

2021 Community Impact Report

40,032
lives
touched



Healing Lives. Whatever It Takes.



Our Mission

Jewish Family & Children’s Service (JFCS) 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*

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Vice President of Philanthropic Services

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Chief Medical Officer

Terrence Daniels
Chief Financial Officer

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Vice President of Quality Management
and Compliance

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Jewish Community Services

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Vice President of Child & Family
Solutions

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Director of Information Technology

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Karen Owens

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Edna Sitelman, Ed.D.
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Carol Kern, Immediate Past Chair

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

*Listed individuals reflect fiscal year 2021.



Lorrie Henderson,
President & CEO

We entered the new year with a renewed sense of hope. Although the effects of the pandemic were still being felt across the country, Jewish Family & Children's Service remained steadfast in our commitment to provide behavioral health, healthcare, and social services to all ages, faiths, and backgrounds. As always, our primary goal is for a future where families are strong, where elders are cared for, and where children are safe. The dedication to the mission is felt throughout our organization, from our administrative team to our clinic staff, from our board members to our generous donors.

We continue to provide telehealth services, seeing more than 3,000 clients each month. An additional 10,000 clients from our older adult services and children and families program took advantage of virtual services throughout the year. Telehealth will continue to be an important part of our integrated health delivery as it eliminates the many barriers, like childcare or transportation, for those needing proper medical care.

JFCS now offers behavioral health and primary medical care services in each of our clinics across the Valley. As an agency that works with vulnerable populations who are most at-risk, it's important that we do everything we can to reach those who depend on its services. In addition to offering comprehensive services, JFCS has a community-based team including therapists, clinicians, child case managers, youth and family specialists, and family support partners that support clients in providing wellness and treatment services.

These past several months have been challenging, and social services programs like JFCS have seen an exponential increase in requests for services.

JFCS continues to achieve our mission each and every day. And because of you, more than 40,000 individuals throughout Maricopa County are stronger, are cared for, and are safe.



Paul E. Stander,
Governance Board Chair

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



JFCS West Valley Clinic Expansion

JFCS' West Valley behavioral health clinic became JFCS' fourth Integrated Healthcare Center with primary medical and behavioral health, wellness management, and co-location of laboratory services under one roof. Using a team approach to integrated care delivery, client visits may include interactions with care coordinators, clinicians, nurse practitioners, health navigators, physicians, psychiatrists, therapists, and other healthcare professionals. Patients and their assigned team develop an individualized care plan based upon standard assessments for their medical, behavioral health, and social needs.

JFCS East Valley Healthcare Center

The Andrews family came to JFCS' East Valley Integrated Healthcare Center with a plethora of complex life obstacles and in dire need of solutions to stabilize their situation. Immediately, the East Valley Integrated Healthcare Center children's treatment team implemented a multidisciplinary approach to help resolve the behavioral health needs of Tim, the family's 7-year-old son, by addressing social and physical environments that were significant barriers to his wellness. Next came connecting the Andrews family with JFCS' Family Support Partner, Danielle who made a home visit to the grandmother's home where they were staying after being evicted from their home due to a bed bug infestation.

Danielle, learned that the family was severely struggling to pay bills and keep food on the table. There were now four adults and one child in a small one-bedroom HUD-regulated apartment that the family was on the verge of losing. Compounding the family dynamics, the mother and Tim's older adult sister were struggling to address their mental illness issues which were magnified by financial and family relational stressors. With the multiple issues building, the environment was no longer safe for Tim. The treatment team provided the family with options, one being a temporary placement for the child that would provide stability for him while the family worked towards wellness. We are excited to report that Tim's therapist reported that he is adjusting well to his new home and interacting with other children. He is engaging in school and is able to see his mother and siblings with healthy boundaries set in place. Tim is more self-aware, tuned into his emotions, advocates for himself, and uses the skills given to him by his JFCS therapist to make use of positive environments – all of which has lessen his symptoms previously presented at his initial client intake.

