WE'RE WITH YOU





Jewish Family Service of San Diego | Annual Report 2012 – 2013

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*Of Blessed Memory

BUILDING OUR COMMUNITY TOGETHER — A Jewish Family Service Campus



OUR VISION:

A Jewish Family Service campus that enables us to more efficiently and innovatively fulfill our mission

Under the strong leadership of campaign chair Judy Feldman, our Capital Campaign launched with great success, and we've taken the first steps into turning our vision into a reality. At the end of December 2012, we closed on the purchase of 8788 Balboa Avenue, the

building next door to the Turk Family Center, our headquarters. This past year, we began the planning that will transform the two separate buildings into one special place for clients, staff, and the community. Together, with Hughes Marino CM, our project manager, and Safdie Rabines, our architects, we aim to make the new JFS campus a place of healing for our clients, a home for innovation and collaboration for our professionals, and a source of inspiration for our community. We anticipate groundbreaking by summer of 2014.



"Together, we are building a community of stronger families, greater opportunity, and healthier lives at every age."

Dear Friends,

It is an honor to present to you our annual report marking our 96th year of service to the community. While the economy is making a slow and steady recovery, we know that the lowest income members of our community are the last to feel the positive effects.

This past year, we continued to serve record numbers at our food distribution sites and through our employment services. Every day, our staff and volunteers tackle the challenges faced by seniors living alone and the pain endured by families struggling with mental illness. By providing comprehensive services, we interrupt the cycles of poverty, domestic abuse, unemployment, and homelessness. We help people rebuild their lives.

In addition to the important work of direct service, we rededicated ourselves to advocacy this past year. We understand that what happens in City Hall, Sacramento, and Washington impacts the quality of life in San Diego — and our experience on the ground makes us uniquely positioned to speak on key issues. Our *Public Policy Committee* is focused on raising the voices of community members to more visible platforms to inspire change.

We also dedicated significant time and effort to planning our future. We launched two major initiatives to build a more centralized, strategic, and efficient JFS. *Repairing the World: Guiding the Heart & Soul of JFS* is our Board-led effort to develop a road map that will lead JFS into the future. More than 90 Board members, staff, community leaders, volunteers, and clients are part of a *Vision Team* dedicated to developing a deep understanding of our agency and creating a focused strategic plan to guide our work.

The second initiative is the implementation of a bold campus development project. Last year, we purchased the building next door to our headquarters. We are now developing plans to unify the two buildings into one integrated campus. We have convened a talented group of community leaders and professionals to help us creatively design our client and staff spaces to provide privacy, flexibility, and enhanced efficiencies.

And, for the sixth year in a row, we earned *Charity Navigator's highest 4-star rating*, an accomplishment that only 3% of reviewed charities nationwide can claim. This past year, we touched more than 35,000 individuals, with 88 cents of every dollar spent on direct service to clients.

Together, we are building a community of stronger families, greater opportunity, and healthier lives at every age.

ken Jeret

Jennifer Levitt President, Board of Directors

Mula Hop

Michael Hopkins, MSW Chief Executive Officer

BOARD OF DIRECTORS

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WE'RE WITH YOU Together, w making an

During 2012–2013, we served more than 35,000 members of

EMPOWERING FAMILIES

Supported 23 college students with academic scholarships



Made **32 Jow-interest auto loans** to

help borrowers retain employment and improve their credit

RESPONDING TO CRISIS

Provided **650** vital counseling
sessions
to survivors of domestic abuse

Supported **714**clients in crisis

with emergency financial assistance

Helped **66** breast cancer patients

navigate the healthcare system and cope with the emotional and economic effects of their diagnosis



CARING FOR SENIORS



Delivered 47,700 hot, kosher meals to seniors and younger disabled adults – a 20% increase over last year Equipped seniors for safe, independent living by making



"With **Jewish Family Service**, I never feel alone."



- JFS client, age 42

our community

Assisted

e are

impact.

