



Jewish Family & Children's Service

2020 Annual Community Report



40,049

**lives
touched**

Healing Lives. Whatever It Takes.



Our Mission

Jewish Family & Children's Service (JFCS) is a nonprofit, nonsectarian organization that strengthens the community by providing behavioral health, healthcare and social services to all ages, faiths and backgrounds.

Our Vision

At JFCS, we hope for a future where families are strong, where our elders are cared for and where children are safe. Our dedication to our mission is strengthened by our commitment to our core Jewish values that honor community and the continuity of the generations.

Jewish Values

Kehila

Building Community

Tzedakah

To do what is right and just

Tikkun Olam

Repairing the world

Gemilut Chasadim

Acts of kindness

Executive Leadership Team

Lorrie Henderson, Ph.D., MBA, LCSW
President & CEO

Gail Baer
Vice President of Philanthropic Services

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Chief Medical Officer

Terrence Daniels
Chief Financial Officer

Megan Lipman
Vice President of Quality Management
and Compliance

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Vice President of Older Adults and Jewish
Community Services

Linda Scott, MSW
Vice President of Child & Family Solutions

Gwynn Simpson, MSW
Human Resources Consultant

Jessie Smith
Director of Information Technology

Mary Jo Whitfield, MSW
Vice President of Integrated Health

JFCS Governance Board of Directors*

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Janice Dinner, Vice Chair
Noel Williams, Secretary
Vicki Cabot
Marc Giannone
Pam Meyer
Ken Miller
Edward Ober
Karen Owens
Jeffrey Packer, D.O.
Michael Seiden
Edna Sitelman, Ed.D
Richard Wolf

Carol Kern, Immediate Past Chair

Lenore Schupak, Emeritus Board Member
Carol Seidberg, Emeritus Board Member

*Listed members reflect fiscal year 2020 membership



Lorrie Henderson,
President & CEO

There is no doubt the past year has been a challenging one. The devastation of COVID-19, the increases in civil unrest and social injustice, and the impact of economic challenges and job loss for so many Arizonans meant assistance provided by JFCS was more critical than ever.

Recognizing the need to provide integrated healthcare to underserved communities across the Valley, in May 2020, JFCS relocated its behavioral health clinic from Mesa to the new 30,000-square-foot Gilbert location. Our new JFCS East Valley Healthcare Center now offers behavioral health and primary medical care services in one location, providing the most effective approach to caring for people in the East Valley with multiple healthcare needs.

COVID-19 accelerated our plans to bring telehealth services to our healthcare centers. Utilizing safe and secure video technology, we provided telehealth appointments to nearly 3,000 patients each month, up from 300 per month the previous year. Telehealth will continue to be at the forefront of our integrated health delivery, as it eliminates the many barriers to receiving proper care.

Protecting our staff and the people we serve is paramount to everything we do. Therefore, JFCS was certified by HealthyVerify, the country's only medically based, scientific, and professional full-service certification company that helps organizations minimize the risk of transmitting infectious disease. JFCS demonstrated its implementation of disease-reducing procedures, creating a safe and healthy environment for everyone that visits a JFCS location. JFCS was Arizona's first behavioral health organization to be certified by HealthyVerify.



Paul E. Stander,
Governance Board Chair

As an agency that works with vulnerable populations, JFCS continuously adapts our programs to meet critical needs. Our staff is committed to providing vital services that provide a lifeline of support for our community. With your help, JFCS works to achieve our mission each and every day. And because of you, more than 40,000 individuals throughout Maricopa County are stronger, cared for and safe.

Thank you for joining us in our collective mission of healing lives!



**DID YOU
KNOW?**

JFCS touched the lives of 26,231 individuals through Telehealth Services.



JFCS East Valley Healthcare Center evolves into state of the art integrated healthcare facility

The JFCS East Valley Behavioral Health Clinic moved into a new, larger location in March, 2020. The new facility includes a full-service primary care medical wing. The new JFCS East Valley Healthcare Center became JFCS' third integrated healthcare facility offering both mental health and primary care services in a single location. Integrated care is the most effective approach to treating individuals with multiple healthcare needs.



