



# JFSC ANNUAL REPORT 2017

# THE JFSC FAMILY

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Marty Hornstein

The JFSC staff is comprised of the following

### Teams and Positions:

Executive Director  
Administrative Team  
Counselling Team  
Community Support Services Team



## CONTACT US

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# MISSION

Jewish Family Service Calgary strengthens communities by providing social services to individuals and families based on the Jewish values of compassion, social justice and improving the world.

## GUIDING PRINCIPLES

- We treat each individual with dignity and respect.
- We are accessible to people of all faiths and cultures.
- We work together to strengthen all communities recognizing the value of participation and collaboration.
- 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.

**JFSC has a distinguished history of service in Calgary as a non-denominational accredited Social Service and Psycho-educational Agency.**

# Letter from the Board Chair

## Last year Alberta experienced the deepest economic downturn since the financial crisis of 2008

with the highest rate of unemployment in over two decades. Although improved GDP numbers suggest the economy is starting to recover, the fallout affecting real people continues. Jewish Family Service Calgary, and our many partner agencies, are receiving increased client demands for basic needs underscoring the fact that the economic recovery continues to leave many people behind. Stresses on individuals and families, with the accompanied increased need for counselling and support for victims of domestic violence, has challenged our agency throughout the past year.

The financial strains from providing a higher volume of services for those clients was exacerbated by the termination of our funding contract from the United Way. As one of many organizations that were unsuccessful in the United Way RFP process, our Management and Board of Directors were tasked with difficult decisions. Service provision had to become more efficient and unfortunately counselling hours had to be scaled back. Our staff should be commended for making sacrifices on behalf of their clients and truly shining in difficult circumstances. To meet the United Way funding shortfall, strategies were developed by the Board of Directors and Management and included grant writing, utilization of social media, marketing, and engagement of donors.

Another year of successful fundraisers with the support of staff and volunteers and a campaign developed with the assistance of student interns from the Faculty of Business and Communication Studies, Mount Royal University, helped meet the funding gaps. We all enjoyed a good laugh hosting The Debaters for our annual major fundraising event, and the 2nd Annual Martin, Staniloff and Thal Charity Golf Classic. Fortunately, our community and The United Jewish Appeal of the Calgary Jewish Federation has continued to support our programs for which we are always grateful.

Family and Community Support Services increased funding for our seniors' programs through The Way In, recognizing the essential work carried out by JFSC and the other organizations involved. Enhanced oversight by the finance committee, implementation of new means to accept securities, donations, and review of major contractual obligations, has resulted in organizational savings.

The result is a healthy balance sheet with a small surplus at year end. Going forward the Board of Directors and staff continue to evaluate and strengthen the agency's ability to remain relevant, deliver services in a proactive manner responsive to the needs of our clients, and adaptive to the changing social service landscape and expectations of our stakeholders. The analysis begun this past year by the Board of Directors has been continued by consultation with an "Inquiry and Assessment of Best Practices in Service Delivery". We believe this will be money well spent.

Our slate of directors continues to evolve with the recent retirement of truly dedicated professionals, Arlene Viner-Holmes, Susan Dvorkin, Lev Khitrine, Jackie Halpern and Craig Steinberg. We welcome Agata Kesik-Libin, Kristen Joffe, Will Katz and Jim Meadow to the Board. We are fortunate to continue to attract such talent. The biggest challenge facing the Board is the search and selection of the new Executive Director. We wish to thank Marty Hornstein who has led the agency with skill and passion for the past four plus years, and will be retiring November 30, 2017.

**Stan Mayer MD,  
Chair, Board of Directors**



# Executive Director's Message

On a Thursday afternoon before a long weekend, a woman with two young children arrives at the door of Jewish Family Service Calgary (JFSC) with nowhere to go. Over the past three years the mother suffered from abuse and had incurred several beatings, some in front of her children. She had been cut off from using her credit card and the couple's bank account was drained. Six months later, with the support, guidance and counselling through our JFSC Shalom Bayit (Domestic Violence) team, this woman and her children are settling into an apartment, a new school, and the mother has an excellent job opportunity.

