



**We couldn't have done
this without you.**

Between July 1, 2014 and June 30, 2015, Jewish Family & Child Service (JFCS) served more than 2,000 members of the metropolitan Portland community. We are pleased to present you with this 2015 Annual Report.

“Your services helped keep that one little glimmer of light alive for me, and helped me focus on the fact that the light was still there.”

JFCS provides social services to needy people of all denominations and socioeconomic backgrounds, including individuals and families from Portland's Jewish and broader communities.

A Message from Our Board Chair



Les Soltesz
JFCS Board Chair

As we review our successes from the past year, JFCS wholeheartedly thanks our loyal colleagues—dedicated Board, staff, and volunteers—and, most importantly, YOU, our steadfast supporters. You gave generously to our programs, enabling us to feed, clothe, house, and offer dignity to more than 2,000 community members. You enabled us to honor our 70-year tradition, while adapting our services to meet the needs of a complex, changing community.

Along those lines, JFCS entered an exciting new era as we consolidated with our longtime partner, Cedar Sinai Park (CSP). This consolidation will help secure the future for expanded human services, create greater efficiencies and cost savings, and provide vulnerable seniors and other clients with a full spectrum of coordinated services. The leadership of the Jewish Federation of Greater Portland played an instrumental financial and supportive role in this effort.

JFCS appointed a new executive director, Carrie Hoops, who had served as interim executive director since April 2014. Ms. Hoops brings a wealth of nonprofit management experience to JFCS, including skills in change management, collaborative leadership, organizational assessments, fundraising, and communications. Carrie has been part of the planning team that explored and implemented our recent consolidation with CSP, working in conjunction with CSP's senior leadership and the boards of both agencies.

The JFCS Legacy Society continues to grow as we partner with the Oregon Jewish Community Foundation and the Harold Grinspoon Foundation's Life & Legacy initiative. This will help build the JFCS endowment and invest in our future while promoting planned giving as a vital part of our community's culture of charitable giving.

We thank you for your continued support.

A Message from Our Executive Director



Carrie Hoops
Executive Director

There are two words that best sum up our work here at JFCS over the past year: collaboration and evolution. Collectively, we have achieved so much. Each day I witness the courage and strength of the people we serve, as they flourish and become ever more resilient.

Although JFCS was founded in 1947, our roots go back even further to the 1920's and the work of the Jewish Service Society and Jewish Shelter Home. It is illuminating to see that we have continually responded to the needs of the community by adding services and discontinuing others that were no longer needed. We have even incubated programs that grew to eventually become their own nonprofits: Community Warehouse and Sinai In-Home Services. And in this vein of responsiveness, we see great opportunities as we become part of the family of Cedar Sinai Park services. We'll continue our good work and now amplify our impact through a broader spectrum of services that can help vulnerable individuals and families in our community achieve happy, healthy lives.

We are very proud of our “new look” here at JFCS. Last year a capacity building grant from the Oregon Community Foundation provided funding to develop a comprehensive agency marketing plan. We now have greater visibility in the community that helps to raise awareness about our services and to build support for them.

We are also thrilled that our third annual “Celebrate Our Caring Community” luncheon in May was a huge success that netted over \$90,000 to support crucial agency programs.

As you read this report, please bear in mind that none of our vital services could have taken place without your help—our donors, Board, and volunteers. In addition, we could not do this work without the amazing dedication of our staff members, who caringly respond every day to the needs of our clients.

Thank you!

Program Highlights



At JFCS, all our programs emphasize holistic, wraparound social services that benefit needy individuals and families, low-income seniors, and people with disabilities from both Portland's Jewish and broader communities. We leverage partnerships with other community-based agencies so that we can optimize resources and fill gaps in service.

With the help of our donors and supporters, JFCS remains an essential part of the metropolitan Portland safety net for adults, families, and seniors who are experiencing financial hardship and other crises.

Our Mission

To improve the lives of adults, families, and children in the Jewish and general communities.

Our Vision

Everyone receives the help they need to lead happy, productive lives. JFCS is a trusted source of care and support meeting diverse, changing needs.