Helped **08 unemployed and underemployed** individuals find new employment

346 lawful permanent residents to apply for American citizenship

MILESTONES

Distributed **259,155**

meals to individuals and families

Provided 35,797 rides to local seniors



We Achieved Charity Navigator's Highest 4–Star Rating Six Years in a Row



Only **3% of charities nationwide** have achieved such high standards of sound fiscal management, accountability, and transparency year after year.

AWARD-WINNING PROGRAMS

On the Go received two first place **Kavod Awards** at the Association of Jewish Family & Children's Agencies conference and was named one of **"America's Best Aging Programs"** by *The Jewish Daily Forward*

Patient Advocacy Program named "Program of the Year" by San Diego County Behavioral Health Services Ways to Work honored with "Most Outstanding New Program" and "Premier Program Award" at the national Walmart Performance Awards Dinner

Teens involved in Girls Give Back and Hand Up Youth Food Pantry earned Gold Presidential Volunteer Service Awards for exceptional volunteer dedication

Jewish Family Service of San Diego

Since 1918, Jewish Family Service has built a reputation as a community leader in providing critical care, help, and healing to those in need. Our commitment to empowering families, responding to crisis, and caring for seniors remains steadfast. The following are some highlights:

AGING & WELLNESS SERVICES

Meeting the Changing Needs of Our Community's Seniors

The JFS Fix-lt Service provided 1,330 minor home safety modifications and repairs for 312 older adults. This work was completed by volunteers who generously contributed 1,418 hours of time valued at \$34,275.

Our three **Social & Wellness Centers** connect older adults to vital services and provide social connection. The **College Avenue Center (CAC)** is open five days a week and has a membership of over 300. With an average daily attendance of 139 clients, it's the perfect place to take a class or meet up with friends. The **North County Inland Center (NCIC)** has a membership of over 200 and an average daily attendance of 60 clients. In surveys, 100% of participants reported increased community connectedness as a result of their participation. The **University City Older Adult Center (UCOAC)**, where nearly two-thirds of attendees suffer from Alzheimer's or dementia, experienced an average of 230 visits per month.

Geriatric Care Management added a Transition Nurse Educator to its team with the goal of reducing the rate of re-hospitalization by ensuring seniors' smooth transition from hospital to home. In all, 127 older adults and caretakers received assistance with ongoing planning and coordination of care. Fifty low-income clients received financial assistance to help cover the high costs of moving, medical care, home repairs, and more.

On the Go: Transportation Solutions for Older Adults reached a major milestone — *150,000* rides provided since the program began in July 2008. *On the Go* received multiple accolades, including the

"My mom utilizes *On the Go,* which provides me with a huge sigh of relief. I work full-time and it is a great comfort to me to know that my mom can safely get where she needs to go."

– Daughter of *On the Go* Rider

honor of being named one of "America's Best Aging Programs" by the *Jewish Daily Forward*. This past year, *On the Go* delivered 35,797 rides through shuttles, excursions, and Rides & Smiles, including more than 960 rides to and from Jewish community events and synagogue services. The program was made possible by more than 385 volunteer drivers and escorts, who donated 18,096 hours to help connect seniors to the community.

The **Serving Older Holocaust Survivors (SOS)** program provides geriatric care management, emotional support, assistance with home care, and direct financial assistance to Holocaust Survivors. This past year, 63 Survivors received emergency financial assistance for essentials including dental care, prescriptions and medical equipment, and emergency response systems.

CLINICAL & COMMUNITY SERVICES *Meeting Life's Challenges*

Breast Cancer Case Management (BCCM) is the only program in San Diego County where case managers visit clients in their homes so they can take a break from the anxiety of day-to-day challenges and focus on their treatment. Last year, 66 breast cancer patients and their families received case management services, with access to intensive support including hands-on healthcare navigation, emergency food, financial assistance, and in-home case management sessions.

The **Community Case Management (CCM)** program provides short-term counseling and case management to Jewish adults





"Before obtaining a car through Ways to Work, my 15-year-old left home in the early morning and rode three buses to get to school. It took me two hours and four buses to get to work by 8:00am. My youngest son was always the last to get picked up from his afterschool program. Now, that we have a car we all leave home together in the morning and are home by 5:30pm. We have time to spend together and get things done."

