friends

JFSC's mission is to enrich lives and strengthen communities by providing social services to individuals and families across their life spans, based on the values of compassion, social justice and improving the world. I am confident we are continually doing just that. I thank you, our donors, funders, Board members, stakeholders, staff and volunteers for recognizing that everyone needs a hand up at some point in their lives. With your continued support we are able to continue our critical work.

Sincerely, I am grateful.

Roxanne Droppo MA, RSW
Executive Director

basic needs supports

We work one-on-one with clients to ensure essential needs are met, foster independence and encourage self-sufficiency while preserving dignity. We assess needs and assist with:

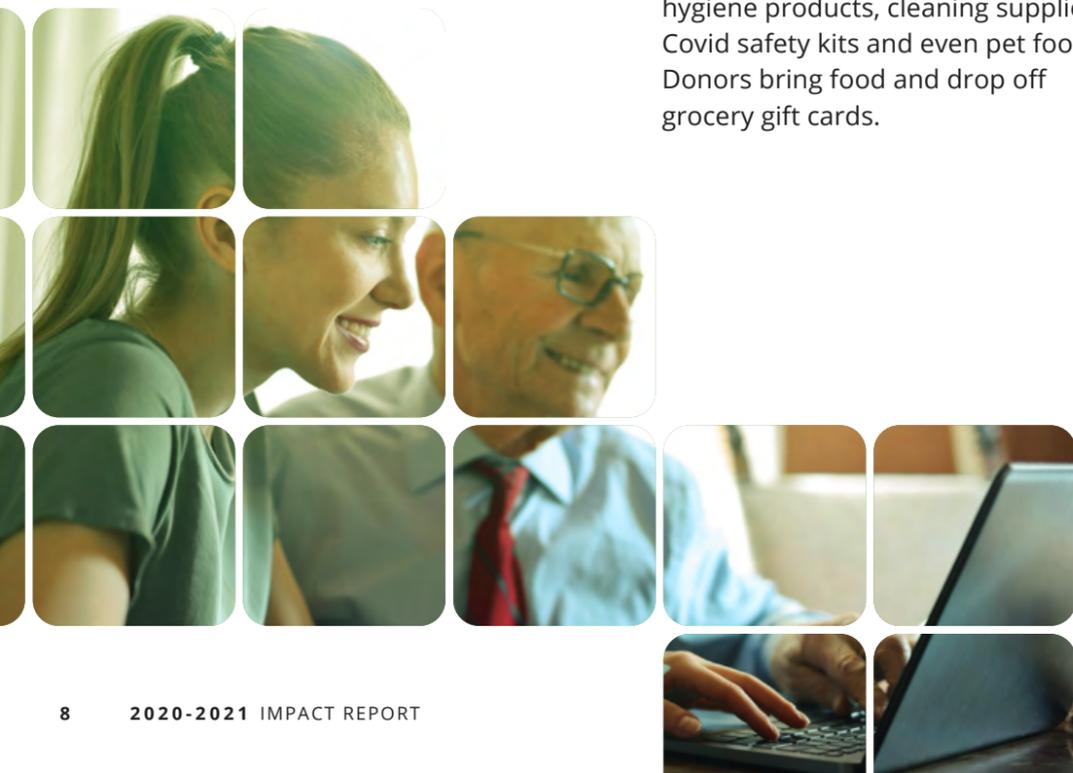
- **Food Security**
- **Connection to community resources**
- **Financial literacy and coaching**
- **Advocacy**
- **Housing support**

Over the past year we continued our work to reduce the stress of food insecurity by developing new partnerships and expanding our reach. Community Kitchen's SPINZ-A-ROUND program helps us provide fresh and non-perishable food items and Soup Sisters delivers a monthly donation of nutritious soups. Food collection boxes are in multiple locations and help stock The Wynne Thal Pantry with food, hygiene products, cleaning supplies, Covid safety kits and even pet food. Donors bring food and drop off grocery gift cards.

