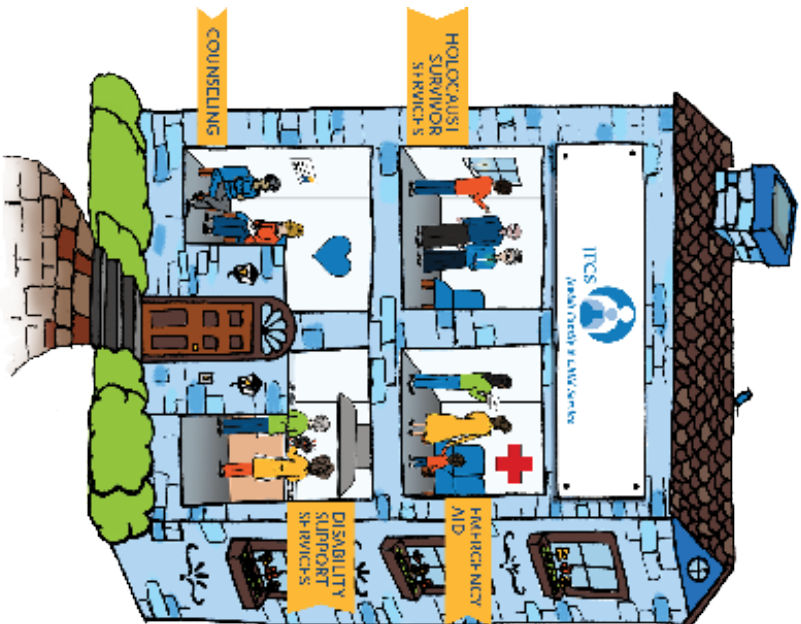


# ANNUAL REPORT

2018 - 2019



**JFCS**  
Jewish Family & Child Service



1221 SW Yamhill St., Suite 301  
Portland, Oregon 97205

Learn more about us:

[www.jfcs-portland.org](http://www.jfcs-portland.org)

[info@jfcs-portland.org](mailto:info@jfcs-portland.org)

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**"Our partnerships continue to expand,  
letting us help more of those in need and  
truly practicing Tikkun Olam."**

- Carol Cogan-Koranda, JFCS Board

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## THANKS TO YOU

*“When I talk with you, I feel like I’m a part of the world again. I know that the rest of my day will be good because I talked with you,” said one of our Counseling clients.*

## Dear Friends,



On the following pages, you are going to see an exciting change from the JFCS of just one year ago. Thanks to Lee Cordova’s leadership over the past year, coming together to changes lives has been reflected in everything we’ve done. Our staff, our volunteers, and our donors have worked as one to help JFCS repair the world.

In November of 2018 we adopted a Three-Year Strategic Plan in each of our primary areas—Counseling, Disability, Information and Assistance (formerly Emergency Aid), and Holocaust Survivor Services—saw significant gains under the aegis of that Strategic Plan. Some of the highlights include:

- **Counseling:** Growth in numbers of clients served; implementation of the Child and Family Initiative; and integration of the Person-Centered Trauma-Informed (PCTI) approach into all of our programs.
- **Disability:** The sale of notecards featuring art created by our Tikvah participants and the introduction of the Art Auction at the annual spring Luncheon.
- **Emergency Aid:** Increases in our Basic Needs Assistance efforts, delivering Thanksgiving Mitzvah Meals and streamlining our Adopt-A-Family program to better meet our community’s needs.
- **Holocaust Survivor Services:** Increased outreach which revealed previously unserved Holocaust Survivors in the greater Portland area; introduction of Seeking Safety, a special program operated in conjunction with our Counseling staff to address the specific needs of Holocaust Survivors and their history with trauma; and delivery of quarterly Kosher food boxes.

Thank you. We have turned the corner and we are moving ahead. We couldn’t have done it without you.

Warmest wishes,

A handwritten signature in dark ink, appearing to read 'Larry'.

Larry Holzman  
JFCS Board President



# COUNSELING

## PATHS TO MORE COMPLETE LIVES

*"Over the past five years, our Counseling Program has demonstrated an extraordinary 52% growth in the number of people who have been served by our outstanding mental health professionals. In fact, our impact was felt on the lives of nearly 300 people this past year alone."*

*- Justin Zellinger, JFCS Board & Chair Counseling Committee*

Our clients are coping with a lot: Major life transitions; older adult and care-giver needs; ongoing or acute medical issues; relationships and interpersonal issues; struggles with mood, anxiety or overwhelming thoughts; and limited self-worth.