Our Values

- Tradition
- Respect
- Compassion
- Excellence
- Accountability
- Collaboration

More than **100 Holocaust survivors** attended Café Europa gatherings that forged supportive relationships, removed social isolation, and presented life-enrichment activities.



Lifeline Services

Roughly one-third of households in Multnomah County fall below the Self-Sufficiency Standard, which means that they cannot meet basic needs without public assistance. Approximately 50% of Emergency Aid clients are adults and families, while seniors make up the other half. All are low-income and most are experiencing crisis situations.

Through the Lifeline program, JFCS case managers provide in-depth assessments to help needy clients meet goals related to crisis resolution and self-sufficiency. Our Lifeline staff provides financial aid and works with other program staff and community agencies to address clients' immediate or ongoing needs. In particular, we manage requests for food, school supplies, clothing, rent and utility assistance, and vital medications.

1,370
PEOPLE

received emergency assistance to help them weather a personal or family crisis and get back on their feet.

Emergency Aid

In the last year, our Emergency Aid Program served more than 1,300 people—by far the most helped by any JFCS program. Its resources have been stretched thin as more local residents than ever request help with housing and utility costs. To help offset this, we collaborate with a diverse array of faith-based and social service agencies to streamline and coordinate financial and other resources. By joining with others, we find that our aid dollars go further, and that services like emergency housing, counseling and recovery programs, and funds for families in crisis are more accessible.

As part of our Emergency Aid program, JFCS also conducts two annual Holiday Campaigns, through which staff members and volunteers distribute holiday gifts and Thanksgiving food boxes. We carry this out in conjunction with community partners, including the Jewish Federation of Greater Portland, local synagogues, and the efforts of more than 100 volunteers.

Holocaust Survivor Services

One of our signature programs provides services to 115 local Holocaust survivors and their families. Of the survivors we serve, many are isolated and live under the poverty line. Our culturally appropriate aid includes case management, emergency assistance, companionship, light housekeeping, social events, and other specialized services. JFCS is the only Jewish social service agency in Oregon that is qualified and equipped to operate an array and volume of services that are geared specifically toward Holocaust survivors.

Many of the Holocaust survivors are Russian speaking. Our bilingual staff members assist these clients with emergency aid, case management, homemaker services, transportation, social events, and assistance with reparations and compensation. Dignity was taken forcibly from these individuals during the Holocaust, and we help ensure that their dignity is preserved as they face the challenges of aging.

150
FOOD BOXES

provided more than

650
INDIVIDUALS

with delicious, nutritious meals that allowed them to share in the bounty of the Thanksgiving holiday.

The Hanukkah and Christmas wishes of

50
NEEDY FAMILIES

came true, as they received generous bundles of household items and gifts for the kids.

Homecare services helped

45
ELDERLY HOLOCAUST SURVIVORS

maintain their dignity as they age.



Disability Support Services

At JFCS, our services for disabled people include TASK (Treasuring, Accepting & Supporting Kehillah), a social services program that began nearly 20 years ago to meet the needs of Jewish children with disabilities and their families. In the last year, we served 230 people through TASK, helping to promote inclusion for disabled people so that they can participate more fully in the Jewish community.

Through our Partners for Independence program, JFCS serves both adults and youths ages 8 to 17 who have intellectual and developmental disabilities. We provide state-certified skills training and behavior consultations, and contract with Multnomah and Clackamas Counties as well as local brokerages.

“ I like the services at JFCS because my provider comes to see me. We work on learning new skills and anger management. It really helps me and is awesome.”

—PARTNERS FOR INDEPENDENCE CLIENT



TASK— Treasuring, Accepting & Supporting Kehillah

TASK promotes inclusion for people of all ages with disabilities so they may fully participate in the community. We advocate for individuals and their families throughout the life cycle by providing culturally competent case management and social activities, and by raising awareness through education, mentoring, and advisement within Jewish schools, synagogues, and other agencies.

Partners for Independence

Through our Partners program, JFCS helps adults and youth with intellectual and developmental disabilities live independently and become more integrated into their community. We now serve youths ages 8-17, which expands our scope beyond the adults we also support.