Our clients tell us they are grateful we are able to remain open and continue providing critical support during these challenging times.

“
*I would
have been
homeless
without your
support.*

- Basic Needs client



It's the little touches that make all the difference. Our client-focused culture is about finding ways to connect through simple, small gestures, making a difference, one person at a time.

78%
INCREASE IN DEMAND FOR
BASIC NEEDS SUPPORTS

1,241
INDIVIDUALS RECEIVED
890 FOOD PACKAGES

74
HYGIENE PACKAGES
DELIVERED



family enrichment program

Recognizing that strong families build strong communities, we launched the Family Enrichment Program for individuals and families in 2020. This new wrap-around outreach program aims to strengthen and promote healthy family dynamics.

We work to empower families and help them achieve self-determined goals through:

- In-home support to improve family wellbeing
- Parent education and consultation
- Positive parenting programs
- One-on-one and group youth mental health support
- Reducing isolation and increasing community access
- Advocacy and emotional support
- Basic needs supports
- Case management for domestic violence (Shalom Bayit)
- Financial coaching
- Job coaching/resume building
- Resettlement support

Shalom Bayit and Domestic Violence

Domestic Violence situations have increased significantly during the pandemic. Safety planning, resource navigation, advocacy, community connections and basic needs are delivered to clients in a safe, caring atmosphere.



Some examples of clients accessing our Family Enrichment Program:

A COVID positive mother who just gave birth to her baby that was still in ICU

A teenager trying to find resources for his sick father

A man battling cancer who could not leave his home

A woman with young children who was recently separated from her abusive husband

Individuals sacrificing their own food to feed their pets

A woman who lost everything she owned in a fire

Sometimes families need a helping hand.

Joanie and Rob were well-educated, both gainfully employed in the oil and gas industry for more than 15 years, and enjoyed a comfortable life with their two children. Joanie was laid off in the fall of 2019 because of low oil prices, Rob lost his job in May, 2020.

Facing an environment of mass layoffs and lockdowns due to the COVID-19 pandemic, Joanie and Rob hit the streets looking for any type of work they could get, recognizing that their chances of finding comparable oil and gas jobs were low.

Joanie found a job in a small office paying half her former salary, however she was grateful for the work. Rob applied for multiple jobs while staying home with the children as schools were closed due to the pandemic.

Life became very difficult very quickly as the family was also supporting Joanie's parents who were in an Assisted Living facility. The couple began to argue, they were behind on paying their bills, Rob was resentful that he could not find work, the kids were struggling to manage online school and Joanie's parents' health was deteriorating.

Rob reached out to the JFSC Family Enrichment Program. He was looking for parenting education and ideas

on setting structure in the home for the children. The FE Case Manager provided weekly Zoom meetings to offer "Love and Logic" parenting strategies, a structure timetable and ideas to support Joanie's parents from a distance. The family remains engaged with JFSC as they work on improving their family dynamics, and they have told their Case Worker how much they appreciate the assistance.

2,000

INDIVIDUALS - INCLUDING CHILDREN, SENIORS AND FAMILIES - ACCESSED OUR SERVICES

older adult supports

JFSC Programs and Services for Older Adults

- **Basic Needs Support**
- **Older Adult Supports**
- **Memory Care Program**
- **Caregiver Support Programs**
- **Seniors Mental Health and Addictions Response Team**
- **Mental Health Support Line**
- **Post War Survivor Services (Claims Conference)**
- **PCN In-Home Supports Coordination**
- **Friendly Visitor Program**
- **Safta's Kitchen Program**
- **Private Home Support Services**

Older Adult Supports

Our goal is to enhance the quality of life for seniors and assist with strategies for successful aging in place. We connect clients with programs and services to promote healthy aging, community inclusion, independence and reducing isolation.

We have remained open since the start of the COVID-19 pandemic. Demand for our programs and services have dramatically increased and we quickly adapted to lockdowns and safely continued meeting the needs of our clients.