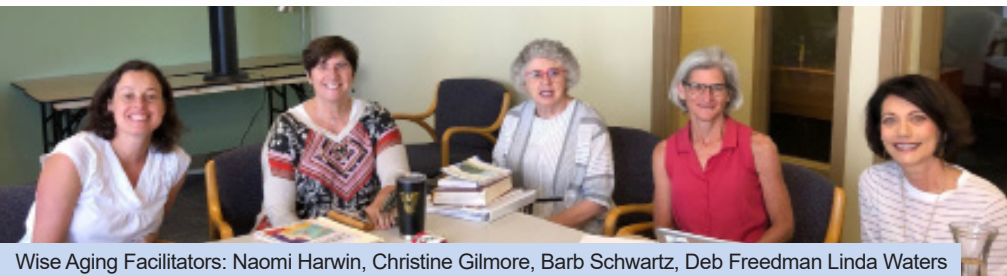
With this in mind, we make it as simple as possible to get help. We have developed a variety of programs that provide easy access to assistance:

***Support Groups** for caregivers and others dealing with the complexities of the aging process.*

***WISE (Wellness Initiative for Senior Education)**, a six-week curriculum of information, tools, and resources.*

***Clinical and Case Management Support** including mental health counseling, advocacy, and front-line staff support.*

***PEARLS (Program to Encourage Active and Rewarding Lives for Seniors)**, a series of eight in-home counseling services for seniors.*



Wise Aging Facilitators: Naomi Harwin, Christine Gilmore, Barb Schwartz, Deb Freedman Linda Waters

### Person-Centered Trauma-Informed Approach (PCTI)

Inspired by our work with Holocaust survivors, we have been working to implement a PCTI approach into all of our programs.

**PCTI is a method of mental and physical healthcare based on the long-term effects of trauma. By recognizing its symptoms, creating a safe environment, and knowing how to avoid retraumatization, we can form a relationship based on trust and empathy resulting in a much higher likelihood of successful treatment.**

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# STRATEGIC PLAN YEAR 1 HIGHLIGHTS

**Goal: Increase revenues by 50% and the breadth and depth of Counseling services with regard to both expertise and the number of clients served.**

- Received funding from the JFNA to expand PCTI throughout our organization
- The Holzman Foundation underwrote our Child and Family Initiative: a series of workshops for teachers, parents, and teens on such topics as managing ADHD, handling stress, and coping with divorce
- PEARLS served 113 seniors, up almost one-third over last year, covering Multnomah, Washington and Clackamas Counties
- The Holzman Foundation also sponsored our Wise Aging Program training series. We hosted the West Coast training program and prepared 10 facilitators for the Portland area.
- WISE (Wellness Initiative for Senior Education) – A six-week curriculum providing seniors with support and information on depression, stress management, substance abuse, medication management, and effective communication with healthcare providers. The WISE program was funded by Multnomah County and assisted JFCS in reaching new clients.
- Seeking Safety, a therapeutic program for those suffering from trauma, substance abuse, and/or PTSD was introduced for Russian-speaking Holocaust survivors
- David Molko, Lead Outreach Clinician, led Support Groups at Rose Schnitzer Manor for caregivers and others dealing with the aging process
- Our Clinical Director, Douglass Ruth, delivered a seminar on “Implementing PCTI in a Mental Health Service Agency” at the JFNA Center for Advancing Holocaust Survivor Care Annual Conference in Washington D.C.

## DID YOU KNOW...

**70% of adults in the U.S. have experienced some type of traumatic event at least once in their lifetime. That's approximately 180 million people.**

# DISABILITY SERVICES

## TASK & TIKVAH

*“This past year JFCS highlighted some of the design and artwork as well as the needs of our community’s people with disabilities. We launched the First Annual TASK & Tikvah Art Auction at the Annual Brunch. Our TASK & Tikvah participants created greeting cards which are now being sold to support services.” - Wendy Gutmann, JFCS Board*

**TASK** Treasuring, Accepting, & Supporting Kehillah (Community) and **Tikvah** provide support and inclusive activities to 28 Jewish individuals with mental and developmental differences and their families. Our goal is to deliver no-and-low-cost services to a population living on very limited, government-provided income.

