



JFSC Annual Report 2018

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.

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Executive Director

Roxanne Droppo

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Basic Needs Program
Resettlement and Integration Program
Older Adult Outreach
Claims Conference Program
Senior Services
Shalom Bayit Team
Counselling Team
Finance
Administration



From the Desk of Roxanne Droppo, Executive Director

This past year has been one of change for JFSC. As the new Executive Director, I was able to transition into an organization that was deeply rooted in the community by providing social services to vulnerable children, families, senior's and newcomers.

JFSC is graciously supported by community funders and private donors. The economic downturn continues to challenge individuals and families with food insecurity, job loss and housing instability however the support of our community has allowed us to address the challenges and provide support to over 1,300 children, individuals and families.

This year, the organization participated in a programs review by an external consultant in anticipation of setting our next three-year strategic plan. Our goal is to be the agency of choice for funders, stakeholders, clients and staff. We are well underway of designing strategies to produce strong outcomes that will reflect our efforts in becoming the agency of choice.

As I look back over the past seven months I am in awe of the support and warm welcome I received since joining JFSC. We are an organization strengthening our impact in the community and remain committed to providing quality services. A recent example is a family who immigrated to Calgary from Israel that has been receiving support from JFSC as they adjust to a new country. Recently the couples' eight year old daughter fundraised three hundred dollars through her school and donated the funds to JFSC. This gesture is the epitome of who JFSC is and the impact we are having on the community.

On behalf of the Staff, Board of Director's, Volunteers and people we serve, Thank you! The power of community is being able to come together and make a difference. It is through the coordinated efforts of each and every one of you that we are able to make a difference and those differences impact the lives on children, families and senior's.

Roxanne Droppo, Executive Director

Board Accomplishments

- Hired Roxanne Droppo to lead the organization, who has made significant strides in developing relationships and achieving tangible results.
- Undertook a review the current three-year strategy and fine-tuned our strategy for the next three years.
- Hired a consultant to inquire into and assess best practices in service delivery for our agency. Review and implementation of recommendations from this study rests with the ED.

We also had a very successful annual fundraiser thanks to the Board's Fundraiser Committee, staff, and volunteers. Lil Faider was honoured for her exceptional contributions to our agency and others over the years. The 4th annual Martin, Staniloff, and Thal Charity Golf Classic was also successful from all perspectives.

Board Committee Accomplishments

- The Finance Committee to select a new accounting system; initiated improved processes and financial controls; and sought and received approval from the CRA to change our fiscal year end from May 31 to March 31.
- The Governance Committee reviewed our By-Laws and made recommendations for revision; enhanced the Board Policy Manual; and reviewed proposed changes to the agency's Human Resource Policy from a governance perspective.

Letter from the Board Chair

It is an honor and privilege to serve in as Board Chair for an accredited organization with a lengthy and respected history of providing a broad range of social services to families and individuals in need. Our diverse board strives to be both a capable custodian of our stakeholder's faith in JFSC's ability to deliver high quality services and to perform with due care the fiduciary duties to our funders and community at large that we serve. Each board member is also a member of a committee of the board.

The agency is in good financial shape with a healthy balance sheet and small annual surplus. This is despite earlier termination of major funding from the United Way and cost of restructuring of the agency designed to reduce long term operating costs. This favorable situation is due to cost efficiencies initiated by management, additional emphasis on and success with grant writing, increased funding from the Claims Conference, and increased personal donations.

The Board and management are in alignment on strategy, dedicated to provide high quality and cost-effective service, receptive to new ideas on how best to meet the needs of our clients, attentive to suggestions for improvement, and open to creative ideas on how to increase revenue. I am confident about the agency's relevance, sustainability, and success.

As with any healthy organization, there is a turnover of board members and this year Stan Mayer ,MD , long time board member and past Chair retired and Steve Lipton , Denis Levandovsky, and Beth Ordman joined the board.

In closing I would like to thank our staff, fellow board members, volunteers, major donors (Calgary Jewish Federation, Family and Community Support Services and Claims Conference), personal donors, and other funders who help the agency meet the needs of our clients . Your support is very much appreciated – our clients are the beneficiaries of your generosity.

Max Feldman, Board Chair



Compassion

“Thank you so much for the help! You should know that this program makes such a huge difference in my life. It gives me security knowing that I can feed my family this month.”

Our Basic Needs program focuses on poverty reduction strategies and provides short term financial resources and community referrals to individuals and families who are facing hardship and struggling to meet their basic needs.

The Counselling program helps individuals, couples and families from the Jewish and broader community address challenges associated with trauma, abuse, poor mental health, grief and loss, interpersonal relationships and major life transitions.



33 clients were provided with housing support to divert them from homelessness.



89 clients were able to feed their families because of the generosity of our donors.



Over 100 families were provided with care packages for each major holiday celebration.



Individuals accessing basic needs funding are now provided with financial coaching through a new pilot project.



120 clients received support from our counselling team.



Social Justice

“After taking the Who Do You Tell program at school, I now know that even someone I like can touch me in a bad way.”

Our Post War Program assists World War 2 Holocaust survivors with personal and housing supports to enable them to live independently to the best of their ability for as long as possible.