Hospital Chaplains work with patients and families

Despite the many restrictions throughout COVID-19, our JFCS Hospital Chaplains continue their spiritual care in 26 valley hospitals. We welcome the opportunity to speak directly with patients and their families who wish to receive Jewish/rabbinic support during their hospitalization. Working in partnership with the hospital chaplains, the JFCS Chaplains are able to fulfill our care and compassion responsibilities and commitment to the Jewish community.

**VOLUNTEER
WITH US**

601 volunteer service hours were provided in 2020.



Shelter Without Walls and Sojourner Center address increased domestic violence incidents



Our community faced many new challenges as a result of the COVID-19 pandemic. Many lost jobs or saw a reduction in hours, leading to increased financial stress. Essential workers faced increased exposure to the virus, multiple quarantines, or sadly, contracted the virus. We saw increases in incidents of domestic violence as abusers had a new tool, the virus, to manipulate, threaten and coerce their victims. Through it all, JFCS Shelter Without Walls and Sojourner Center were there to provide critical support.



When Mary attempted to leave her abusive relationship, she found herself going to countless custody and court hearings. With the help of a JFCS Domestic Violence Advocate, Mary did not have to go through this experience alone. "The court hearings were one of the scariest places to be by yourself. My JFCS advocate looked at me and said, 'I believe you.' And, those three little words were what I needed to hear."

- Mary, Shelter Without Walls Client



"Samantha and her four children came to the Sojourner Center Transitional Housing program from the Sojourner Center Heritage Crisis Shelter after leaving an abusive marriage. While in the Transitional Housing Program, Samantha, worked on achieving her goals of self- sufficiency, home ownership and repairing her credit score. In early 2021, her dreams of becoming a homeowner turned into reality and Samantha and her four children moved into their new home."

- Samantha, Sojourner Center Client



Family Preservation, Family Reunification and Parent Aide Programs add virtual services



2020 was full of new experiences and new challenges for JFCS Homebased Services. The Governor's stay-at-home order was in place and the Arizona Department of Child Safety (DCS) asked all homebased programs to conduct services virtually. Although far from ideal, we saw many unexpected benefits. Parents who were not able to be physically with their children were now able to establish an even greater bond with their children through video visits. We also saw enhanced relationships between parents and out-of-home caregivers. This type of shared parenting is extremely beneficial in reducing the trauma children experience while in out-of-home care.



Children at risk of removal from their home continued to receive in-person services from JFCS, at their home. Staff observed all social distancing and hygiene protocols and did an excellent job in overcoming fears and barriers while ensuring that children remained safe in their homes. Despite restrictions of COVID-19, Homebased Services continues to meet the needs of the clients we serve, partnering with DCS to assist in the challenges and changes.



Out of the 40,049 lives touched through our integrated health and social services programs, 64% were children and teens.



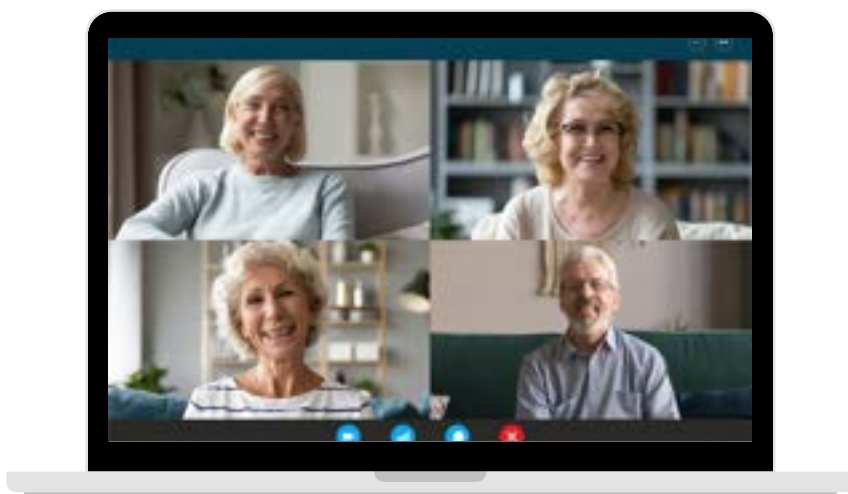
Center for Senior Enrichment launches virtual senior programs

In March 2020, the JFCS Center for Senior Enrichment (CSE) in-person classes were shut down due to the pandemic. At that time, seniors were required to remain in their homes in order to stay safe. This meant the social interaction and mind stimulation that seniors once had at the Center were no longer available for the foreseeable future.