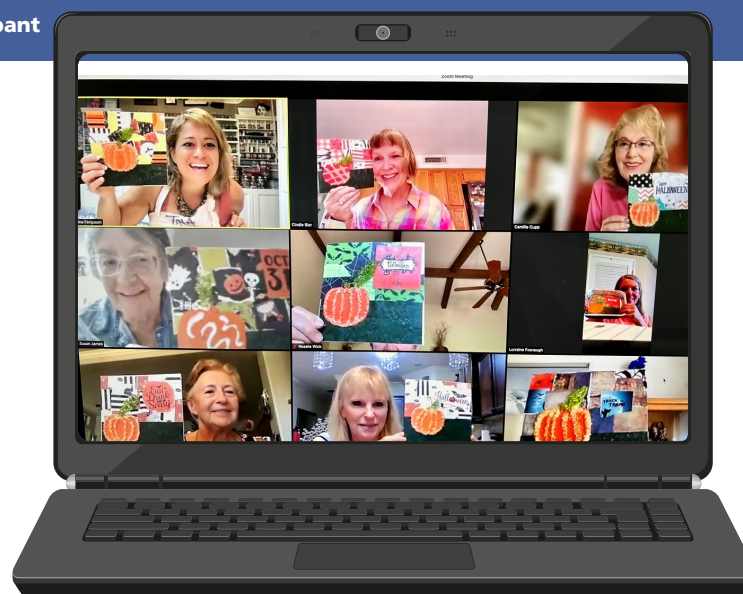


JFCS Virtual Center for Senior Enrichment expands classes due to increased participant demands

COVID-19 prompted JFCS to move forward with an innovative program center that reimagines aging services. An older adult center without walls – a virtual concept that promotes ongoing learning and social engagement offered in collaboration with a variety of community partners. By going virtual, JFCS’ Older Adult and Jewish Community Services team has increased the range of programs available and tailored activities and opportunities to all levels of ability thereby serving a wide spectrum of the frailest to the most active older adults. Under the umbrella of the Virtual Center for Senior Enrichment, we have moved our Creative Aging programs – sequential performing arts classes, “Espresso Yourself” Memory Cafes, and Creative Arts Engagement for Holocaust Survivors to online platforms. In 2021, JFCS’ Center for Senior Enrichment programs were attended virtually by more than 1,200 people. Each person attended anywhere from one or two classes, and some attended more than 250 classes over the entire year, totaling 8,300 participants for the year! We offered a weekly Shabbat service, museum-hosted tours, Herberger Theater’s Lunch and Learn Series, facts and myths of Judaism, Mindfulness Meditation with Hospice of the Valley, Ballet Theatre of Phoenix’s older adult ballet classes, Arizona history, wellness and exercise classes focused on balance and mobility.

“I am writing to thank the 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. I hope you can continue these into the future. 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!”

- Marge, JFCS Virtual Center for Senior Enrichment Participant



Virtual painting class participants at the JFCS Virtual Center for Senior Enrichment



JFCS Homebased Services boasts evidence-based programs



JFCS Homebased Services secured two very important contracts with the Department of Child Safety. With more than 30 years' experience working with the child protection system in Arizona and consistently providing needed services to families and children, JFCS was awarded the highest score in Arizona for the submitted proposal to conduct the new AZ Family Connections Program and the second highest score for the new AZ Nurturing Parenting Program. Both evidence-based programs have replaced JFCS' traditional in-home, parenting skills building and visitation programs.

Just 3 Things

Founded in May 2011, JFCS' Just 3 Things Food Pantry focused on addressing the issues of food security with the foster care youth served in our Real World Job Development program by asking for monthly donations of three food items requested by the participants. Fast forward to 2020 and COVID-19, we provided an overnight expansion of the Just 3 Things non-perishable food collection to meet the needs of children, youth, adults and families at JFCS' four Healthcare Centers, Older Adult program, Jewish Community Services, Shelter Without Walls, and Homebased Services. In 2021, Just 3 Things expanded again, becoming a collection point for hygiene items, diapers, school and art therapy supplies.