Services Include:

Parent Support Groups

Support Through Transitions

Workshops

Advocacy Trainings

Consultations

Referrals

**Tikvah** offers social activities for clients of TASK and residents of Kehillah housing.



In May, fourth graders, their teachers, and some parents from Neveh Shalom visited Kehillah House. The students gave the residents small herbs and together they decorated pots and planted the herbs. This annual event helps break down barriers and diminish the stigma around disabilities.

## Partners for Independence

Partners for Independence was developed for adults and youth with intellectual and developmental disabilities to enable them to make informed choices about living, learning, and working.

Partners served 26 clients. However, this past year it became apparent that the program was not sustaining itself. In June, Partners transitioned smoothly, along with clients and staff, to another agency.

# MAJOR DONORS

\$550,000 - \$200,000

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“ For over 70 years, JFCS has stood with our extended Jewish family as well as others who are marginalized in the Portland community. We simply could not do it without those who continue to stand shoulder-to-shoulder with us. You make our work possible, and we thank you. ”  
- Bill Treuhaft, JFCS Board Vice President



## THANK YOU

We are thankful to all those who make our work possible. The following list represents donors who made a donation between July 1, 2018 and June 30, 2019.



# LIFE & LEGACY

***“ JFCS is the Jewish Community's social service agency. Thanks to a steadily increasing number of Life & Legacy donors, our day-to-day services for those in need will continue for generations to come. ”***  
***- Kathy Chusid, JFCS Board Secretary***



We are grateful to our supporters who plan on leaving a legacy gift to JFCS. These donations provide a stable funding source to support our programs, in good times and bad, for generations to come.

Ron & Judy Applebaum	Bob & Lesley Glasgow	Madelle & Stan Rosenfeld
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Richard Dobrow	Gary & Sylvia Pearlman	Anonymous (3)
Jenat & Howard Feldman	Eve & Alan Rosenfeld	*Of blessed memory

Jewish Family & Child Service is proud to be one of ten 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.



## Letter from a Father:

Each year, a Special Seder is hosted by JFCS and Temple Beth Israel for developmentally disabled community members and Holocaust Survivors. I attend with my daughter who is seriously disabled and confined to a wheelchair.

In prior years, event staff served guests at their tables. However the dinner is now buffet-style. This arrangement made it difficult for me to feed both my daughter and myself. I mentioned this to the organizers at JFCS, and the Program Manager not only offered to take care of my daughter's needs during the evening, we were driven to and from the event.

Our sincere thanks to JFCS Disability staff!



During the spring, Tikvah participants created beautiful and unique art and the designs were then put in sets of gift cards being sold to raise funds for the program.

The first annual TASK & Tikvah Art Auction was held at the annual brunch in May. Local artists donated pieces to raise additional funds for TASK & Tikvah.

## STRATEGIC PLAN YEAR 1 HIGHLIGHTS

**Goal:** Expand and differentiate services that JFCS provides to people with disabilities and their families in the Jewish community, while also serving the broader community.

## DID YOU KNOW...

27% of Multnomah County people with disabilities live in poverty.

# INFORMATION & ASSISTANCE

(FORMERLY EMERGENCY AID)



*“ One of our community members had been working with area resources with little success. JFCS’s multi-disciplinary team helped her access benefits that she was entitled to, making a difference in improving her life. ”*

*- Lee Cordova, JFCS Past Board President*

This year, we began to explore national best practices that provided for a long range case management practice we called “Life in Transition.” Prompted by the growing needs of those born after World War II around such issues as loss of income and major changes in home and health, we set out to analyze long-term adjustments that would enable the best possible quality of life.

We selected a model from the JFCS in Cleveland, Ohio and applied it to the case of a community member in need. Here’s a summary of the story:

*A woman was referred to JFCS by her Portland synagogue. She was living with family members and, between financial instability and health struggles, the home was becoming an unsafe environment for everyone. A team consisting of JFCS Counseling, Social Services, and Emergency Aid staff worked together to connect her to Aging and Disability services, Medicaid, and resource referrals for the household. She was then able to engage in an action plan that created a stable and supportive living situation for her entire family.*

## DID YOU KNOW...

36% of our community lives on a fixed income, often falling below the poverty line.

