



## 2023/24 IMPACT REPORT





# OUR JOURNEY TOGETHER

This past year we've experienced successes and challenges, navigating through the ebbs and flows of our times.



**Roxanne Droppo**  
MA, RSW  
Executive Director



**William Katz**  
JD/MBA  
Board Chair

“Thank you to JFSC for supporting us in starting a better life in Calgary. We no longer feel alone and have hope our children will flourish.”

~Anna L.

Affordability, food and housing insecurity, and mental health concerns have been defining issues for us, emphasizing the critical need for our supports.

The events of October 7, the war in Israel, and escalation of tensions globally, have added ongoing difficulties, anxiety and stress for our staff, volunteers and community members.

With our dedicated team of 110 staff members, JFSC is a hub of activity with ringing phones, meetings, clients seeking support, food hamper delivery, workshops and seminars. Through our partnerships and collaborations with other agencies, organizations, and government bodies, we strive for innovation, continuous improvement, and ensuring that our services remain relevant and effective.

This past year saw significant milestones. We finalized our 2024-2027 Strategic Plan and updated our Risk Registry to ensure that we are equipped to handle future opportunities and challenges. Welcoming seven new Board Members and a new Board Chair has injected fresh perspectives and energy into our leadership. We secured multi-year funding for two key programs, providing stability and continuity.

As we reflect on our journey, we are deeply grateful for the collective force that propels us forward - our clients, volunteers, donors, funders, staff, partners, and collaborators. Your unwavering support has been the cornerstone of our success, enabling us to meet the evolving needs of our communities with resilience and compassion. Together we have touched countless lives, fostered positive outcomes, and work to build a more inclusive and resilient community for all to thrive in.

We extend a heartfelt thank you for your dedication, passion, and for being a part of *Our Journey Together*. Your commitment to our mission inspires us daily, and we are honored to have you by our side as we continue to serve our clients and create a safe, nurturing environment for our staff and volunteers. Together, we are not just providing services, we are transforming lives and shaping a brighter future for generations to come.

Our 2024-2027 Strategic Plan can be found at [www.jfsc.org](http://www.jfsc.org)



# OUR IMPACT

**97%**

of clients in our **Seniors Mental Health Addiction Response Team** showed improvement in key areas to reduce the risks of poor mental health and/or addictions



**95%**

of clients in our **Family Enrichment Program** showed an improvement in key areas associated with positive family cohesion and healthy relationships



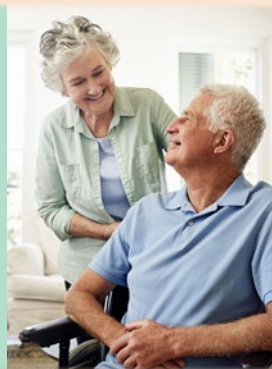
**81%**

of clients in our **Older Adult Outreach Program** showed improvement in key areas supporting independence and a good quality of life



**85%**

of clients in our **Memory Care Program** showed an improvement in key areas associated with quality of life for clients with dementia or memory loss



“ My senior mother was connected with JFSC after a recent hospital discharge. One of the staff there is absolutely incredible. She is a shining example of social work done right. She advocated for my mother with so much compassion and was able to secure new housing for her, as well as assist with some heavy bureaucratic elements to reduce some major barriers she has been facing. JFSC has been life changing (and life saving) for her. What an amazing organization making real impact in the community.

~Deborah K.

”



**96%**

of our **110 staff** stated they are “Proud to work at JFSC”



**100%**

of caregivers agree “participation in the **Caring Together Group** has helped me be a better caregiver”



**2,114**

individuals, children and families received support through **13 Programs**



**100%**

of clients “feel they are treated with dignity and respect”



**104,370**

hours of outreach support



**348%**

increase in the number of clients served since 2020



# ENRICHING LIVES, STRENGTHENING COMM



## BASIC NEEDS SUPPORTS

17.7%

increase in Calgary  
housing rental costs  
(October 2023 - March 2024)

