

Jewish Family Service Annual Report 2013-2014





OUR PURPOSE

Jewish Family Service is a client-centered, impact-driven organization working to build a stronger, healthier, more resilient San Diego.



Dear Friends,

For our clients and our agency, **the past year was about *moving forward boldly*.**

For Ben, moving forward meant finding work after being laid off from a job he held for 25 years. He had reduced family expenses, reached out to old friends, and applied to dozens of jobs, but the responses, when he received any, all said the same thing: *The position has been filled*. When Ben first saw a JFS Counselor, he said the loss was

devastating. He worried constantly about how he and his wife would pay their mortgage, much less their daughters' college tuition bills. With the help of his counselor and a JFS Job Coach, Ben learned to manage his anxiety, build his professional network, and sell his work experience to potential employers. When he finally landed a new job, Ben wrote to us: "My Job Coach and fellow Job Club members listened to my concerns and stood by me through the whole process. It took a while, but I'm really happy in my new position."

Ben's perseverance in the face of adversity is common among the individuals and families we serve—and reflected in the spirit of our agency. We know that most people who turn to us have tried many times to overcome their challenges, only to hear the message, *You Can't*. **At Jewish Family Service, we know it takes great courage to ask for help.**

We are committed to saying, *You Can*. This past year, we partnered with clients to reach life-changing goals and achieve financial, physical, emotional, social, and spiritual health. On the following pages, you'll see both the wide reach and deep impact of our work, made possible by our community's ongoing investment.

While we worked with clients to transform their lives, we also took critical steps in our own evolution as an agency. **Thanks to the generosity of our Capital Campaign supporters, we began construction on our new campus, named for lead donors Joan & Irwin Jacobs.** The Joan & Irwin Jacobs Campus will unite our two buildings, the Turk Family Center and our new Center for Community Impact at 8788 Balboa Avenue, into one special place of healing for our clients, collaboration for our professionals, and inspiration for our community. We look forward to inviting you to the Jacobs Campus in December 2015.

We also completed our agency's year-long strategic planning process and released a summary of our vision and goals for the next five years. We rededicated ourselves to using our Jewish values as our compass and committed to focusing our work in three related and mutually-reinforcing Impact Areas: *Empowering Individuals & Families To Move Toward Self-Sufficiency*, *Supporting Aging With Dignity*, and *Fostering Community Connection & Engagement*. There is much more to discover—learn more on the following pages and explore our complete summary online at www.jfssd.org/strategicplan.

In the coming year, inspired by our clients' continued success, our renovated home, and our renewed purpose, we will serve our community in a deeper, more focused way than ever before.

Together, we will build a stronger, healthier, more resilient San Diego.

Jennifer Levitt
Chair, Board of Directors

Michael Hopkins, MSW
Chief Executive Officer

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REPAIRING OUR WORLD:

Our Transformative Strategic Plan

Through our transformative strategic planning process, we asked ourselves *why* we are compelled to do our work, *what* we are uniquely positioned to do in the community, and *how* we will accomplish it. Our plan grew out of the answers to these critical questions.

Our Purpose

Jewish Family Service is a client-centered, impact-driven organization working to build a stronger, healthier, more resilient San Diego.

Why We Serve

As a Jewish agency, we are called to respond to the specific needs of the Jewish community. At the same time, our Jewish value of *tikkun olam*, repairing the world, compels us to serve the greater community.

Through our work, we live out these Jewish values:

Tikkun Olam REPAIRING THE WORLD

Kehillah COMMUNITY

Tzedek JUSTICE

Shleimut WHOLENESS

R'fuah HEALING

B'riut HEALTH

Tikvah HOPE

B'tzelem Elohim IN G-D'S IMAGE/RESPECTING
THE INHERENT DIGNITY OF THE INDIVIDUAL

Gemilut Hasadim
ACTS OF LOVING KINDNESS

Read More About Our Strategic Priorities & How We Serve San Diego



What We Do

Our work is rooted in an unwavering belief in our clients' ability to transform their lives. We believe every person deserves the opportunity to achieve financial, physical, emotional, social, and spiritual health.