Shelter Without Walls

23 years ago, JFCS established Shelter Without Walls as the first Domestic Violence support services program in Central Arizona to address the unmet needs of domestic violence survivors living outside shelter settings. JFCS Domestic Violence Advocates provide survivors comprehensive trauma-informed support that increase safety and independence, emotional healing, reduce the risk of return to an abusive partner, break the cycle of violence, and promote self-sufficiency.

Shana, a survivor, addresses the steps her Shelter Without Walls advocate put in place so she could gain safety and independence.

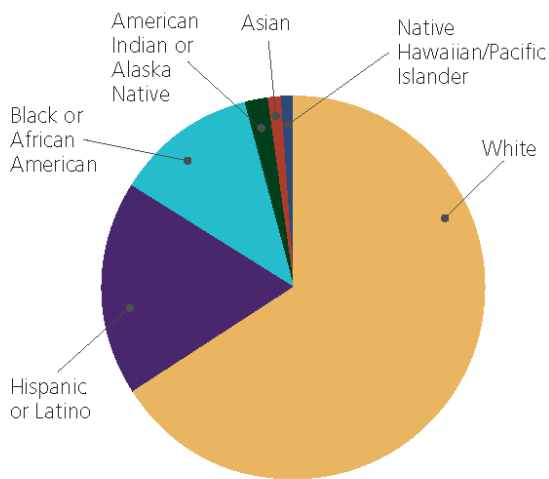
- Called the JFCS Domestic Violence helpline, received information about our support groups, and started attending.
- Scheduled an intake and completed an assessment to enter the program.
- Assigned a Domestic Violence Advocate, they started with safety planning.
- Next, Shana and her Domestic Violence Advocate worked together to obtain an Order of Protection and filed a Victims Compensation Claim, plus her Advocate provided court accompaniment.
- Received food from the JFCS Just 3 Things program to help her feed her son and gas cards to look for work.
- Secured a job in mid-March.
- Felt ready to begin therapy to address trauma reactivity resulting from 20 years of abuse and had her first therapy session at the end of March.

Sojourner Center

Rosa found herself vulnerable and suffering from depression after her sister suddenly passed away. During this difficult time, she met Mark. He promised to love and protect her if she married him, and Rosa said yes. Slowly, the relationship began to turn abusive. One evening, Rosa found herself against a wall with Mark holding a gun to her head. Rosa tried asking him to leave, but he instead beat her. Rosa's daughter, who witnessed the entire event, called 911. Rosa left for good when police told her she might not be alive if they were called to the home again. With little time, she grabbed one set of clothes for herself, one for her children and left. She was able to find a safe space for her and her children at Sojourner Center's Emergency Shelter. Rosa completed an intake, was assigned a DV Advocate and began learning about domestic violence and its impact. Her Advocate helped her create a recovery plan, schedule medical care, find low-income housing, and she began working with lay legal advocates to file for an order of protection and divorce.