 $-\operatorname{Ways}$ to Work Client



and seniors facing financial crisis, mental health diagnoses, and medical issues. Case managers provide emergency food, financial assistance, and referrals for psychiatric, housing, legal, and medical/dental resources. This past year, 215 new clients were evaluated, enrolled, and developed intervention plans, and 94% reported an improvement in their situation after three months.

JFS Counseling is among the county's few affordable professional counseling resources. Over 83% of our clients are low-income and many report being impacted by the loss of work, risk of bankruptcy/foreclosure, family relationship stresses, challenges of aging, and other issues. During the past year, the number of individual and group counseling sessions offered increased by 25% to serve a total of 466 clients. Services were also expanded to Encinitas to meet rising demand in North County.

Employment & Career Services (ECS) provides unemployed and underemployed individuals in the San Diego area with career guidance, job search assistance, and supportive services. A team of 15 volunteer community experts facilitated ECS services, including 45 career planning and financial workshops that were attended by 283 clients. This past year, despite a very difficult and competitive job market, 68 participants found jobs.

Intensive Psychiatric Case Management (IPCM) served 52 Jewish individuals living with serious and persistent mental illness and helps to maximize their ability to live independently, socialize, and manage their symptoms. 85% of clients demonstrated an increase in independence and quality of life.

The **Patient Advocacy Program** provided representation for clients at more than 3,000 due process hearings and responded to more than 4,300 inquiries and complaints from clients in acute psychiatric facilities, crisis centers, board and care homes, and skilled nursing facilities. The program led 149 in-service trainings for community members and staff at facilities we monitor. The program was honored to be named **Program of the Year** by the San Diego County Behavioral Health Director.

Project SARAH (Stop Abusive Relationships At Home)

experienced a 21% increase in the number of calls this past year more than 600 calls in total. Counselors provided approximately 650 individual, family, and group counseling sessions to help survivors cope with the trauma of family violence. More than 750 people attended 12 community events, including special events for young adults during Teen Dating Violence Awareness Month.

In July 2012, JFS joined the **Ways to Work (WtW)** national network of social service-based loan offices, which provide low-interest car loans and financial education to credit-challenged working families. In its first year, the program provided 32 auto loans, and 256 people attended the WtW financial literacy class. By enhancing clients' ability to get to work, become more reliable employees, and improve their credit scores, 47% of WtW borrowers nationwide are able to increase their incomes, with 35% increasing their incomes by at least 10%.

FOOD ASSISTANCE No One Should Go Hungry

Food insecurity brings many clients to JFS for the very first time. Last year, the *Hand Up* Youth Food Pantry distributed more than 349,000 pounds of food (equivalent to 259,155 meals) to 8,504 individuals, including 1,129 military families. With a growing focus on health, almost a third of the food distributed was fresh, nutritious produce. The pantry also facilitated the delivery of

"JFS has been one of the few constants that my family can depend on to make it through life's hardships."

> — Jewish Family Service Client

Passover packages to more than 328 local families and 50 troops aboard military ships at sea, and provided 644 Thanksgiving meals to families in need. *Hand Up* also stabilized clients in crisis by placing case managers onsite at 72 distributions to provide financial assistance, referrals, and advocacy.

Foodmobile is the only kosher, home-delivered meal program for seniors and younger disabled homebound adults in San Diego. Last year, the "SJSP has made the transition into single parenting less daunting. This program has been an integral part of my son's Jewish identity. Knowing I have support from SJSP gives me courage, and I'm now certain I will come out of my divorce with grace and strength!"

- Client of Supporting Jewish Single Parents (SJSP)



program delivered more than 47,700 meals to 358 clients, 44% of whom were new clients. **Senior Nutrition** served more than 26,500 meals at the three Social & Wellness Centers and C0-OP at Town Park Villas.

The **Hunger Advocacy Network (HAN)** is a collaborative of 18 San Diego stakeholders working together to make a longterm, systemic impact on food policy to reduce food insecurity in San Diego. Last year, HAN co-sponsored the *No Hunger for Heroes Act*, state legislation to reduce veterans' barriers to accessing CalFresh.