JFSC has many success stories like this across the Agency - through our programs assisting older adults, resettlement, working with Holocaust survivors, counselling and by providing basic needs support for food and shelter.

Our stories are about people living next door to you or down the street. The stories are about some of your friends, coworkers or acquaintances. The stories are about people in our community. Although it is very difficult for us to see an ever increasing need for our services, we take pride in observing first-hand the positive impacts JFSC has on so many individuals and families.

The past few years have not been easy for our clientele or our Agency. The economic downturn has resulted in increased demands for our services while our donors and funders are experiencing similar challenges raising the necessary funds to be able to support their recipient agencies. We are grateful for the funding we receive from them.

In this newsletter you will find information about how many people JFSC has provided support and services to over the past year. The financial information explains what it takes to do what we do. The Chair's message tells our fundraising story and highlights the Board's efforts to keep the Agency relevant and able to respond to increasing demands in a difficult economic environment.

The work we do in our community is possible because of our staff team that is caring, skilled and committed to the Jewish values of compassion and social justice. It is possible because of the tireless efforts and governance of a dedicated volunteer Board of Directors.

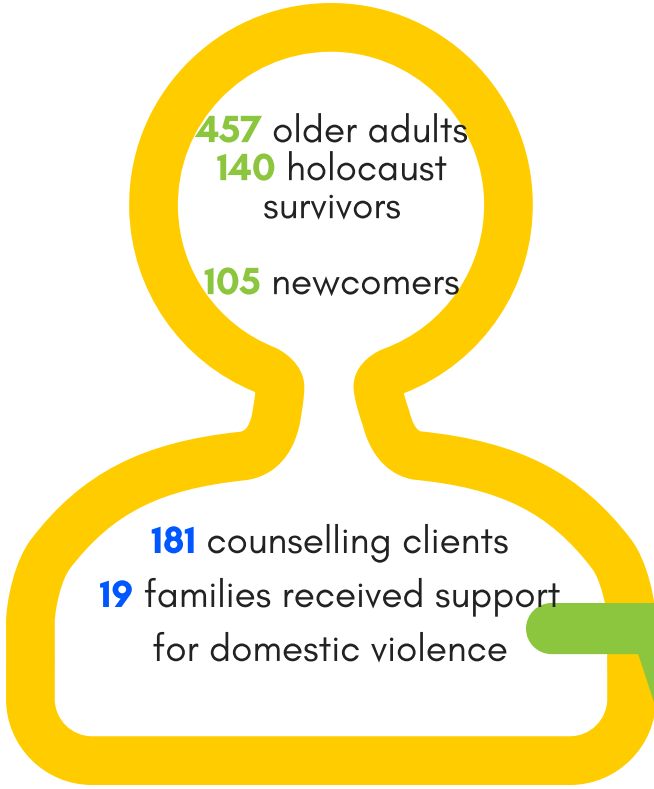
Our programs and services are possible because of our funders, grantors, special volunteers and donors. We thank you for all that you do and we look forward to your continued support.

**"JFSC has many success stories like this across the Agency - through our programs assisting older adults, resettlement, working with Holocaust survivors, counselling and by providing basic needs support for food and shelter."**

**Marty Hornstein,  
Executive Director**



# THE YEAR IN NUMBERS



**457** older adults  
**140** holocaust survivors  
**105** newcomers

**181** counselling clients  
**19** families received support for domestic violence



**90** volunteers  
**6,000** hours of service to the community



**\$13,000** in grocery gift cards helped **89 clients** feed their families. Miriam's Well food pantry served over **136 unique clients 570 times**