After a few months of living in the pandemic world, Jennifer Brauner, director of the JFCS Center for Senior Enrichment, proposed a new "virtual" Senior Center.

Online classes are now available on ZOOM for free to ALL seniors in Maricopa County. Going virtual provided the flexibility to offer programs that had not otherwise been available to seniors.

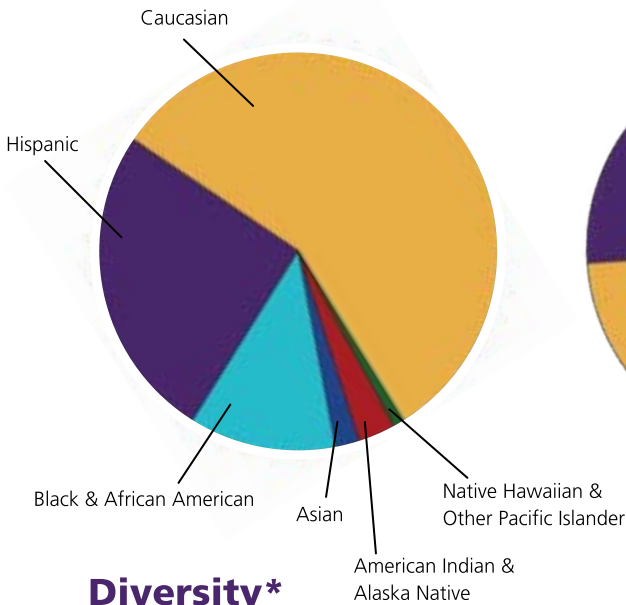
Individuals appreciated the virtual platform, and participants shared the program with others. In 2020, the JFCS virtual senior center had more than 2,000 visits. Each week we average 20-30 new participants. As hoped, this new expanded program is a gift to the senior community.



The JFCS Virtual Senior Center had more than **2,000 "visitors"** experience online classes.

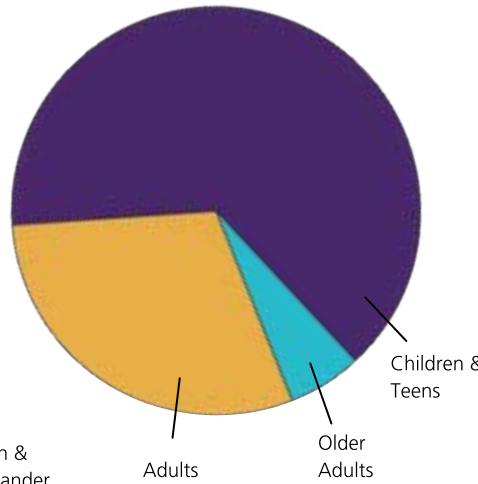


40,049 Lives Touched



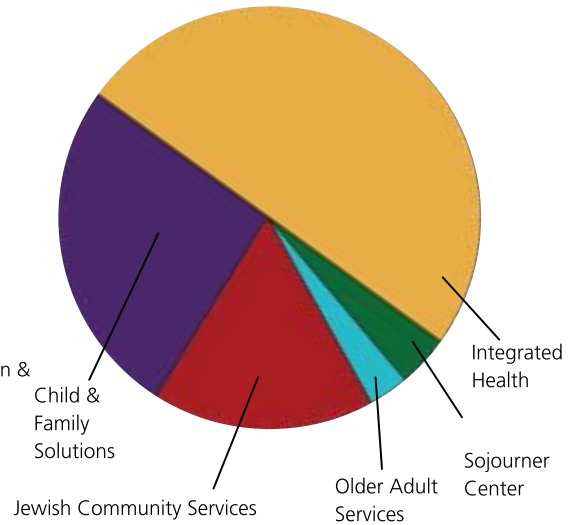
Diversity*

- 57% Caucasian
- 26% Hispanic
- 12% Black & African American
- 3% American Indian & Alaska Native
- 2% Asian
- <1% Native Hawaiian & Other Pacific Islander



Generations*

- 64% Children & Teens
- 30% Adults
- 6% Older Adults



Core Programs

- 50% Integrated Health
- 26% Child & Family Solutions
- 17% Jewish Community Services
- 4% Sojourner Center
- 3% Older Adult Services

* Based on available data



1,204 domestic violence survivors were touched by Shelter Without Walls.