To fulfill our purpose, we provide services in three related and mutually reinforcing Impact areas:

Empowering Individuals & Families To Move Toward Self-Sufficiency

When people want to transform their lives, they have to do it for themselves, but not by themselves. **JFS partners with clients to achieve life-changing goals on their path toward self-sufficiency.**

Supporting Aging With Dignity

Every older adult has a story, a skill, and a perspective to share—and a continued desire to contribute to our community. **JFS is dedicated to ensuring older adults lead safe, independent, and healthy lives—and remain engaged, contributing members of our San Diego community.**

Fostering Community Connection & Engagement

We recognize that being self-sufficient means being connected. **JFS empowers clients to become independent in the context of a caring community, serves as a hub of volunteer leadership, and acts as an active, collaborative partner among peer organizations.**

Our strategic plan will be our directive over the next five years. New programs and services will emerge in response to evolving challenges and opportunities, and the strategies employed will be revised to reflect our changing environment. But our commitments to exceptional client service and community impact will not waver.



BUILDING OUR COMMUNITY TOGETHER — THE JOAN & IRWIN JACOBS CAMPUS

Opening December 2015

Thanks to the generosity of our many Capital Campaign supporters, we are in the process of renovating and integrating the Turk Family Center with our new Center for Community Impact at 8788 Balboa Avenue. Through this transformation, we will add client- and community-centered features, including a client-choice food pantry, an industrial kitchen for preparing nutritious meals, an outdoor play space and edible garden, and open-space architecture to foster staff and volunteer collaboration. The new Joan & Irwin Jacobs Campus will open its doors to our community in December 2015.



PHOTO: Maria Zimmerman



We are grateful to the following supporters for investing in a place of healing and hope for our clients, a home of innovation for our professionals, and a source of inspiration for our community.

Irwin & Joan Jacobs

Mike & Judy Feldman

The Estate of Arthur Brody**

Bud & Esther Fischer**

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Elaine Chortek *In Memory of Peter*

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Shirley Pollack**

Laurayne Ratner *In Memory of Sandford*

Susan Shmalo

In Memory of My Parents, Anita and Morris Hyman M.D.; and in Honor of My Children, Rabbi Gamliel Shmalo & Mahnaz Shmalo and Julie & Paul Datnow; and My 10 Grandchildren

Elyse Sollender *In Honor of My Children, Erika and Daniel Sollender*

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Emanuel & Nadja Kauder

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Paul & Virginia Sloman

John & Cathy Weil

Adam & Rachel Welland

**Of Blessed Memory

Our Community Is Strong. Our Message Is Clear.

WE'RE WITH YOU

Over the last year, we said WE'RE WITH YOU to thousands of Sa

IMPACT
AREA 1

EMPOWERING INDIVIDUALS & FAMILIES TO MOVE TOWARD SELF-SUFFICIENCY

"Our parents are really engaged by your Positive Parenting Program (PPP), and we see the results with students in the classroom."

- Head Start teacher

Counseled **94**
breast cancer patients

in their homes, so they could get help despite health and transportation challenges

Distributed

407,158

pounds of food

with a focus on fresh produce, lean meats, and low-fat dairy

IMPACT
AREA 2

SUPPORTING AGING WITH DIGNITY

"It's hard living 3,000 miles away from my mom. JFS addressed my fears about my mother's health issues and living independently. JFS is an absolute lifeline for me."

- Adult child of JFS client

Provided programming to support health, lifelong learning, and social connection to older adults who made more than

47,000 visits

to our Social & Wellness Centers

Delivered hot, kosher meals to

416

older adults and younger adults with disabilities

99% of surveyed clients said the meals help them live independently.

IMPACT
AREA 3

FOSTERING COMMUNITY CONNECTION & ENGAGEMENT

"Supporting Jewish Single Parents (SJSP) provides a retreat from the stresses of single-parent life and shared custody routines in an environment that connects me to other Jewish parents in a really meaningful way."