Over **100 Holiday packages** provided for each major Jewish holiday



33 clients received **\$32,721.00** in Housing Support

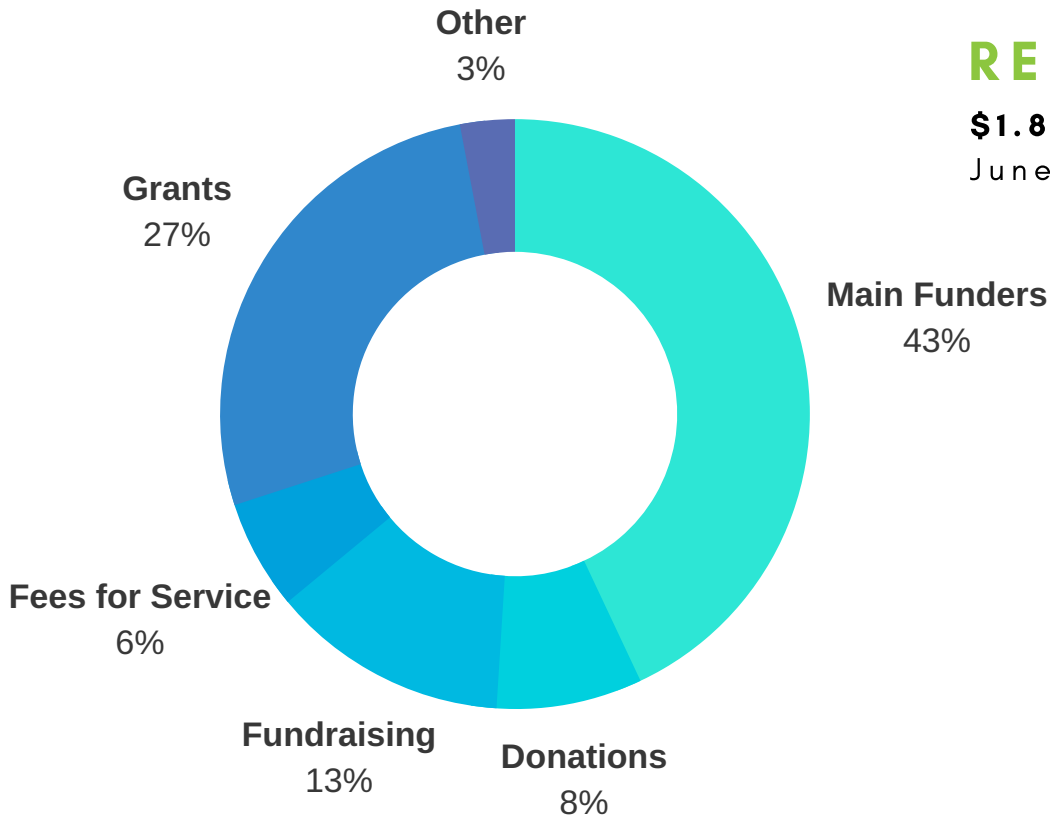
# REVENUE & EXPENSES



## REVENUE

**\$1,875,726**

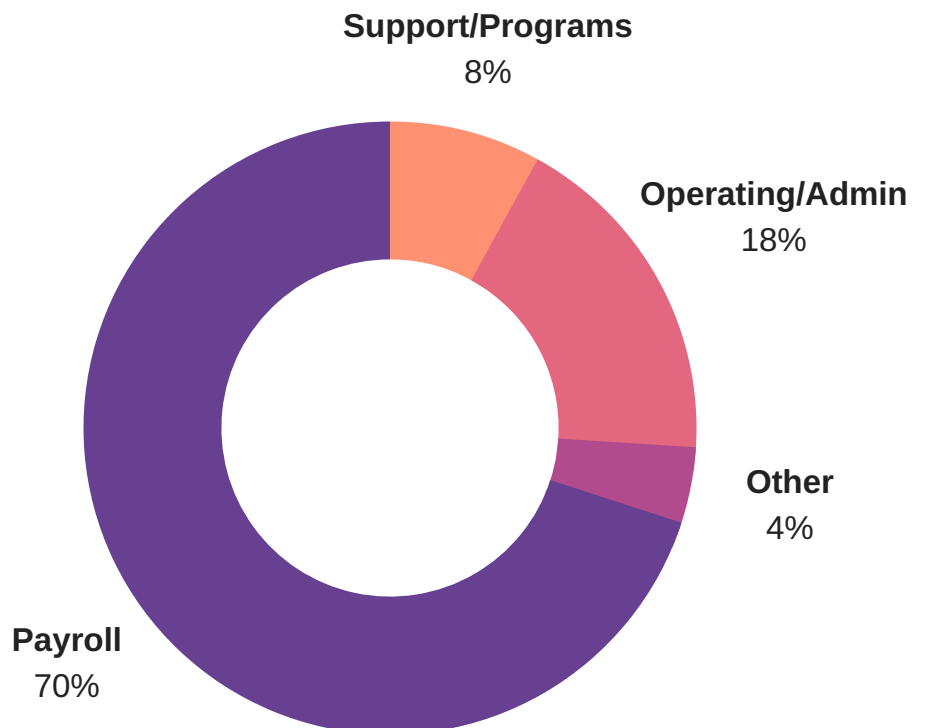
June 2016 - May 2017



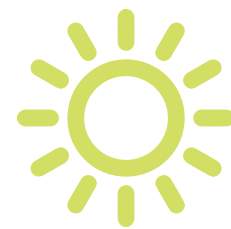
## EXPENSES

**\$1,851,422**

June 2016 - May 2017



# PROGRAM UPDATES



## DOMESTIC VIOLENCE - SHALOM BAYIT

At JFSC, we provide advocacy and support regarding domestic violence (DV) to Jewish women and men as well as clients receiving other JFSC services. Jewish clients benefit greatly from having access to someone within their faith/cultural group who understands the religious components, the dynamics of abuse, and the legal system. We develop and value partnerships in the community to best support client needs and increase our capacity, such as shelters, lawyers, Homefront, CPS, Calgary Domestic Violence Collective, Sagesse, other Jewish agencies, and universities. We assess risk, do safety planning, and assist with navigation through legal and child protection systems. Depending on the intensity of the legal circumstances, this can be multifaceted work; attending meetings with lawyers, attending court/JDRs, translating, advocating, and supporting clients emotionally.

**19 individuals/families** received direct support, information, advocacy, referrals, and system navigation



## COUNSELLING

The counselling program helps people from the Jewish and broader community with challenges in a variety of areas such as mental health and well-being, trauma, separation and divorce, abuse, grief and loss, relationships, and transitions. We serve clients with diverse, often complex mental health needs and work with individuals, couples, children, and families, while adhering to professional codes of conduct and ethics. We work collaboratively by developing meaningful community partnerships with universities, other counselling agencies, Jewish schools and camps, and private practitioners.