We are part of the Way In Network, a four agency collaboration (JFSC, carya, Calgary Senior Resource Society, Calgary Chinese Elderly Citizens Association) supporting seniors throughout the City of Calgary.

Friendly Visitor Program

Over the past year the Friendly Visitor Program remained in high demand. This Program pairs volunteers and seniors for weekly visits with the aim of providing connection and reducing isolation.

Memory Care Program

Launched in 2020, this Program provides in-home one-on-one support designed to engage individuals experiencing memory loss or dementia, while also providing the opportunity for caregiver respite. Memory Care Volunteers are specially trained through the Alzheimer Society of Calgary's Best Friends Approach™ to deliver quality, client-centred care in their homes.

Post War Survivor Services (Claims Conference)

The COVID-19 pandemic is provoking significant anxiety and isolation for Holocaust Survivors. The goal of this Program is to enhance quality of life and help clients remain independent as long as possible.

Caregiver Support Program

During the COVID-19 pandemic, services from other providers were decreased or suspended and we saw an increase in caregiver burnout. In response, JFSC launched our Caregiver Support Program in January 2021.

We provide individual counselling, group support, education and access to resources for caregivers of seniors.

PCN In-Home Supports Coordination

JFSC is part of a four-agency collaboration working collaboratively with PCNs and AHS. We coordinate a plan with clients to support their return to independent living in the community.

Safta's Kitchen Program

Safta's Kitchen is an innovative program for seniors aimed at enhancing joy and reducing isolation. Originally designed as a communal cooking experience, the program was creatively adjusted due to Covid restrictions.

JFSC Partnerships in Seniors Programs and Services

JFSC has relationships and partnerships in multiple community outreach programs for seniors. These include Age Friendly Calgary campaigns, the Bertha Gold Apartments, Calgary JCC, Shawl-om Project, Senior Secret Service and other programs and events through various Calgary senior residences and facilities.



634

SENIOR CLIENTS SERVED

3,940

INTERACTIONS WITH SENIOR CLIENTS

136

SENIOR CLIENTS RECEIVED FINANCIAL COACHING SERVICES



mental health supports

Senior Mental Health and Addictions Response Team

This interdisciplinary Team was developed in May 2020 as a response to an identified need in the community for outreach services for seniors struggling with mental health and addictions.

We work in conjunction with other Calgary supports including the AHS Geriatric Mental Health Unit, Family Physicians, Psychiatrists, Psychologists, Home Care, Kerby Centre, The Way In Network, Senior Connect and the Elder Abuse Response Team.

Mental Health Support Line 403-287-3511 (intake line)

Established in May 2020 for individuals struggling with their mental health due to the COVID-19 pandemic, the majority of clients using this service are 60-70 years old. This has highlighted the need for accessible mental health services for seniors.

This barrier-free service offers three free counselling sessions with the option of continuing on a sliding fee scale.

New for 2021 - The Sheila Gurevitch Youth Mental Health Program

This new Program will address the multitude of mental health challenges facing today's youth.



It's so nice to finally have the opportunity to talk about things that have upset me for a long time, I just never had the chance to do this in the past.

- Mental Health Support Line client



Sam's life was spiraling out of control.