JEWISH CONNECTIONS

Supporting and Strengthening Our Jewish Community

Jewish BIGPals matches trusted adult mentors with Jewish children primarily from single-parent families. Last year, the program maintained 55 active matches, helping youth enhance their self-esteem, lower their susceptibility to at-risk behavior, and increase their connection to the Jewish community. Matches participated in social and educational activities throughout the year, including holiday celebrations, a day of community service, and mentor workshops on peer pressure and substance abuse.

The **Jewish Healing Center** offers a uniquely Jewish and spiritual perspective to individuals experiencing a loss or spiritual crisis. Rabbi Aliza Berk provided spiritual counseling to 50 unaffiliated community members, and 45 people attended bereavement support groups throughout the year. In total, the Center's workshops and events reached an estimated 1,300 Jewish individuals.

Supporting Jewish Single Parents (SJSP) seeks to preserve Jewish continuity for San Diego's single-parent families. Last year, SJSP hosted its 7th Annual Family Camp Weekend with 39 families (100 participants) in attendance. More than 300 families participated in SJSP programming — including a record 34 parents in the SJSP Support Group. The program also enabled 15 clients to send their children to religious school and helped more than 40 clients send their children to Jewish summer camp.

North Coastal Jewish Connections (NCJC) connects and strengthens San Diego's North Coastal Jewish community by offering counseling, referrals, special events, and more. Last year, NCJC provided counseling and/or crisis case management to 93 individuals and brought together 336 local residents for educational, spiritual, and social events. By being a member of the Leichtag Foundation's North County Jewish Hub, located at The Ranch in Encinitas, NCJC is able to work collaboratively with other organizations to build Jewish life and identity in North County.

PARENTING, YOUTH & TEEN LEADERSHIP

Building Strong Families & Tomorrow's Leaders

Adoption Alliance provides domestic and international adoption services to families in six Southern California counties. The program completed 32 home studies for prospective adoptive parents—the largest number in the program's history—and 16 children started new lives with caring parents and families. In all, 64 individuals participated in educational, spiritual, and social **Stars of David** programming for Jewish and interfaith adoptive families.

Girls Give Back (GGB) engaged 35 Jewish teens from 13 local high schools in leadership, empowerment, and service-learning programming. Girls Give Back teens volunteered for 1,500 hours, earning the *Gold Presidential Volunteer Service Award*. In one summer session, participants created a 50-foot mural on the representation of women in Western culture for the San Diego Airport.

Hand Up Teen Leadership, brought together 41 students from 15 high schools to conduct 30 food drives, raise more than \$8,500 in support of the *Hand Up* Youth Food Pantry, and volunteer more than 2,300 hours to support hungry San Diegans.

Pachie's Place empowers parents to be more confident, informed, and connected by providing education, events, and resources. In June, the program launched *pachiesplace.org*, which features weekly blog posts covering a wide range of parenting topics; in the past year, 4,360 people visited the blog. In November, author Peggy Orenstein spoke to more than 200 people about her bestselling book, *Cinderella Ate My Daughter*. This event was followed by nine workshops on topics including *Cooperative Parenting Post-Divorce* and *Toddler Boot Camp*.

The **David Rubenstein Memorial Scholarship Fund** offers college students financial assistance of up to \$2,500 for postsecondary education each year. Last year, 23 deserving recipients attended schools such as UCSD, SDSU, USC, and Carnegie Mellon University.

The **Positive Parenting Program (PPP),** the largest evidencebased parent education program in San Diego, delivered educational services to parents, caregivers, families, educators, and childcare providers at 60 Head Start centers, 45 community sites, and 36 low-income elementary schools. PPP directly impacted nearly 2,400 parents/caregivers and more than 4,300 children with training to provide positive solutions to common childhood behavior issues.

"Right now my family has been struggling tremendously, and the *Hand Up* Youth Food Pantry has really helped us in ways you couldn't imagine. It was not our plan to be in the hardship we are in. I want to thank you for your compassion and for making us feel comfortable using the services."