3.8%

annual food  
inflation in  
Alberta

1,232,000

Albertans live in  
food-insecure  
households

**We work one-on-one with clients to address the effects of poverty by assisting with food security, basic needs, and access to community supports. Our services include:**

- food and basic needs supports
- community support navigation
- resettlement and integration
- financial literacy and coaching
- assisting newcomers to Canada

**30%**

increase in demand for  
our basic needs supports

## Addressing Food Insecurity Since 1964

- **1964** Kosher holiday food support began for Jewish clients.
- **2006** Miriam's Well initially launched as a kosher food collection service, quickly expanding to serve all faiths with non-perishable foods, bakery items and soup.
- **2018** Pantry continued to expand due to need, and was re-named The Wynne Thal Pantry.
- **2020** During the pandemic, a new partnership with SpinZ-A-Round added perishable food items.
- **2024** New corporate sponsorship, Royop's 'Charity of Choice', will greatly expand the pantry by providing financial support, food and resources.



## SUPPORTING FAMILIES

Nearly 1 in 6

children in Alberta live in  
poverty, facing inequities  
in accessing the conditions  
they need to thrive mentally,  
physically, and socially

50%

of lifetime cases  
of mental illness  
begin by age 14.  
Early support and  
intervention are vital

45.8%

of children in  
single parent  
families in  
Alberta live  
in poverty

**Our outreach approach provides wrap-around services to strengthen families and build community connections.**

- Basic needs supports
- Youth mental health support
- Case Manager navigation support
- Positive parenting programs/workshops
- Case management for domestic violence (Shalom Bayit)
- Access to supports
- Access to community/resettlement supports
- Financial coaching

“

*I feel that I'm better able to recognize my child's developmental needs and ensure that he is meeting milestones. I didn't recognize before that he was experiencing difficulties, but now we have the support and tools he needs to promote his development.*

”

~Fiona M.



# UNITIES



## MENTAL HEALTH AND WELLNESS

**One million**

family caregivers in Alberta, collectively provide as much as **90% of the care** for people living in the community

**1 in 4**

Canadian adults report moderate to severe symptoms of depression, anxiety or PTSD

**80%**

of Albertans report they cannot afford to pay for psychologists' services

We help people navigate life stressors and connect back to their communities and natural support systems, with the goal of promoting resilience and a sense of belonging. Mental health and wellness are integrated across all of our programs.

**142**

clients accessed our **Mental Health Support Line**, a no cost telephone service providing barrier-free, short-term therapy with a registered psychologist

**97%**

success rate in our **Seniors Mental Health and Addictions Response Team**, reducing client's risks for poor mental health and/or addictions

**52**

caregivers participated in our Caregiver Programs

“You're the only person in my life right now that I can reach out to for support, I appreciate knowing that someone cares about me and takes the time to always check in on me.”

~Evelyn G.

”



## SUPPORTING SENIORS AND OLDER ADULTS

**96%**

of Canadians prefer to age at home and live independently for as long as possible

**1 in 6**

Albertans are aged 65+

We support seniors and older adults to age in place, improve quality of life, and reduce isolation. Our outreach programs and services include collaborations with community partners.

- Memory Care Program
- Caregiver Support Programs
- Aging in Community Supports
- Seniors Mental Health and Addictions Response Team
- Mental Health Support Line
- Older Adult Supports: The Way In Network
- Post War Holocaust Survivor Services (Claims Conference)
- City Links: Senior Services Home Maintenance – Housekeeping Program
- Friendly Visitor Program
- Private Home Support Services
- After Care Support

**675**

seniors in our City Links Program received **17,864 hours** of housekeeping support

**134**

Claims Conference clients received **79,157 outreach support hours**

“If it was not for your program, I don't know where I would be right now. Its great to see an agency that focuses on supporting seniors.”

~Clara G.

”





## OUR VOLUNTEERS

annually in Alberta

**26,000**  
non-profits

**1.9 million**  
volunteers

**227 million**  
volunteer hours

Volunteers are the heart of JFSC and ambassadors for the work we do. Through their time, dedication and commitment, they support isolated seniors, visit community members in hospital, coordinate ESL sessions, assist with memory care clients, deliver holiday packages, help with agency events and serve on our Board of Directors.