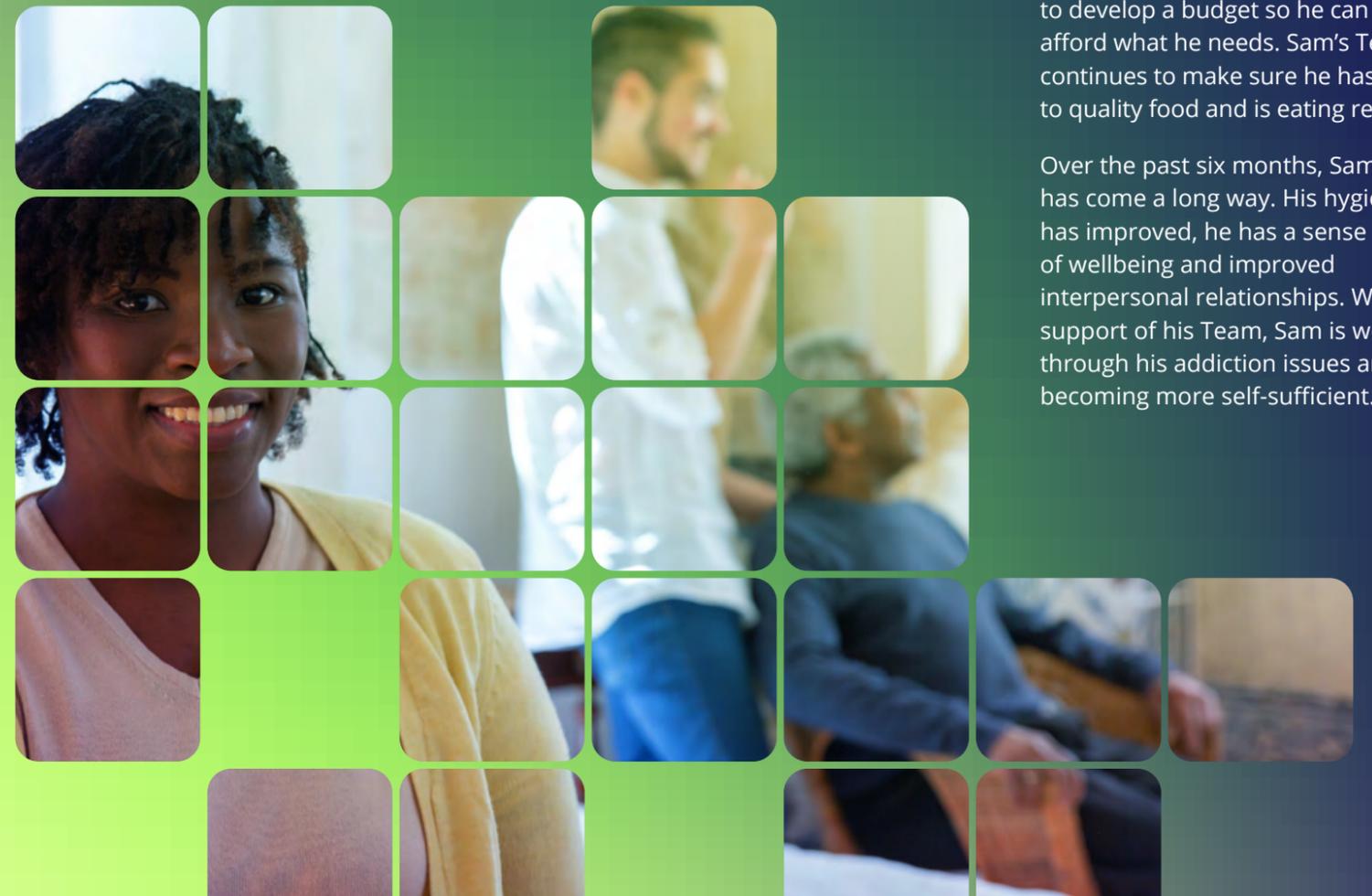
At 72 years old he was alone, malnourished, and abusing alcohol and prescription medications. Known as a "difficult client" with an oppositional personality and reluctance accepting support, Sam was regularly accessing emergency medical services, often for non-medical issues.

When he was referred to JFSC for help with his addictions, Sam was experiencing significant withdrawal and needed financial and basic needs support.

Over time, Sam's JFSC Outreach Team developed a trusting relationship and were able to offer him consistent and meaningful support. Instead of accessing EMS, Sam began reaching out to his Team when he needed assistance.