— Client of *Hand Up* Youth Food Pantry



REFUGEE & IMMIGRATION SERVICES

A Strong Start for New Americans

Refugee Reception & Placement provided case management, employment services, cultural orientation, health education, community outreach, and advocacy to 381 refugees from Iraq, Myanmar, and Iran. Since its inception in 2012, Citizenship & Immigration has enabled 346 lawful permanent residents to apply for U.S. citizenship. Employment and Job Placement Services co-hosted the first Annual Employer Roundtable with more than 30 San Diego employers attending. In addition, JFS staff built relationships with 450 area businesses, resulting in 143 new jobs for refugee and asylee clients.

COACHELLA VALLEY SERVICES

Breaking the Cycle of Homelessness

Desert Horizon Transitional Housing places homeless individuals into transitional housing units with supportive services. This past year, the program assisted 84 homeless adults. After entering the



REPAIRING OUR WORLD: Guiding the Heart & Soul of Jewish Family Service

Throughout 2013 and 2014, Jewish Family Service will embark on a strategic planning process to chart a bold course leading us into our next century of service. We have called together a 90-member Vision Team that capitalizes on the insight of our Board of Directors, staff, partners, community leaders, volunteers, and clients.

By mobilizing this diverse team, JFS will evaluate its core strengths, assess the needs of the San Diego community, and clarify our strategic priorities. The result of this multi-phase journey will be a shared vision that aligns our people, processes, and systems to make the greatest impact for our community.



"I am thankful for the two families I have. The one with my son and the second with JFS."

> — Client of Serving Older Holocaust Survivors (SOS)



VOLUNTEER ENGAGEMENT

The Heart of Jewish Family Service

Program by program and mitzvah by mitzvah, JFS volunteers enable and expand our impact across the community. This past year, JFS mobilized 957 active volunteers, with 158 new volunteers engaging with the agency each month. These volunteers donated nearly 64,000 hours valued at more than \$1,518,157.

More than 120 socially-minded young professionals were active with **Emerging Leaders**, where they volunteered to prepare job seekers for interviews, serve meals to seniors, and beautify a senior's home, among other service projects. They also learned leadership skills through educational and networking events with community leaders and helped to raise \$15,000 through the annual Brushes + Forks event.

Embrace-a-Family provided holiday gifts to 560+ families (more than 1,600 individuals) who otherwise could not afford them. The families who were "embraced" represented diverse faith backgrounds and ranged in size from one to ten people.

FUNDRAISING

The Vital Link That Makes Our Work Possible

The generous support of the community enables us to be the lifeline for so many. We truly appreciate all who make Jewish Family Service a priority in their giving. A few highlights:

- More than 450 attendees enabled our 2013 **Heart & Soul Gala** to raise more than \$850,000. The event's theme, *Make An Impact*, honored the leadership and service of Barbara Bry (*Girls Give Back*), Charitable Adult Rides & Services Inc. (*On the Go*), and Judy & Mike Feldman (*Pachie's Place*).
- Our **Friends of the Family** are our dedicated donors who generously give \$1,000 or more to the JFS Annual Campaign. This past year, 382 Friends contributed more than \$3.9 million to support JFS's work in the community.

"Girls Give Back was a great empowerment program for my daughter. She participated in service-learning projects that encouraged her to move out of her comfort zone and explore the larger world. I cannot thank JFS enough for offering this program."

Parent of Girls Give Back Teen

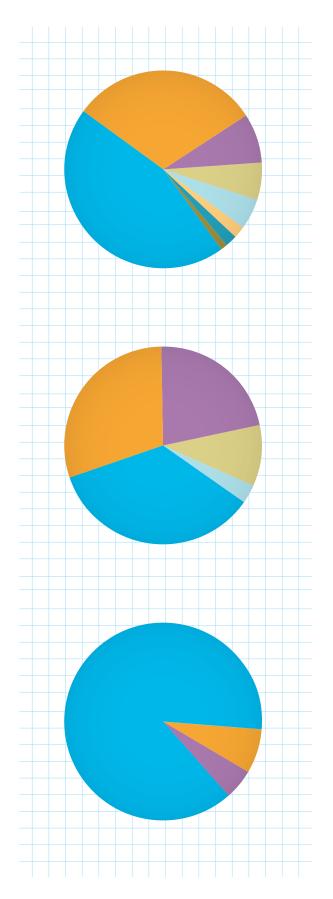
program, 86% of employable clients found jobs within six months, and 83% of clients established permanent affordable housing, ending their cycle of homelessness.