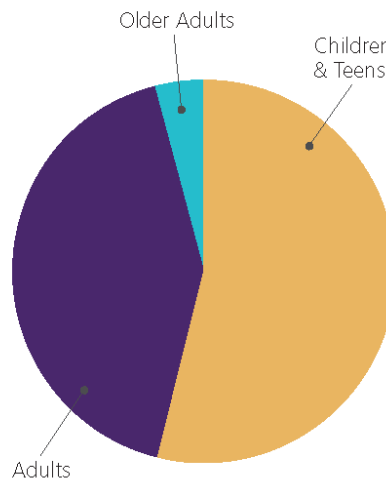
JFCS Community Impact Report 2021

40,032 Lives Touched



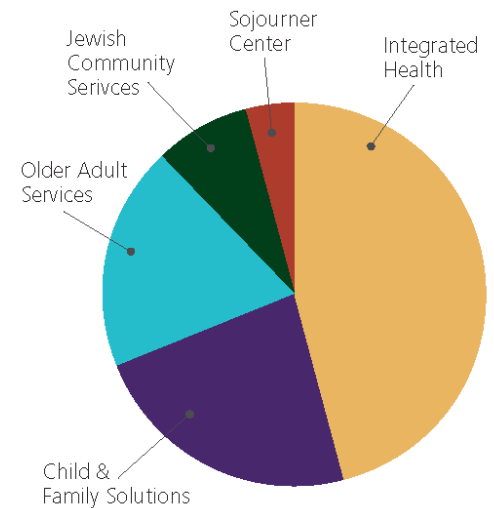
Diversity*

- **66%** White
- **18%** Hispanic or Latino
- **12%** Black or African American
- **2%** American Indian or Alaska Native
- **1%** Asian
- **1%** Native Hawaiian/Pacific Islander



Generations*

- **54%** Children & Teens
- **42%** Adults
- **4%** Older Adults



Program Services*

- **46%** Integrated Health
- **23%** Child & Family Solutions
- **19%** Older Adult Services
- **8%** Jewish Community Services
- **4%** Sojourner Center

*Based on available data for FY21



7,654

Older adults were provided socialization opportunities through the Virtual Center for Senior Enrichment.



1,792

Individuals and families received Emergency Financial Assistance.



36,547

Integrated Healthcare Center clients received Telehealth services.



2,365

Domestic violence survivors were touched by Shelter Without Walls and Sojourner Center programs.

Financial Snapshot

Fiscal Year 2021

October 1, 2020- September 30, 2021

Statement of Financial Position

Support & Revenue

Contracts: State, City, County, Regional Behavioral Health Authority	37,134,380	77%
Grants: Corporate, Foundation, Federation	4,578,014	9%
Contributions: Individual/Donor, Advised Funds, In-Kind	5,154,449	11%
Program & Third Party	1,000,895	2%
Miscellaneous: Investments, Special Events, Other	510,042	1%
Total Support & Revenue	\$48,377,780	100%

Functional Expenses

Program Services

Integrated Health	28,349,863	61%
Child & Family Solutions	4,325,323	9%
Older Adults Services	646,667	2%
Jewish Community Services	373,014	1%
Sojourner Center	3,860,126	8%

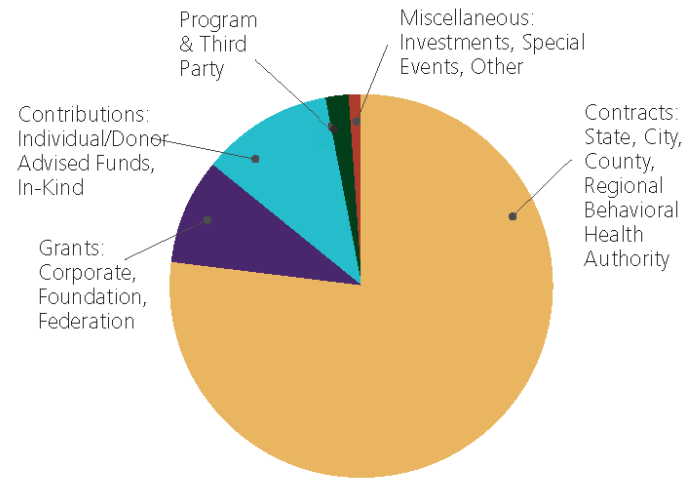
Supporting Services

Management: General & Services	7,032,078	15%
Fundraising	1,709,196	4%
Total Functional Expenses	\$46,296,267	100%