**13**  
volunteer programs

**111**  
active volunteers

**2,152**  
dedicated hours

## CARF Accreditation

We received our second consecutive **Three-Year CARF Accreditation**, the highest level of accreditation, demonstrating our conformance to meeting rigorous international standards for quality and commitment to pursue excellence.



“ Thank you to JFSC for supporting us in starting a better life in Calgary. We no longer feel alone and have hope our children will flourish. ”

~Anna L.



We presented to 55 attendees at **Camp BB's Youth Convention**, addressing 'screen time' effects on youth mental health.

**Camp BB staff** trained on topics including recognizing and responding to child abuse, ADHD and Autism Spectrum Disorder, bullying, gender and diversity, and mental health (anxiety, depression, self-harm, and suicidal ideation).

**JCC summer camp staff** training – 'Recognizing and Responding to Child Abuse'.



We assisted at the **Seniors Chanukah Lunch** at the JCC.



We participated in community events including the **Seniors Week Resource Fair** and **World Elder Abuse Awareness Day** at Unison at Kerby Centre.



**136 Rosh Hashanah packages, 70 Passover packages** distributed.



**More than 200 children** received Holidays/Toy Drive gifts.



Attendees enjoyed the third **Café Europa Luncheon** on October 4.



**93 children** received school supplies.



# FINANCIALS



## REVENUE

- 56% Claims Conference
- 12% City Links
- 10% Grants
- 9% Donations and Fundraising
- 5% FCSS
- 4% Jewish Federation
- 3% Other
- 1% United Way



## EXPENSES

- 80% Service Delivery
- 10% Admin Staff
- 8% Office
- 3% Other

# OUR FUNDERS





# SAM'S STORY

Once married with two kids, Sam was 63 years old, unemployed, separated and struggling with food insecurity.



Sam's rent increased to a point where he could no longer pay, and he was facing eviction. He struggled with depression, a lack of purpose, and felt like one of the forgotten.

A younger Sam dreamed of becoming an architect. A series of unfortunate events left him without a job, and as time went on, his marriage suffered and his children drifted away. A lack of nutritious food further complicated things, impairing his ability to make good decisions. Even in the depths of despair, Sam had a stubborn spark to keep going. He felt there was still a glimmer of hope for a better life.

After fainting from dehydration, Sam was referred to JFSC by a community paramedic. He was connected to the Older Adult program where Kendra, his Outreach Worker, helped him with strategies to turn his life around. Sam worked diligently to change his circumstances and with the help of Kendra, he was submitting over 40 job applications a week. Housing remained just out of reach as landlords do not want to rent to unemployed individuals.

Kendra helped Sam find temporary shared accommodation, provided a food hamper and connected him to the Red Cross for rent assistance.

He landed a job cleaning office buildings at night and within three months, Sam was able to secure better housing, access to counselling and was reunited with his family.

Although Sam's file is now closed at JFSC, he knows he still has Kendra's support if he needs it. Sam didn't give up and says that he no longer feels like one of the forgotten. With JFSC's support and connection to the resources he needed, he is now in a position to give back. Sam now donates food to JFSC's pantry to help other people in the situation he once was in. He also strives to volunteer in the community he feels saved his life.

Enriching Lives and Strengthening Communities since 1961

At JFSC we welcome people of all ages, faiths, and cultures. We are a non-profit, accredited social service agency, our inclusive and accessible programs and social services are based on the values of compassion, social justice and improving the world.



**JEWISH FAMILY SERVICE CALGARY**

**T** 403-287-3510  
**E** info@jfsc.org

**F** 403-287-3735  
**W** www.jfsc.org



A downloadable PDF is available at [www.jfsc.org](http://www.jfsc.org)  
For more information about JFSC, go to [www.jfsc.org](http://www.jfsc.org)

Charitable Registration Number 118974252-RR-0001