20,019 individuals received Behavioral Health and/or Primary Medical services.



6,716 individuals received care and/or assistance from Jewish Community Services.



5,766 K-12 students received school-based prevention services.

FY 2020 JFCS Financial Statement

for fiscal year ended September 30, 2020

Assets

Current Assets	20,690,913
Long-Term Assets	17,738,137

Total Assets **\$38,429,050**

Liabilities

Current Liabilities	4,088,462
Long-Term Liabilities	14,695,931

Total Liabilities **\$18,784,393**

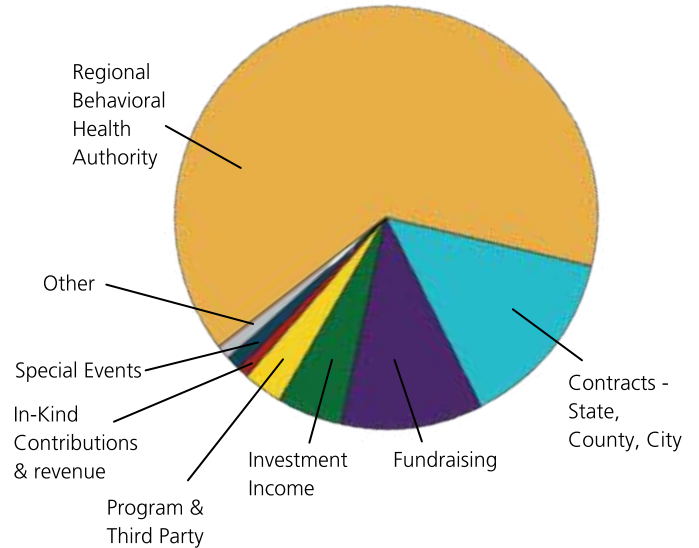
Net Assets

Unrestricted Assets	16,415,492
Temporarily Restricted	3,229,165

Total Net Assets **\$19,644,657**

TOTAL LIABILITIES AND NET ASSETS **\$38,429,050**

Support & Revenue



Statement of Activities

Support & Revenue

Regional Behavioral Health Authority	33,984,870	64%
Contracts - State, County, City	7,087,303	14%
Fundraising	5,815,807	11%
Investment Income	2,462,953	4%
Program & Third Party	1,589,949	3%
In-Kind Contributions & Revenue	683,290	1%
Special Events	401,959	1%
Other	1,263,559	2%

Total Support & Revenue **\$53,289,690** **100%**

Expense by Program & Division

Integrated Health	29,542,103	59%
Child and Family Solutions	4,648,608	9%
Older Adults Services	743,924	2%
Jewish Community Services	394,847	1%
Sojourner Center	4,282,003	9%
Fundraising	1,061,401	2%
Management Services & Other	9,043,150	18%

Total Expense by Program & Division **\$49,716,036** **100%**

Unrestricted	3,304,058	92%
Temporarily Restricted	269,596	8%

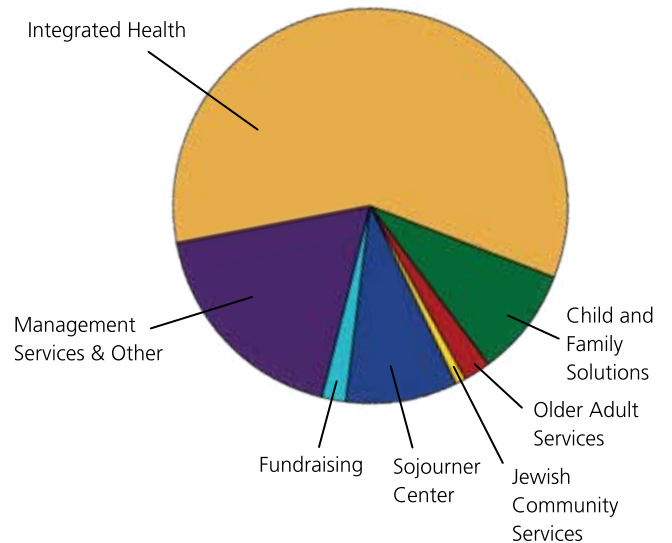
Total Change in Net Assets **\$3,573,654** **100%**

Expense Summary

Program Services	39,611,485	80%
Administration	9,043,150	18%
Fundraising	1,061,401	2%