- Jewish single parent

Developed leadership skills among

50

Jewish middle and high school girls



Coordinated

55

active Jewish Big Pal/Little Pal matches

97% of surveyed youth said they maintained or deepened their Jewish identity.





**"I needed someone
on my side. JFS was
there for me."**

- JFS client



San Diegans working to build better lives. Jewish Family Service

Provided **734**
therapy sessions

to survivors of domestic violence and their families. 89% of surveyed clients said their quality of life improved as a result of counseling.

Secured safe housing for

191
refugee families

and enrolled 89 of their children in school

Empowered **65**
credit-challenged,
working parents



with affordable auto loans. Clients who reduced the time they spend commuting did so by an average of 9 hours per week.

Connected older adults to their community by giving

38,362
rides across San Diego

and 190 rides to 2014 High Holy Day services

Equipped older adults for safe, independent living by making

1,272
home modifications
and repairs

Connected and supported

319
Jewish single-parent families

87% of surveyed parents feel more connected to the San Diego Jewish community as a result of their involvement.

Engaged

956
volunteers

across San Diego, who donated 61,864 hours of service

ACHIEVEMENTS

**We Earned Charity Navigator's Highest 4-Star Rating
Seven Years in a Row**



Only **2%** of charities reviewed nationwide have achieved such high standards of sound fiscal management, accountability, and transparency year after year.

We Partnered to Promote Health



JFS was named a **Live Well San Diego** partner, joining the County of San Diego's long-term initiative to ensure San Diego residents have the opportunity to lead safe, healthy, and thriving lives.

Our Programs Reached Important Milestones

On the Go began serving older adults in five new ZIP codes, bringing its service area to 23 ZIP codes across San Diego.

Patient Advocacy received the **2014 KOVOD Award** in the category of "Effective Response to Changes in Health and Human Services" from the national Association of Jewish Family and Children's Agencies.

Girls Give Back and Hand Up Teen Leaders earned the **President's Gold Volunteer Service Award**, the nation's premier service recognition.

“It is our obligation to share what we have with others — time, talent, and donations. I searched for a meaningful service opportunity, and I found it at JFS. I’m part of work that really makes a difference and that makes me so proud.”



JEWISH FAMILY SERVICE IS THE PLACE TO DO GOOD

JFS is a home for the whole community — for San Diegans in search of better lives and for those seeking to make better lives possible.



We are committed to creating meaningful opportunities for people to direct their deepest passions and unique talents in service to our clients.

In December 2014, JFS became one of the very first organizations in San Diego certified as a Service Enterprise by Points of Light and California Volunteers, the state office of volunteerism. This prestigious certification recognizes JFS as a leading organization in volunteer engagement, leveraging volunteers' skills, talents, and resources strategically and thoughtfully at all levels of the agency. Thanks to the more than 900 volunteers donating 62,000 hours of time annually to JFS, we can offer clients a higher level of service than we could ever achieve alone.



JFS is a volunteer leader and convener in the greater San Diego community.

JFS serves as the supervising agency for the AmeriCorps Volunteer Infrastructure Project (VIP) in San Diego County. We train and coach AmeriCorps VIP Fellows in the best practices of volunteer recruitment and management, and place fellows in nonprofit partner organizations across San Diego. In program year 2013-2014, these 12 VIP Fellows engaged more than 1,238 new volunteers in 15,024 hours of service to our community.