Last year more than 1,420 Jewish families received Food Stamps.



### By the numbers:

678 unduplicated clients who were provided 13,384 individual service “events”.

Of those 678 unduplicated clients, 64% were age 60 and older.

In addition, JFCS served **1,479** people who were not clients. Those individuals received or benefited from a one-time service even though they were not formal clients. Examples include, but are not limited to: the children or spouses of food box recipients, participants in resource fairs, or participants in workshops that are open to the public.

In all, we served a total of **2,031** people – both clients and non-clients – as detailed below:

### Holocaust Survivor Services

**Clients:** 89

Including 8 newly certified Survivors

### Counseling

**Clients:** 294

PEARLS clients up 1/3 over last year

### Emergency Aid

**Clients:** 304

**One-time Service:** 1,936\* (585 adults Day of Dignity, impacting 389 children, +962 family food/event)

### TASK & Tikvah

**Clients:** 33 TASK; 28 Tikvah

Including 8 new families with children

### Partners for Independence

**Clients:** 26

### \*Non-client services in FY17:

606 household members through Thanksgiving food boxes

540 people through Day of Dignity activities

262 household members through Passover4All

52 household members through Adopt-a-Family



# FINANCIAL SNAPSHOT

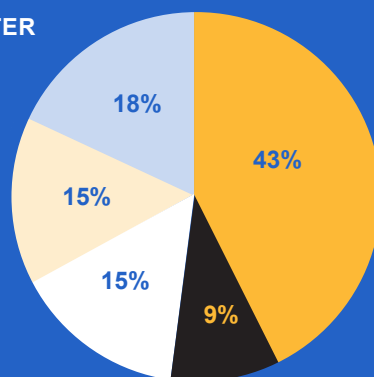
*“ This was a transition year for JFCS—one with notable changes including an ‘un-merger’, establishment of a cash reserve, and the formation of an Advisory Council that will help us grow with wisdom and lessons from the past. ”*

- Dave Holstein, Board Treasurer

## REVENUE

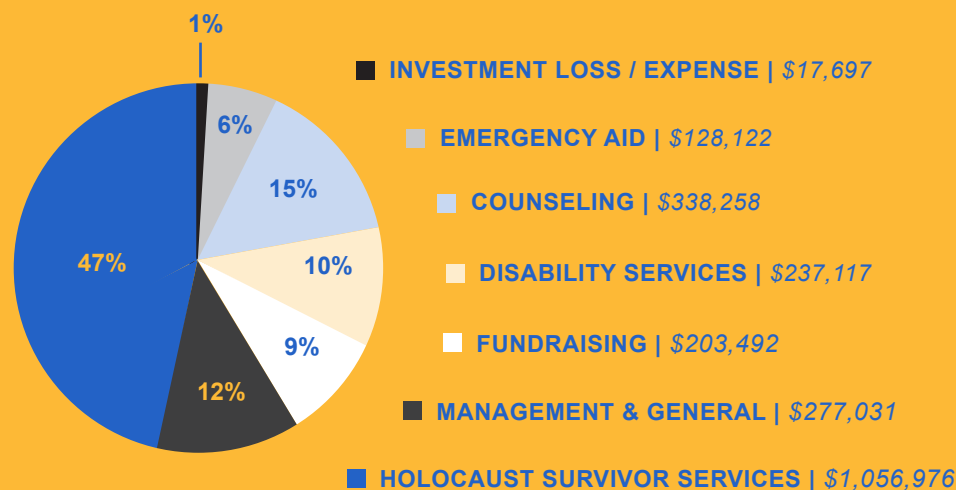
**\$2,133,695**

- JEWISH FEDERATION OF GREATER PORTLAND | \$384,000
- GRANTS | \$907,862
- PROGRAM & SERVICE FEES | \$322,385
- CONTRIBUTION & EVENTS | \$318,531
- ENDOWMENT DISTRIBUTION & CASH RESERVE | \$200,917



## EXPENSES

**\$2,258,686**



## STRATEGIC PLAN YEAR 1 HIGHLIGHTS

**Goal:** Expand and differentiate the services that JFCS provides to people with disabilities and their families in the Jewish community while also serving the broader community.