Total Expense **\$49,716,036** **100%**

Expense by Program & Division





Robert Sarver
Brighter Tomorrow Virtual Event



Hank, Animal Therapy
JFCS Healthcare Centers



Ellen Kirschenbaum
Backpack Drive



Lynn and Larry Kahn
Brighter Tomorrow Virtual Event



Wrigley, Therapy Dog
JFCS Healthcare Centers



Volunteers
Holiday Programs



Brownie Troop
Just 3 Things Food Pantry



Susan and Paul Stander
Brighter Tomorrow Virtual Event



Brownie Troop
Just 3 Things Food Pantry



Rosh Hashana Volunteers



Students from Parada Micro School
Just 3 Things Food Pantry



The Allen Family
Backpack Drive



Karen Abrams
It's A Wrap!



Students from ASU Hillel
Just 3 Things Food Pantry Donation



Volunteers
It's A Wrap!



CPR Training
Real World Job Development



Horizon High School National Honor Society
Just 3 Things Food Pantry Donation

Family Friends of Distinction

We thank and recognize our most generous group of donors, our Family Friends of Distinction, who have made significant contributions to JFCS.

Lifetime Membership is extended to individuals, corporations, or foundations whose generosity over time reaches or exceeds \$25,000, while Annual Membership is extended to those who make cash gifts of \$1,000 or more annually.

LIFETIME MEMBERS

As of December 31, 2020

Family Luminary (\$1,000,000+)

J.E. & Z.B. Butler Foundation
Jewish Community Foundation of Greater Phoenix
Jewish Federation of Greater Phoenix
Molly Blank Fund of The Arthur M. Blank Family Foundation
Virginia G. Piper Charitable Trust
Valley of the Sun United Way

Family Pacesetter (\$500,000+)

Area Agency on Aging
Arizona Community Foundation
Lubin-Lorsch Family

Family Visionary (\$250,000+)

APS
Arizona Republic/
AZCentral Season for Sharing
BHHS Legacy Foundation
Carmen & Michael Blank & Family
Child Abuse Prevention License Plate Program
Jerry Hirsch
Kemper and Ethel Marley Foundation
The Lanes Family
Jan & Tom Lewis/T.W. Lewis Foundation
Nina Mason Pulliam Charitable Trust
Rosenbluth Family Charitable Foundation
Lenore & Eugene* Schupak
Thunderbirds Charities
Women's Independence
Scholarship Program, Inc.

Family Philanthropist (\$100,000+)

Bank of America Charitable Foundation
Blue Cross Blue Shield of Arizona
Board of Visitors
City of Glendale/Glendale From the Heart
Cypress HomeCare Solutions/
Sheldon R. Roth & Family
Diane and Bruce Halle Foundation
Dignity Health
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Maricopa County
Mercy Care
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The Schupak Family Foundation
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Enid & Michael Seiden
State of Arizona -
Criminal Justice Commission
The Robert I. Sweet
Charitable Remainder Trust
Wells Fargo
Barbara & Barry Zemel
Anonymous (2)

Family Champion (\$50,000+)

ABLE Financial Group
Avon Foundation for Women
Daron & Ron* Barness
Cardinals Charities
Cheryl & Robert* Carr
Emergency Food and Shelter Program
Estate of E. Louise Gaudet
Melissa Medvin-Flancer & Jeff Flancer
Flancer's
Marcia & Norman* Goodman
Anita & Jerome Gutkin
The Philip & Judith Hirsch
Charitable Remainder Trust
Iva & Larry Hirsch
J.W. Kieckhefer Foundation
JFCS Life and Legacy Endowment Fund
JPMorgan Chase & Co.
Larry and Lynn Kahn
Carol & Allan Kern
Sydney & Kevin Knight
Janine Levin
Mervyn Levin
Eleanor Light
The Lodestar Foundation
Nationwide Foundation
Barbara Osif-Rouso
Holly & Jeff Packer
Pakis Family Foundation
William L. and Ruth T. Pendleton
Memorial Fund
Phoenix IDA
Rhoda K. Tannenbaum
Bereavement Fund
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Sheila Schwartz
Paula & Arlie Sherman
Edna & Arthur Sitelman
Susan & Paul Stander
State of Arizona - Arizona Together
Cindy & Mike Watts
The Harry and Jeanette Weinberg
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Inez & Alexander White
Diana & Allan Winston
Laura Ziff & Scott G. Lentin Family
Donor Advised Fund
Anonymous (2)