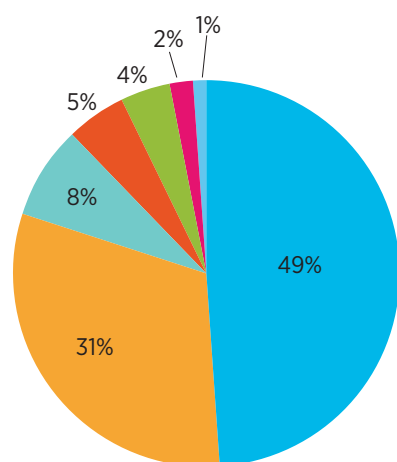
Discover our Volunteer Opportunities at www.jfssd.org/volunteer



Jewish Family Service
WE'RE WITH YOU

Jewish Family Service of San Diego

Operating Budget • July 1, 2013 – June 30, 2014

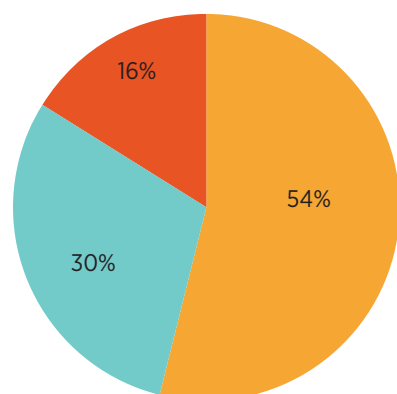


OPERATIONAL REVENUE SOURCES

	AMOUNT \$	AMOUNT %
Public & Private Grants	8,300,000	49%
Contributions	5,200,000	31%
Client Fees	1,400,000	8%
Charitable Adult Rides and Services, Inc.	800,000	5%
Investment Income	700,000	4%
Jewish Federation	400,000	2%
Jewish Community Foundation	50,000	1%
	16,850,000	100%

Total Revenue	16,850,000
Total Expenses	16,850,000

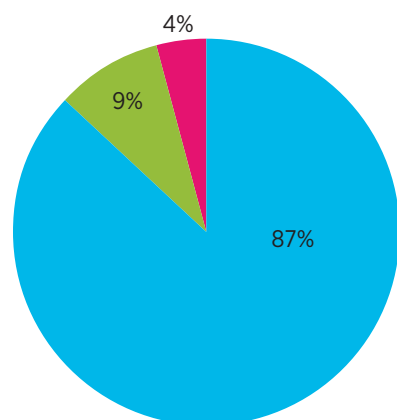
Change in Net Assets —



PROGRAM EXPENSES

	AMOUNT \$	AMOUNT %
Self-Sufficiency	7,900,000	54%
Aging With Dignity	4,400,000	30%
Community Connections	2,350,000	16%
	14,650,000	100%

Total Program Expenses **14,650,000** **100%**



OPERATIONAL MANAGEMENT EFFICIENCY

	AMOUNT \$	AMOUNT %
Direct Service & Programs	14,650,000	87%
Advancement	1,500,000	9%
Administration	700,000	4%
	16,850,000	100%

Total Expenses **16,850,000** **100%**

Our audited financials and form 990 are available at www.jfssd.org/financials



“My life has been enriched so much by being part of the JFS community. I never feel alone anymore. If I need help, someone to talk to, or even a meal, I have people I can count on.”

THANK YOU

We are deeply grateful for the individuals, businesses, foundations, and agencies who help us fulfill our mission.

Foundation and Corporate Funders

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Grossmont Healthcare District
Riverside County Department of Public Social Services (DPSS)
San Diego Association of Governments (SANDAG)
San Diego County Employees' Charitable Organization (CECO)
San Diego County Office of Education Quality Preschool Initiative (QPI)





Endowment Funds

Ensuring a tradition of honoring our past, sharing our present, and building on our future, so we can continue to invest in individuals and families in our community

Sam & Mildred Ackerman Endowment Fund
for Counseling Services
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Thank you to the following champions who have made a permanent statement of their support to JFS. Learn how planned giving through your estate will benefit the individuals and families served by Jewish Family Service and provide for your loved ones. Sol Kempinski, Director of Major Gifts • (858) 637-3207

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**Of Blessed Memory

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Please accept our deepest thanks for being a Friend of the Family.

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\$50,000 or more

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\$25,000 - \$49,999

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\$10,000 - \$24,999

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Michael & Susanna Flaster
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\$5,000 - \$9,999

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