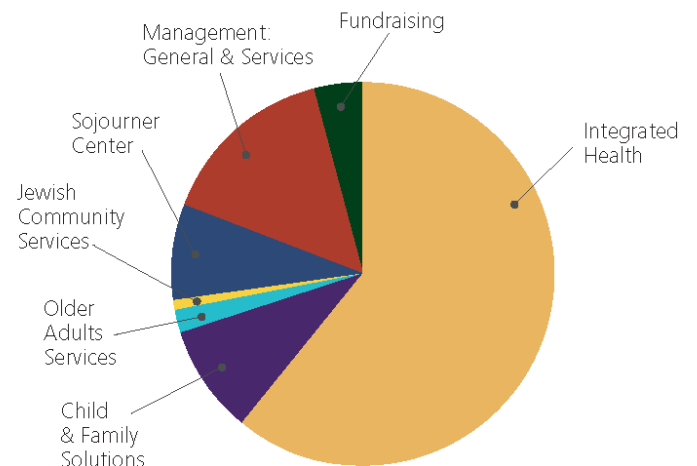
Management Efficiency

Program Services	\$37,554,993	81%
Administration	7,032,078	15%
Fundraising	1,709,196	4%
Total Expenses	46,296,267	100%

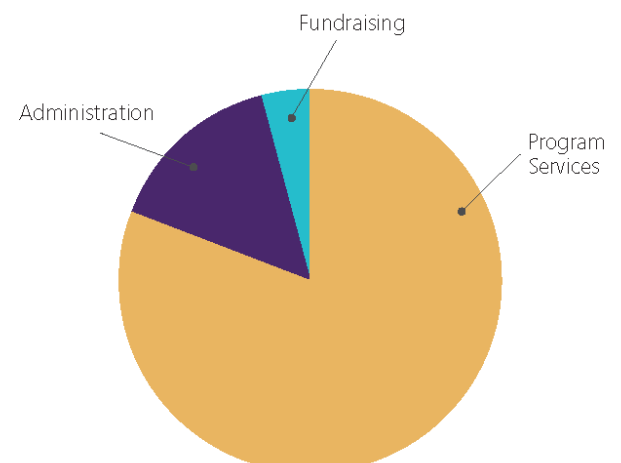
Support & Revenue



Functional Expenses



Management Efficiency





Phoenix Mayor, Kate Gallego
Brighter Tomorrow Virtual Event Keynote Speaker



The Taxe Family
Just 3 Things Food Pantry volunteers



Wrigley, JFCS Therapy Dog
Visiting Residence at the Palazzo



Gail & Ed Ober
Brighter Tomorrow Virtual Event chairs



Girl Scout Troop
Backpack Drive volunteers



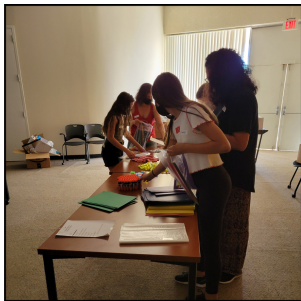
Geoff
It's A Wrap! volunteer with gifts for JFCS families in need



Hannah & Abbie
Held donation drive for Bat Mitzvah project in support of Just 3 Things



It's A Wrap Volunteers
JFCS cheer squad welcomes our It's A Wrap groups dropping off donations



Hebrew High School
Backpack Drive volunteers



Jewish Community Center
Just 3 Things Food Pantry volunteers



Jewish Community Center
Just 3 Things Food Pantry volunteers



United Way
Volunteer dropping off Just 3 Things Food Pantry donation



It's A Wrap! volunteers
Unloading donated gifts for JFCS families in need



Nicole Pesce- Pianist, Composer & Arranger
Performing for the JFCS Center for Senior Enrichment



Gary Sprague & horse Dusty
Performing for the JFCS Center For Senior Enrichment



Girl Scout Troop
Just 3 Things Food Pantry volunteers



Expendables Bike Club
Dropping off donations from their hosted diaper drive

Annual Donors

JFCS is grateful to the many donors who made it possible to provide much needed services throughout Maricopa County. This list includes all donors who have made a gift in calendar year 2021.