Family Patron (\$25,000+)

ACESDV
Judy Ackerman and Richard Epstein
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Roberta Aidem/Media Foundation
American Express Foundation
Anderman Family Charitable Fund/
Arizona Community Foundation
Arizona Behavioral Health Corporation -
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Jessica & David Barranco
Basic Needs Collaborative
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Alice* & Peter Buseck
Vicki & Howard Cabot
Century Link
Rupa & Kote Chundu
Priscilla & Louis Cohen
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MAZON
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Stander, Jacobs & Duchovnay Families
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Vitalant
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Lisa & Rick Wolf
Joan & Ron Yagoda
The Bozena and Josef Zelenda
Charitable Foundation
Anonymous (1)

ANNUAL MEMBERS

Gifts from January 1, 2020
- December 31, 2020

Family Pacesetter (\$500,000+)

Virginia G. Piper Charitable Trust

Family Visionary (\$250,000+)

Jewish Federation of Greater Phoenix
Molly Blank Fund of The Arthur M.
Blank Family Foundation

Family Philanthropist

(\$100,000+)

Maricopa County

Family Champion (\$50,000+)

Carmen & Michael Blank & Family
Pakis Family Foundation
Nina Mason Pulliam Charitable Trust
Rosenbluth Family Charitable
Foundation
State of Arizona - Arizona Together
Anonymous (1)

Family Patron (\$25,000+)

ACESDV
Arizona Community Foundation
Harwit Charitable Trust
Jewish Federations of North America
Kemper and Ethel Marley Foundation
Lubin-Lorsch Family
Mercy Care
Barbara & Barry Zemel

Family Ambassador (\$10,000+)

ABLE Financial Group
APS
Arizona Republic/AZ Central Season for
Sharing
Dickinson Wright PLLC
Emergency Food and Shelter Program
Enterprise Holdings Foundation
James C. and Norma I. Smith
Foundation
Jewish Community Foundation of
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Sydney & Kevin Knight
The Lanes Family
Sheri & Tom Levin
Eleanor Light
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Valerie & Herschel Richter
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Susan & Paul Stander
Inez & Alexander White
Women's Independence Scholarship
Program, Inc.
Anonymous (2)

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Alice* and Peter Buseck

City of Glendale/
Glendale From the Heart

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District Medical Group, Inc.
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Fragomen, Del Rey, Bernsen
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Pnina Levine and Alan Gold
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Rachel & Jonathan Hoffer
Honor Health
Hospice of the Valley

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Alan M. Schiffman
Jami & Brian Schulman
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Sharon & Garry Shuster
Edna & Arthur Sitelman
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Karen & Richard Stark
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Jill Davis and Yale Bernstein
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Michael Crow
David Cutler
Terrence Daniels

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 Merle & Michael Tarnow
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 Megan Ting
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 Michele & Mark Wiltchik
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 Frani & Norman Wolfe
 Marla & Andrew Worth
 Joan & Ron Yagoda
 Gwen & Edward Yalowitz
 Laura S. Ziff
 Gary Zimmerman
 Jana & Mark Zinman
 Anonymous (1)

LEGACY SOCIETY MEMBERS

The JFCS Legacy Society honors donors who have confirmed provisions in their estate plans to ensure we can continue to meet the community's most pressing needs for generations to come. Your planned gift helps shape our community's future.