Desert Vista Permanent Supportive Housing is the only program of its kind in the Coachella Valley specifically targeting chronically homeless and disabled individuals. With safe housing and supportive services, 95% of clients met goals to improve their ability to provide self-care, and 95% of clients became more proactive in managing their health.

Roy's Desert Resource Center is a homeless center in Western Coachella Valley. This past year, 751 clients received case management, access to resources, and shelter at Roy's, and 50% of clients moved on to safe and affordable housing.

Jewish Family Service of San Diego

Operating Budget • July 1, 2012 – June 30, 2013





Guin Kerstetter was named **CFO of the Year** (midsized nonprofits) by the *San Diego Business Journal.*

Public Support & Revenue

	45%	Public & Private Grants	8,268,746
	31%	Contributions 5,739,954	
•	8%	Client Fees	1,506,537
	6%	Charitable Adult Rides & Services, Inc.	1,060,654
	5%	Investment Income	998,046
	2%	Jewish Federation	381,100
	2%	Jewish Community Foundation	362,768
	1%	Other	181,292
Tota	l Rever	18,499,097	
Total Expenses			16,226,373

Program Expenses

Change in Net Assets

35%	Educational Services	5,064,057
30%	Aging & Wellness	4,284,431
22%	Clinical & Community Services	3,149,884
10%	Resettlement & Immigration	1,438,007
3%	Volunteer Engagement	407,016
		44.040.005

Total Program Expenses

14,343,395

2,272,724

Management Efficiency

88	3% Direct Servi	ice & Programs 14,343,395
7	% Developme	nt & Marketing 1,079,732
5	5% Administrat	tion 803,246

Total Expenses

16,226,373

THANK YOU

We are deeply grateful to the individuals, businesses, corporations, foundations, and agencies who help Jewish Family Service fulfill its mission.

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County of San Diego Supervisor Ron Roberts

Coachella Valley Association of Governments (CVAG)

Emergency Food & Shelter National Board Program

San Diego Association of Governments (SANDAG)

San Diego County Employees' Charitable























Endowment Funds

Ensuring a tradition of honoring our past, sharing our present, and building our future, so we may continue to nurture individuals and families in our community.

- Sam & Mildred Ackerman Endowment Fund for Counseling Services Barnett Family Fund Chortek Family Foundation Melvin & Betty Cohn Fund Sylvia DeWoskin Fund Foster Family Foundation Fund for Intensive Psychiatric Case Management Program Milton D. and Madeline L. Goldberg Family Foundation Endowment Jean Gordon Fund for the Hand Up Youth Food Pantry Helen & Joseph Gotkowitz Jewish BIGPals Endowment Fund Helen & Joseph Gotkowitz Senior Transportation Endowment Fund Lawrence & Bryna Haber Senior Services Fund Ed & Linda Janon Fund for Behavioral Health Services Jerry & Miriam Katzin Fund Joy F. Knapp Memorial Fund
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Jewish Family Service Foundation

The Jewish Family Service Foundation was established in 2012 under the leadership of Founding Chair Jerry Turk to provide for the long-term financial security of the agency.

Chair Edgar Berner Vice Chair Lawrence Oster Secretary Lawrence Sherman Treasurer Marjory Kaplan Director Mel Cohn Director Michael Hopkins Director Jennifer Levitt Director Jennifer Levitt

Estate Gifts

Learn how planned giving through your estate will benefit the people who are served by Jewish Family Service and provide for your family and loved ones. Sol Kempinski, Director of Annual Giving • (858) 637-3207

Norman & Susan

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Please accept our deepest thanks for being a Friend of the Family Friends of the Family and Major Event Underwriters 2012–2013

Rita Heller*

Family Visionary

\$50,000 or more Charitable Auto Resources, Inc.

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