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

Virginia G./Piper Charitable Trust

Family Visionary (\$250,000+)

Jewish Federation of Greater Phoenix

Family Philanthropist (\$100,000+)

The Molly Blank Fund of The
Arthur M. Blank Family Foundation
Valerie & Herschel Richter
Rosenbluth Family Charitable Foundation

Family Champion (\$50,000+)

Banner University Health Plans
Carmen & Michael Blank & Family
Susan & Nestor Guzman
Maricopa IDA
Anonymous (1)

Family Patron (\$25,000+)

Emergency Food & Shelter Program
Harwit Charitable Trust
Jewish Community Foundation
of Greater Phoenix
The Kemper & Ethel Marley Foundation
Knight-Swift Charitable Foundation
The Lodestar Foundation
Mercy Care
Fran & Larry Sucharow
The Conference on Jewish
Material Claims Against Germany
Barbara & Barry Zemel

Family Ambassador (\$10,000+)

ACES DV
Judy & Rory Albert
Area Agency on Aging
Region 1
Arizona Public Service (APS)
Arizona Republic
Season for Sharing
Alice* & Peter Buseck
Virginia de Kat
Dickinson Wright PLLC
Enterprise Holdings Foundation
Executive Council Charities
Sandy Hvidberg

Daniel M. Isard
James C. & Norma I. Smith Foundation
Jewish Federations of North America
Joseph and Sally Handleman
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Sue & Robert* Karatz
The Lanes Family
Lubin-Lorsch Family
Barbara Osif-Rouso
Rockefeller Philanthropy Advisors
Penny & Robert Sarver
Sheila Schwartz
Enid & Michael Seiden
Sonora Quest Laboratories
Emily & Adam Thaler
Inez & Alexander White
Women's Independence
Scholarship Program, Inc.

Family Benefactor (\$5,000+)

AARP
ABLE Financial Group
Wendy & Ian Ackerman
Arizona State University, Jewish Studies
Jessica & David Barranco
Adam & Cindy Brooks & Family
Cardinals Charities
Ann Marie & Dennis Castenfelt
City of Glendale/Glendale From the Heart
Copa Healthcare
Crest Insurance Agency
Tracy & Marc Schwimmer
Diane & John Eckstein
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Michael Goldman
James Hughes
Jaburg Wilk PC
Carol & Allan Kern
Ellen & Bob Kirschenbaum
Emily Mallin & Jason Klein
Sally & Ed Kur
Kurstin Family Foundation
The Lanes Family

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Lori & Adam Miller
Gail & Ed Ober
Karen & Steve Owens
Holly & Jeff Packer
Nancy & Kevin Rhein
Salt River Project - SRP
Jennifer & Frank Schwartz
Jennifer & Steven Schwarz
Tracy & Marc Schwimmer
Linda J. Scott
Scottsdale Charros/The Charro Foundation
Carol & Ken Seidberg
Marty Shultz
Sigmund Foundation, Inc
Susan & Paul Stander
Donna & Rudy Troisi/
Reliable Background Screening
Rita & Rick Weinstein
Wells Fargo Advisors
Lisa & Rick Wolf
Tamara & Victor Zach
Anonymous (1)

Family Guardian (\$2,500+)

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Roberta Aidem/Media Foundation
Arizona Commission on the Arts
Gail & Michael Baer
Joan & Robert Baratz
Fragomen, Del Ray, Bernsen & Loewy LLP
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Chicanos Por La Causa, Inc.
Priscilla & Louis Cohen
Noreen Cohen
Cox Charities
Cypress HomeCare Solutions/
Sheldon R. Roth & Family
Doris & Louis Fox Charitable Trust
Iris & Arnold Doyschen
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Iva & Larry Hirsch