Judy Ackerman
 Sue & David Adatto
 Phil Adelman
 Sari Alldredge Roth
 Phyllis & Ronald Anatole**
 Shirley Askovich**
 Lore & Leo Baer**
 Gail & Michael Baer
 Tricia & Andy Beran
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 Adam & Cindy Brooks & Family
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 Wendy & David Carriere
 Rose** & Michael Choffnes
 Priscilla & Louis Cohen
 Francine L. Coles
 Janice & Dean Dinner
 Flo & Paul Eckstein
 John D. Eckstein
 Diane N. Eckstein
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 Ellen & Lee Eisenberg
 Nancy Ruth Feiges & Isaac (Ike) Feiges
 Jeff Flancer & Melissa Medvin-Flancer
 Meri & Steve* Friedman
 Jay Fruchtman
 Glenn Gerston
 Marcia & Norman* Goodman
 Carrol Gottfried
 Walter G. Gray in Honor of
 Michael Steinberg
 Anita & Jerome Gutkin
 Lorrie Henderson
 Adrien Herzberg*
 Jerry Hirsch
 The Philip & Judith Hirsch
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 Dora & Bernard Jacobs**
 Stephanie & Frank Jacobson
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 Carol & Allan Kern
 Ellen & Bob Kirschenbaum
 Helen & Ed** Korricks
 Lanes Family Endowment**
 Stuart & Chu Lazar
 Betty & Allan Levy**
 Tracey & Larry Lytle
 Herman S. & Golda Mandell
 Living Trust**
 Joan & Lawrence Marcus
 Irvin H. Markovitz*
 Robert Meza
 Estate of Bettie M. Miller**
 Susan & Herbert* Miller
 Bill & Tanya Miller

Andi & Sherman* Minkoff
 Nancy & Larry Moffitt
 Bruce L. Nager**
 Dr. Steven L. Oscherwitz
 The Packer Family Trust
 Felicia & Glenn Pahnke
 Ruth B. Pearson**
 Helen Pezdirtz**
 Nicole & Andrew Portnoy
 Lynn Posen**
 Rachel & Elliot Rabinovich
 Janet & Thomas Rees
 Valerie & Herschel Richter
 Muriel Ross**
 Madeline* & Sheldon Roth
 Susie & Bob Roth
 Alexis & Steve* Schallenger
 Lenore & Eugene* Schupak
 Ellie Schwartzberg
 Ruth & Edward Schwarz**
 Linda J. Scott
 Carol & Ken Seidberg
 Enid & Michael Seiden
 Paula & Arlie Sherman
 Alice J. Singer**
 Drs. Edna & Arthur Sitelman
 Clara D. Stander**
 Susan & Paul Stander
 Nan and Paul** Steiner
 Sarae Steremberg
 The Robert I. Sweet Charitable Remainder
 Trust**
 Dr. Abraham Tamis Memorial Fund at the
 Jewish Community Foundation**
 Estate of Rhoda Krasno Tannenbaum**
 Emily & Adam Thaler
 Ruth E. Wachs
 Naomi* & Gerald Weiner
 The Wexler Family Foundation
 Lisa & Rick Wolf
 Barbara & Barry Zemel
 Michael R. Zent**
 Laura S. Ziff
 Anonymous (12)

* Of Blessed Memory
 ** Gifts Realized



I am writing to thank you and JFCS Center for Senior Enrichment for providing the delightful Zoom classes for seniors. I have participated in several of these recently: Ballet, Movement and now I am starting Zumba & Chair Yoga - with my husband who is 75 and has Parkinson's. I have found these classes to be wonderful! The instructors are professional, fun and very knowledgeable about the unique challenges we have as senior citizens. The music selected is varied and really helps get a body moving! The classes are FREE!! I would not be able to participate as frequently if there were charges for these sessions. The added convenience of being able to exercise without having to get dressed up, comb my hair, make sure there is gas in the car, plan out the driving time, collect and carry along needed items (towels, charged cell phone, water, change of clothes...) and then trying to drive somewhere safely, is even more fantastic being held over Zoom! Thank you for providing these amazing classes. I hope you can continue these into the future, beyond COVID. These sessions truly bring joy to me each time I participate while improving my body, mind and spirit. Even though I may be participating from home, I do feel part of something wonderful. Thank you from the bottom of my heart!

- JFCS Center for Senior Enrichment participant

About two years ago my son's mother and I started to see signs with our son that became concerning. We were having issues at daycares because his interaction with other children was not positive. Someone suggested we get him tested to see what was going on and so we did. As a father, my job is to raise my children, take care of them and protect them. For a while there I didn't feel like I was doing my job. It was a complete nightmare. Not knowing what was going on with my son, not knowing how to handle him, not knowing what to do. That's crushing as a parent. He needed things that I didn't understand and I wasn't able to provide. After so many resources and whatnot, my son's mom actually came to me and said that she found Jewish Family and Children's Service. With JFCS, we actually started hitting milestones, and we learned what was going on with him. My son responded to the therapy, and I immediately saw the impact it had on my child. But, more so I saw the positive impact it had on me.

- Parent of JFCS Integrated Healthcare Patient





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