Sam's Team worked to change his world. Through their advocacy and referrals, they helped him get a walker, shower seat, toilet seat and bed rails. They helped Sam fill out government forms so he can receive all his eligible benefits, ensured his taxes were filed, provided financial coaching and worked with him to develop a budget so he can afford what he needs. Sam's Team continues to make sure he has access to quality food and is eating regularly.

Over the past six months, Sam has come a long way. His hygiene has improved, he has a sense of wellbeing and improved interpersonal relationships. With the support of his Team, Sam is working through his addiction issues and is becoming more self-sufficient.



private home support services

Our goal is to help facilitate independence for seniors and other individuals requiring short or long-term assistance due to physical and/or emotional limitations impacting daily living. At the start of the COVID-19 pandemic we quickly implemented safety measures and continued delivering these essential services to our clients.

Our Team is supervised by an LPN and we can deliver services in multiple languages:

- **Homemaking**
- **Meal preparation**
- **Accompaniment to appointments**
- **Medication assistance**
- **Personal care**
- **Caregiver respite**
- **Advocacy and emotional support**

Home support services are available on a fee-for-service basis.



volunteer program

Volunteers are a valued and important part of JFSC, engaging in multiple programs including Friendly Visitor, Memory Care, Safta's Kitchen and Holiday package deliveries.

Our volunteers tell us they feel a sense of purpose and find meaning in the opportunities to get involved and give back to their communities.



I love the work I get to do here! I feel influential and connected to other people, which is an achievement during the worst of Covid-19.

- JFSC volunteer

98
VOLUNTEERS

100%
STRONGLY AGREE/AGREE IN THAT "AT JFSC I FEEL THAT MY VOLUNTEER OPPORTUNITIES MAKE AN IMPACT ON MY COMMUNITY" (VOLUNTEER SURVEY)



community collaborators, funders, partners and supporters

We are grateful for our valued partnerships, collaborators and supporters who work together with us to ensure the vulnerable members in our communities have access to high quality programs and services. Together we are enriching lives and strengthening communities.

Age Friendly Calgary - City of Calgary
Community Education Services

AHS Geriatric Assessment Program
for Older Adults

AHS Community Education Services

Alberta Jewish News

Aspire Calgary

Azreili Foundation

B'nai Brith Lodge 816

Bertha Gold Jewish Seniors
Residence

Beth Tzedec Congregation

Bondars

Bow Valley College

Bridlewood Safeway

Calgary Alzheimer's Society

Calgary Chinese Elderly
Citizens' Association

Calgary Food Bank

Calgary Foothills Primary
Care Network

Calgary Foundation

Calgary JCC

Calgary Jewish Academy

Calgary Jewish Federation

Calgary Neighbourhoods -
City of Calgary

Calgary Seniors Resource Society
Calgary Senior Sector Collaboration

Calgary West Central Primary
Care Network

Canadian Women's Foundation

CARF

carya

Chabad Lubavitch of Alberta

Chevra Kadisha

CHW Calgary

Claims Conference
(Cummings Centre)

Community Kitchen SPINZ Program

FCSS - Family & Community
Support Services

Foothills Primary Care Network

Glenmore Landing Safeway

Government of Alberta

Government of Canada

Habitus Consulting Collective

Halpern Akiva Academy

Harry and Martha Cohen Foundation

House of Jacob/Mikvah Israel

Immigrant Services Calgary

Insight Counselling

Jewish Community Foundation
of Calgary

Jewish Historical Society of
Southern Alberta

Kerby Centre

Mazon Canada

Mosaic Primary Care Network

Mount Royal University

Network of Jewish Human
Service Agencies

Niv Magazine

Ogden House Senior Citizen Club

Shaw Birdies for Kids
presented by AltaLink

Soup Sisters

South Calgary Primary Care Network

Southwest Communities
Resource Centre

Stephen and Sophie Lewar
Endowment Fund

Temple B'nai Tikvah

United Way of Calgary & Area

University of Calgary

Vibrant Communities Calgary

life & legacy program

LIFE & LEGACY™ is a collaboration of the Calgary Jewish Federation and Jewish Community Foundation of Calgary in partnership with the Harold Grinspoon Foundation. JFSC is one of ten Jewish Calgary organizations participating in this Legacy program. The goal is to ensure a strong and sustainable future for the Agency.