**181 unique clients** were served this past fiscal year; 60.4% of our sample of closed clients achieved positive treatment outcomes as per our evidence based measure.

**15 Single Session Consultations** were provided; clients reported an average of more than 20% improvement in their confidence to address their key challenge or need.



## BASIC NEEDS SERVICES

The Basic Needs department supports all JFSC clients facing financial and social challenges. 1 in 10 Calgarians live in poverty, and the same statistics hold true for the Jewish community. Food security and general economic vulnerability permeated the presenting basic needs issues this year. Un/under employment persist as a cause for the financial challenges, in addition to illness, disability, family breakdown and poor mental and physical health conditions causing limited employment capacity. Poverty reduction is a large piece of what we do. We helped prevent eviction while increasing housing security through advocacy with landlords and the JFSC housing support fund.

**136 unique clients** of all ages benefited by receiving a total of **570 food packages** from Miriam's Well Food Pantry. Miriam's Well gets stocked on a regular basis by donations received from the community and supplemented by the Calgary Food Bank, Chongo's Market, Grumans' restaurant, Carriage House Inn, and the Soup Makers group at Temple B'nai Tikvah.



# PROGRAM UPDATES



## OLDER ADULTS

Older Adult Outreach as part of the Way in Network, serves seniors living in south Calgary in addition to Jewish older adults throughout the city (including Russian and Hebrew speaking seniors).

Over the past year, JFSC served **457 Older Adults**. We saw an increase of referrals regarding tremendous financial challenges, navigating complex family dynamics, elder abuse, mental health and physical health concerns. JFSC served a greater number of clients with declining cognitive capacity and supported them with the connections to appropriate resources in a client-centred, empathetic approach. In collaboration with Calgary JCC, more than **200 older adults enjoyed outings** to places like the Calgary Zoo, Banff, Heritage Park, and more.

In December, over **250 holiday packages** were delivered to the homes of our most vulnerable and isolated seniors through Senior Secret Service.