Our specialists provide state-certified skills training and behavior consultation that helps our clients make progress toward self-created goals. While those goals are individualized, they often include financial management, housekeeping and cooking, recreational activities, and volunteerism. JFCS serves our clients through contracts with Multnomah and Clackamas Counties as well as with local support service brokerages.


Until now, the Partners program has focused exclusively on one-to-one services. We're excited to announce that we are launching a new initiative this fall that will provide structured day support activities (DSA) for small groups of clients with disabilities.

230
**INDIVIDUALS WITH
DISABILITIES &
THEIR FAMILIES**

benefited from case management, support groups, and help navigating government and community-based services.

75
**PEOPLE WITH
INTELLECTUAL &
DEVELOPMENTAL
DISABILITIES**

received one-to-one skills training and support services to help them lead healthy, independent lives.



“My counselor at JFCS has encouraged my musical talents and gave me a compassionate and wise ear as well as suggestions to help me deal with depression.”

—COUNSELING CLIENT

Counseling

In the last year, our licensed clinical social workers provided nearly 200 clients with affordable, high-quality, mental health services based on trust, empathy, and understanding. In particular, JFCS specializes in counseling that promotes healthy “aging in place” and helps elderly clients and their families feel safe, empowered, and better equipped to deal with challenges. We offer as many treatment options as possible, accept Medicare, and provide sliding scale and discount rates for people without insurance.

In September 2014, JFCS was awarded a contract by the Multnomah County Department of County Human Services, Aging and Disability Services Division for PEARLS. Through this initiative, we offer responsive, in-home counseling services to isolated seniors who are at high risk for depression and other mental health issues.

Because we were able to serve more people than our contract requested, JFCS has secured additional funds from the County so that we can continue assisting as many clients as possible. Our counseling staff has reviewed the first year of the PEARLS contract and suggested changes that will help JFCS take advantage of various fee-based revenue streams. This will help make our counseling programs more sustainable, and these changes will be reflected in our updated contract with the County as we enter the second year of this successful initiative.

Rebecca's Path Toward Self-Discovery

When Rebecca reached out to JFCS, she was overwhelmed by anxiety and panic attacks. Through her hard work and the help of her JFCS counselor, Rebecca was able to find a path that led toward better self-understanding, self-care, and goal setting. Over the course of her sessions, Rebecca has developed strategies and insight that help her gain control over the debilitating aspects of her anxiety that stem from personal trauma. For Rebecca, one of the most rewarding aspects of her journey has been her ability to work part-time, which strengthens her self-reliance and self-esteem. Rebecca continues to participate in counseling and considers it an essential part of the support system she has created for herself.



Helping Seniors Overcome Depression

Joseph, a man in his 70's, was experiencing social isolation and bouts of sadness. Because he had mobility issues and could no longer drive, it was difficult for Joseph to find accessible mental health services. It was clear that a traditional model of office-based counseling services wasn't an option.

As they searched for a remedy, Joseph, his family, and his healthcare providers were relieved to learn that no-cost, in-home counseling services were available through the PEARLS program run by JFCS and the Aging and Disability Resource Connection.

With the help of his PEARLS counselor, Joseph developed goals and strategies for enhancing his self-care, social interactions, and physical activity. He learned and mastered problem-solving skills, and his depression began to dissipate. After completing the program, Joseph was also more closely linked with community-based healthcare services that helped him continue to boost his mood and energy levels. It was a personal triumph when Joseph's improved outlook enabled him to participate in social events at his local senior center.

170
LOW-INCOME
CLIENTS

received counseling to help them overcome life's challenges.

Through the PEARLS program, JFCS provided in-home counseling services to

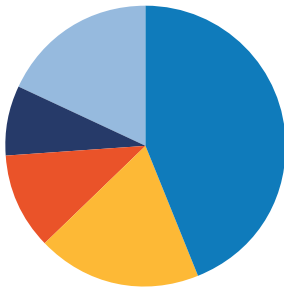
48
ISOLATED
SENIORS,

helping them to address depression.