The Shalom Bayit Program is an award-winning program dedicated to bringing awareness and building capacity in our community around the issue of domestic violence. It addresses issues of spousal violence, senior’s abuse, child abuse, childhood sexual abuse, dating violence and bullying in our community.



133 Post War Survivors were provided with home and personal supports to age in place, thereby increasing their health and wellness outcomes.



60 camp counsellors trained by the Shalom Bayit team to promote healthy relationships and boundaries and being able to recognize the signs of abuse.



80% of Grade 1 students believed that if someone touches them in a way they don't like, it's their own fault – compared to only 11% who believed that after our program.



100% of our adult clients reported that they know more about the signs and risks of abuse since meeting with a counsellor.



Improving the World

“I would have been lost and overwhelmed by all the information. I am now living in affordable housing and my anxiety and stress has decreased.”

In partnership with the “Way In” Network, JFSC provides outreach services to vulnerable seniors in Calgary and is dedicated to enhancing quality of life and access to community services and supports.

Our Older Adult Outreach program provides support and connections to seniors through home visits, visits in hospitals and long-term care facilities, social groups and recreational outings.

The Resettlement and Integration program providing counselling, advocacy, information, and support to people from all denominations as they transition into the community.



196 seniors accessed provincial and municipal subsidies through the “Way In” Network.



81% of seniors reported that they received services that were inclusive and relevant to their unique needs.



280 isolated seniors received gifts through Seniors Secret Service in December 2017.



273 seniors connected with community programs through our Older Adults Outreach program.



105 newcomers were provided with resources and support as they begin their new life in Canada.

Our dedicated volunteers provided over 6000 hours of service to the community.



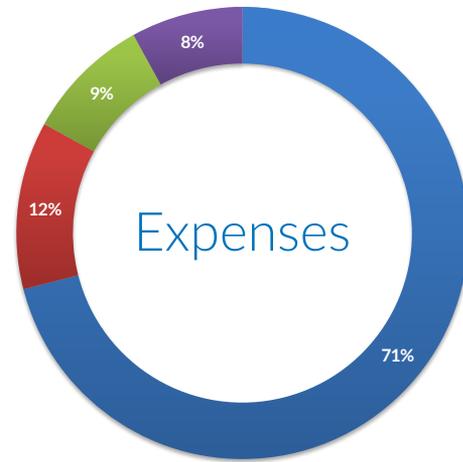
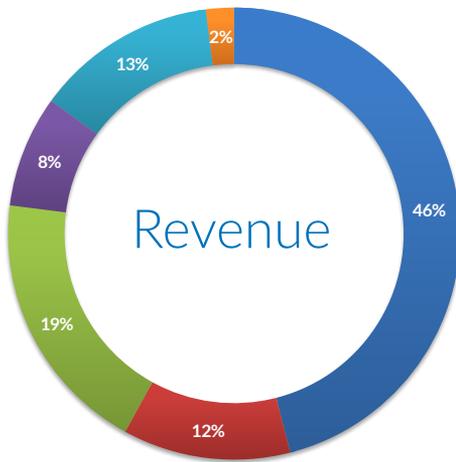
JFSC Events

Clockwise from top left:

1. Lisa Longball at 3rd Annual Martin, Staniloff and Thal Charity Golf Classic
2. Hanukkah Toy Drive
3. Seniors trip to Heritage Park
4. Volunteers stocking shelves in our Food Pantry
5. Dedication of the Wynne Thal Pantry
6. Senior's Choir
7. Tom Jackson with honoree Lil Faider at our annual fundraiser
8. Presentation of Shem Tov award



Revenue and Expenses



■ Main Funders ■ Donations ■ Fundraising ■ Fees for service ■ Grants ■ Other

■ Payroll ■ Operating ■ Admin ■ Support/Program

Awards and Certificates of Appreciation

Board Chair's Award: Justin Charbonneau

An individual who had devoted countless hours as a Volunteer to assist the Agency in its work.

Bernard Laven Program Development Award:

Darren Fuller (Canadian Tire)

An individual, organization or business in recognition of extraordinary efforts to develop, enhance and support the Agency's programs.

Martha Cohen Outstanding Volunteer Award:

Sara Brodsky

A volunteer who has contributed outstanding service to the Agency over the past year.

Ruth Carnat Community Service Award:

Marsha Viner

An individual who has directly served the needs of JFSC through outstanding personal effort.

Rosslyn Steinberg Personal Initiative Award:

Sandy Adler and Kristen Joffe

An individual who demonstrates outstanding personal initiative by creating and supporting new programs to meet the needs of JFSC vulnerable populations.

Anna Steinberg Outstanding Immigrant Award:

Diana Drobchak and Lev Khitrine

An immigrant who has demonstrated outstanding achievement in resettlement and integration and is currently contributing back to the community:

Joe Brager Further Education Certificate:

All JFSC Staff

This certificate supports staff's professional Development with JFSC

Certificates of Appreciation:

Wynne Thal, Igor Bratic, Natalia Shabalova, Karina Szulc

Todah



Rabah

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* Deceased

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

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Thank you for supporting Jewish Family Service Calgary. If you are interested in learning more about the organization or offering further support, please visit www.jfsc.org or call 403-287-3510