## HOLOCAUST SURVIVOR SERVICES

Mrs. L. has no supporting family or social supports, many health problems and is extremely isolated. This program allowed her to go shopping with the assistance of a Support Worker and buy food on her own with gift cards acquired from Claims Conference. She reports that this helps her to live with dignity, choice, and self-determination, while at the same time, receive the support she needs in her everyday life to remain safely in her home.

JFSC served approximately **140 Holocaust Survivors** by providing them with emergency financial assistance and home care services through funds available from The Conference on Jewish Material Claims against Germany. These clients are a unique population living with traumatic memories and PTSD complexities from their Holocaust experiences, in addition to the natural aging process. In the last year, the JFSC Survivor Services team helped **20 newly identified Survivors** to apply for various compensations, and had also successfully appealed and facilitated the reversal of the termination of services for some clients.



## RESETTLEMENT AND INTEGRATION SERVICES

The Resettlement Department persistently proved to be a robust and essential service provision at JFSC, meeting the needs of over **105 newcomers** this year. No matter if they are relocating from a different country or province, or just moving to a new neighbourhood, they are assisted with resources and constant attention and flexibility throughout the ongoing process of settling in Calgary.

Newcomer clients experienced a huge need for food support, while employment was an ongoing problem and reason for the need of services. Resettlement and Integration clients receive essential information, support, and connections to the community. Support services are provided for immigrants and citizens to promote full integration, cultural diversity, community participation and citizenship.



## VOLUNTEERS

Volunteerism represents the founding values of JFSC. It enriches the lives of volunteers while meeting the needs in broader community service. The Volunteer program actively encourages people to participate, finds them fulfilling positions at JFSC that add to their personal and professional development, and recognizes the important contributions volunteers make to our community.

This year JFSC had **90 volunteers** contributing over **6,000 hours** of support and service to the community.

During those hours, our volunteers helped stock Miriam's Well Food Pantry, entertained seniors during Shabbat Services, delivered food to isolated seniors, taught ESL classes, greeted our clients at the office, assisted at our fundraising events, and much more. We are inspired by our volunteers' dedication and are very grateful for their generosity. They contribute to our clients' wellbeing and JFSC's development as an affective and caring organization.

**"WE ARE INSPIRED BY OUR VOLUNTEERS' DEDICATION AND ARE VERY GRATEFUL FOR THEIR GENEROSITY."**



## EDUCATION SERVICES

Educational and preventative services are co-developed and delivered by Shalom Bayit and Counselling personnel. Community members, leaders, and service providers learn about the dynamics of bullying and domestic violence, potential ways of responding, healthy alternatives to abuse, and resources available. As a licensee of Calgary Communities Against Sexual Abuse's Who Do You Tell? program, we teach children the indicators of abuse and build capacity for them to tell someone safe if they have concerns. We also develop and deliver Turn Off the Violence (TOTV) modules to students and community youth on topics such as healthy relationships and conflict resolution.

This year **440 students and youth** and **112 camp counsellors** received best practice programming.

Outcomes from participants programs indicate that:

- 90% reported increased knowledge and skills in training for camp counsellors on Recognizing and Responding to Child Abuse.

- 86% of participants in our Turn off the Violence (Coping with Anger and Embracing our Diversity) reported increased knowledge and skills.

- 80 % of participants in our Turn off the Violence (Resolving Conflict) program reported increased knowledge and skills.

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*We sincerely apologize to anyone who may have inadvertently been missed from our donor list*



# SOME NOTES FROM OUR CLIENTS

Thank you JFSC for the holiday packages and kosher food. I have had some health related struggle lately so greatly appreciated the connections to resources in the community. Also very gratefully for the moral support I got and non-judgment treatment

I felt very understood by my counsellor and felt as though they truly cared about my well-being.

I REALLY appreciated the sliding scale aspect of the service. It made things a lot more comfortable. Having said that, the quality of the counseling received here is by far the best I've had. JFSC is an absolutely fantastic place, and I feel incredibly lucky to have found it.

Our family appreciates extra food from Miriam's Well and holiday packages. They help us greatly to save some money and yet have food and enjoy holiday seasons like everyone else

JFSC have been there every step of the way to my emotional & financial freedom. JFSC has supported me and my children.



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