Financials

Total Expenses

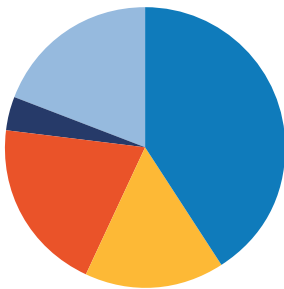
\$1,654,322



- 44% Lifeline Services
- 19% Disability Services
- 11% Counseling
- 8% Fundraising
- 18% Management & General

Total Revenues

\$1,505,079



- 41% Grants
- 16% Jewish Federation of Greater Portland
- 20% Program Service Fees
- 4% Endowment & Other
- 19% Contributions & Events

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Contact Us

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Thank you to our donors.

We are thankful to all those who make our work possible. The following list represents donors who made a donation of \$100 or more during fiscal year 2015 (July 1, 2014 through June 30, 2015). Donations made after June 30, 2015 will be listed in the 2016 annual report.

\$200,000-550,000



\$10,000-49,999

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Making a legacy gift is easier than you think—and more meaningful than you know.

Jewish Family & Child Service is proud to be one of 10 organizations in Oregon and SW Washington participating in Life & Legacy, a partnership of the Harold Grinspoon Foundation and the Oregon Jewish Community Foundation. The program promotes estate planning and planned giving that can build endowments and guarantee the long-term sustainability of local Jewish institutions and organizations.

As you assess your charitable goals, we hope that you will consider creating a legacy that will provide support for JFCS and benefit the people we serve—in good times and bad, for future generations.

There is no minimum amount required. Every gift makes a difference.

Your gift can be directed to a specific JFCS program that speaks to your heart.

Your legacy gift can be funded during your lifetime or distributed from your estate.

A gift in no way obligates you, and you can change beneficiaries at any time.

You can remain anonymous, should you choose to do so.

To learn more about how to create your Jewish Legacy, please contact Carrie Hoops, Executive Director, at 503-226-7079 ext.113 or at carriehoops@jfcs-portland.org.

Participating in the Life & Legacy program enables my wife and me to show our commitment now while helping to ensure the future of JFCS. That commitment began in 1993 when I joined the JFCS board and continued through my presidency and remains in place today. Why did we choose to become legacy donors? JFCS has always been there to help our family, our friends, and our community through difficult times. The Life & Legacy program of JFCS allows us to demonstrate our long-term support of the agency and its commitment to serving the Jewish community of Portland.

—Howard & Jenat Feldman
BOARD PRESIDENT 1998-2000
BOARD MEMBER 1993-2002



Since the 1960's when I was Board President, my husband Alan and I have witnessed the growing need for services that support the most vulnerable in our community—the old, the young, the disabled. JFCS has always been there to support those in need and they continue to respond, yet their work has little visibility. We have chosen to make a Legacy Gift to JFCS because we want to ensure that this beloved and much-needed organization remains strong beyond our lifetime and that it will be here to serve generations to come.

—Eve & Alan Rosenfeld



Legacy Society

The Jewish Family & Child Service Legacy Society recognizes supporters who have informed us of their intent to leave a legacy gift to JFCS. The income stream from these donations provides a stable funding source to support JFCS programs, in good times and bad, for future generations.

Anonymous

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Guided by the wisdom and values of our tradition, Jewish Family & Child Service (JFCS) provides social services that improve the lives of adults, families, and children in the Jewish and general communities.

We envision a future in which families thrive with access to the help they need to lead healthy, happy, and productive lives.

In Jewish tradition, the tree is a symbol that represents growth, responsibility, and stability. The tree is grounded by three tenets—to act justly, to be charitable, and to make the world a better place.

Like the tree, JFCS is rooted in helping others. Our programs—like protective branches of the tree—help people meet their basic needs; allow people to heal, age, and thrive with dignity; and allow individuals with disabilities and their families to live full, independent lives while participating in their communities.

Like the tree, JFCS thrives when tended to by caring individuals like you. Your support enables our tree to stay rooted in tradition and community values, to spread its branches, and to bear the fruit that nurtures others. Planting trees today provides for our vibrant future.

Please consider making a donation to JFCS today.

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Your donation not only strengthens our branches—the programs that support those in need—but also nourishes the roots of our Jewish values. Please make a donation to JFCS today.

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