Thanks to the generosity of JFCS donors, we provided:

- Basic Needs Assistance to 304 clients who received short-term case management and up to \$500 of assistance mostly for rent, utilities or children's school supplies. We also connected them with other resources to provide longer-term support
- Food and information at Portland's Day of Dignity. Partnering with other agencies; we helped more than 540 homeless people learn about the numerous services available to them



- 164 Thanksgiving Food Boxes to 606 community members in need
- Gift cards for 52 family members through Adopt-A-Family
- In partnership with Congregation Kesser Israel, Passover4All for 262 Jewish men, women, and children and,
- A new Quarterly Kosher Food Box Delivery to Holocaust Survivors, working in partnership with several community groups.
- In cooperation with Congregation Beth Israel, a Special Seder dinner for low-income clients celebrating Passover.

*“ My wife and I don't drive anymore, so having a JFCS food box delivered to our door was a godsend. ” - Murray & Janice*

# HOLOCAUST SURVIVOR SERVICES

***“As a grandson of a Survivor, I am privileged to be able to support and care for this incredible group of people who have immeasurable strength, profound dignity, and an extraordinary perspective.”***  
- Eric Kodesch, JFCS Board & Chair Holocaust Survivor Fund Committee



With a tireless and dedicated staff of case managers, caregivers and volunteers, we are able to decrease isolation, provide financial and social support and help Survivors age in place with dignity. Our services include homeware and personal care, direct aid assistance, case management and socialization.

We receive substantial grant funding from the Claims Conference which has increased steadily as the needs of aging survivors become more acute. With the increased funding comes a larger financial match requirement for us, as well as expanding administrative duties. As the funding is based on reimbursement, it becomes challenging to keep up. To meet this challenge, we have established a Holocaust Survivors Community Fund at OJCF and continue to seek ways to mitigate costs. Our dedication to serving Holocaust survivors is unwavering.

Café Europa social events for Survivors are held frequently to decrease isolation, provide entertainment and educational opportunities, and celebrate Jewish holidays and traditions. Attendance has been on the rise and more clients require assistance with transportation to get to the events. Café Europa Trips included:

***Sukkot Celebration:*** Lunch was served while listening to Rabbi Ken Brodtkin talk about this special week-long biblical harvest festival, socializing, and having the opportunity to shake arba minim (four species) in the Sukkah at Congregation Kesser Israel.

***Chanukah Luncheon:*** A celebration was held and catered by Congregation Shaarie Torah where Survivors were warmly welcomed by Rabbi Rose who shared a few words about Chanukah and also lit the Menorah. Following a delicious Kosher lunch, survivors enjoyed a festive musical performance by the Hora Tzigane Klezmer Ensemble.

***Chamber Music NW Concert:*** Showcasing the powerful piano masterworks by Brahms, Schubert, & David Lang, the concert was hosted at Congregation Beth Israel.

***Purim Luncheon:*** At Ernesto's Italian Restaurant, Survivors enjoyed buffet style lunch, tea and coffee, and of course, hamentaschen, while enjoying a Purim story puppet show with music and dancing. Attendees were also given freshly cut flowers donated by one of the volunteers.

## STRATEGIC PLAN YEAR 1 HIGHLIGHTS

**Goal:** To be able to age in place in their homes where they feel safe and supported:

- Homecare hours needed for survivors under 85 years average 6 hours per week whereas those over 85 years average 22 hours per week.



New quarterly kosher food boxes are now being delivered to our Survivors in partnership with several community groups.

More than 40 Survivors received Direct Aid in the form of hearing aids, glasses, assistance with rent, utilities, medical and dental bills. Treatments not covered by insurance such as acupuncture, and minor home modifications (stairlifts, etc.) to help survivors age in place comfortably and safely were also funded.

Last year, 8 new Holocaust Survivors began receiving services.

JFCS Holocaust Survivors caregiving staff grew by over 25% to meet increased demand for services, allowing weekly service delivery to increase over 40% between July 2018 and June 2019.

## DID YOU KNOW...

There are over 100 Holocaust survivors living in the greater Portland area. 83 of these survivors receive care and services from JFCS.