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 Hospice of the Valley
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 Skeeter & Gary Marcus
 Cathy & Steve McConnell
 Melissa Medvin-Flancer & Jeff Flancer
 Paul Neuman
 NextGen Healthcare
 Nancy Okstein
 Esther & Abe Orlick
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 Road to Home Mortgage
 Ilana & Alan Roga
 Paula & Arlie Sherman
 Matt & Sharon Shindel
 Alexis & Steve* Schallenger
 Michael Snitz and Robert Meza
 Stephanie & Nick Staab
 Karen & Richard Stark
 Debbie & Mitchell Stillman
 Merle & Michael Tarnow
 Gail & Dan Tenn
 Vitalant
 Jolene & Harvey Weisblatt
 Mary Jo & Burke Whitfield
 Maria & Noel Williams
 Gwen & Edward Yalowitz
 Anonymous (5)

Family Circle (\$1,000+)

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 Sandy Adler
 Mollyann & Daniel Allen
 Gregory & Seli Allen
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 Brad Ashinoff
 David N. Baer
 Baird Foundation, Inc
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 Julie Bauman
 Rachel Wohl Blank
 Robin Blitz

Breslow Foundation
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 Annette & Leslie Cherow
 Susan & Michael Chesin
 Desert Foothills Jewish
 Community Association
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 Janice & Dean Dinner
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 at Jewish Community Foundation
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 Carolyne & Jerome Epstein
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 Anita Feld
 Michael Freedenberg
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 Rosemarie & Lawrence Garrel
 Renee & Peter Gerstman
 Glenn Gerston
 Brad Goddes
 Joyce & Neil Goldstein
 Betsy & Ken Gometz
 Susan Goodman
 Gail Gordon & Ron Ober
 Yuval Goren
 Susan & Mark Greenfield
 Gillian Hamilton
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 Mimi & David* Horwitz
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 Susan & Eric West
 Charlton Wilson
 Michele & Mark Wiltchik
 Jeanne & Stephen Winograd
 Tyra Winston
 Lawrence Wolfus
 Betsy & Jeremy Zangara

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**
 Andrea & David Arkow
 Shirley Askovich**
 Lore & Leo Baer**
 Gail & Michael Baer
 Tricia & Andy Beran
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Marcia & Norman* Goodman
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 Walter G. Gray in Honor of
 Michael Steinberg
 Anita & Jerome Gutkin
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 Dr. Steven L. Oscherwitz
 The Packer Family Trust
 Felicia & Glenn Pahnke
 Ruth B. Pearson**
 Helen Pezdirtz**
 Nicole & Andrew Portnoy
 Lynn Posen**
 Rachel & Elliot Rabinovich
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 Muriel Ross**
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 Susie & Bob Roth
 Alexis & Steve* Schallenberger
 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



Sandy Adler

I support JFCS because I firmly believe that we all have a responsibility to help each other. Life is not always easy and JFCS is there to assist people who are experiencing all sorts of life difficulties, with compassion and professionalism. In my work, I hear about a lot of personal needs and I always suggest a call to JFCS for help and guidance. We are so fortunate to have JFCS in our community!

- Sandy Adler



Mike and Arlene Lanes

Our parents, Mike and Arlene Lanes, always had a commitment to contributing to the Jewish community where they lived. A number of years ago they began contributing to the JFCS. They wanted their contribution to be split amongst three programs: Real World Job Development; Shelter Without Walls and Helping Hands. After both our parents passed, we had a decision to make as to continuing to contribute as our parents had or finding other worthy causes. We thought about what was important to them, and decided to continue contributing to JFCS to honor our parents and acknowledge the work they do to help people in need. We are thrilled that we can continue to help JFCS in this very meaningful way.

- The Lanes Family



Jen Kirshner and family

My connection to Jewish Family & Children Services is long standing and personal. My parents instilled the Jewish values of Tikkun Olam into our family's lives early on, which has influenced the way my husband, Jeff, and I raise our own family. My father served as President of the JFCS Board over 30 years ago and my mother volunteers to this day. This legacy continues, as my husband and our two grown children remain engaged with JFCS, whether it is delivering meals, supporting the Brighter Tomorrow Luncheon, or arranging and collecting donations. The JFCS mission has also informed my decision to pursue a career in behavioral health serving as a counselor. We are grateful as a family for all JFCS has done and continues to do.

- Jen Kirshner



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