On behalf of everyone at JFSC, we extend a heartfelt thank you to the following donors for their commitment to JFSC through the LIFE & LEGACY™ program*:

Anonymous (11)

Alice z'l and Jacob (Jack) Adler

Esther Allman Silberg

Dan Balaban and Family

Michael Balaban

Judith and Christopher Baron-Bown

Cathy Basskin

Jenny Belzberg

Dan & Melissa Blitt

The Charbonneau Family

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Leonard Seidman
and Kimberly Rothenberg

Daniel Shapiro

Robert Shiell and Cheryl Baron

Shilling Family

Deborah Shnay

Sandy Shuler

Gary Silberg

Beth and Craig Steinberg

Samuel and Ida Switzer

Hartley and Nadine Waldman



For more information on this program, and if you would like to participate, please contact Peta at petag@jfsc.org or call 403-692-6389.

2020-2021 board of directors and staff

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 Bev Silverstone (from January 2021)

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Executive Director

Roxanne Droppo



Our diverse JFSC team is active in the Calgary social service community and can offer services in 13 languages.

* Retired September 2020
 ** Joined September 2020

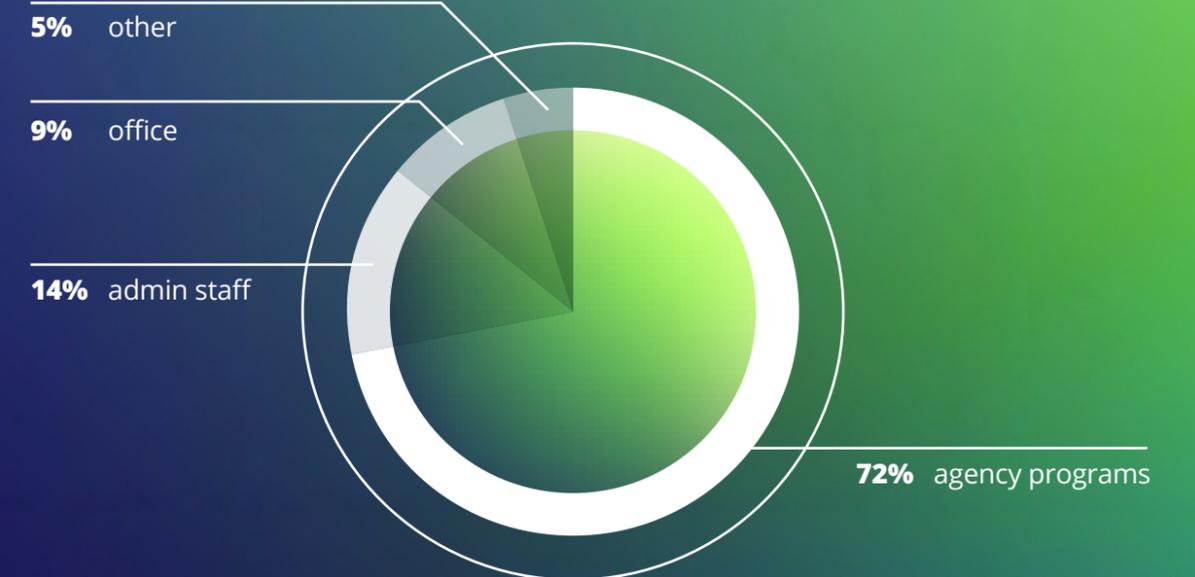
financials

Year ending March 31, 2021

revenue



expenses



our donors

Todah Rabah! We are inspired by you, our loyal donors, who choose to support us. You make an enormous difference.*

305555 Alberta Inc.
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*We sincerely apologize to anyone who may have been inadvertently missed from the donor list.

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