



From empowering lives and strengthening families to building the foundation of our vibrant community.

You allow JFSA to support people in their time of need, to live healthy and productive lives and to help them to reach their fullest potential.

**Thank you for making
a world of difference.**

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JFSA Annual Report 2012 – 2013

A close-up photograph of two young boys outdoors. The boy on the left, wearing an orange t-shirt, has a slight smile and is looking towards the camera. The boy on the right, wearing a green and white striped shirt, is laughing heartily with his mouth wide open, showing his teeth. They are both holding a sandwich. The background is a blurred green field.

From poverty
to possibility

A close-up photograph of an elderly woman with short, light-colored hair. She has a warm, joyful expression with a wide smile showing her teeth. Her eyes are bright and looking directly at the camera. The background is a soft-focus indoor setting with a striped chair visible.

From isolation
and limitation
to comfort and
independence

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Message from Leadership

The 2012 – 2013 fiscal year was dedicated to building a solid foundation for the agency's stability, growth and organizational effectiveness, while continuing to fulfill our critical mission to transform lives in our community.

We implemented timely and transparent financial processes, revised our organizational structure, created opportunities for agency wide collaboration, and improved communication with stakeholders. New communications vehicles such as the monthly e-news and JFSA Radio hour to engage the Russian speaking Jewish community were very well received.

On the Development front, we revived our major gifts program, which includes a major donor appreciation event that will take place annually.

JFSA was recognized by our own community as a champion in Mental Health Outreach services.

Our Home Support Program continues to be a leader in developing a service that is financially viable, and responds to a wide range of income levels through a sliding scale fee model.

Through the Jewish Family Resource Network (JFRN) Program, we were able to provide outreach to many families in the Tri-cities area. Unable to afford the growing housing costs

in Vancouver, most are immigrants, who find themselves disconnected and isolated from the Jewish community. We were able to connect over 80 people including parents and their children to Jewish communal life.

In this annual report, we are very proud to share with you many more of this year's key achievements and stories from our clients.

The work that is done at our agency is vital, transforming, and often lifesaving.

We wish to thank our many funding agencies – and in particular, The Jewish Federation of Greater Vancouver, which provided 26% of our operating budget last year – for their tremendous support.

We are grateful to you – our passionate volunteers, dedicated staff, committed donors and invaluable friends of JFSA.

You enable us to make a world of difference.

Sincerely,



JOEL STEINBERG
BOARD CHAIR



CHARLOTTE KATZEN
EXECUTIVE DIRECTOR

Achievements & Highlights

Our Home Support Program has **grown by more than 10%** this past year, and now provides services to an average of **110 clients per month**, with 60% receiving assistance more than once a week.

Timely and transparent financial processes and a revised organizational structure, created opportunities for agency wide collaboration and improved communications with stakeholders.

New communications vehicles were created, such as a monthly e-newsletter to stakeholders, and the JFSA radio program to better engage the Jewish Russian-speaking community.

On the Development front, we revived our major gifts program and improved our development efforts. **Fundraising resulted in \$330,000 more than the year before** in cash donations, allowing us to further help clients in more meaningful ways through programs & financial aid.

JFSA was recognized by our own community as a champion in Mental Health Outreach services, a leader in Home Support Services – to the Jewish and General community – and our outreach programs resulted in measurable impact, especially for families in the Tri-Cities.



The Jewish Family Resource Network (JFRN) was off to a strong start, with enthusiastic participation by families in the Tri-Cities area. Programming included holiday and children's activities.

Tri-Cities families participated in programs, such as the **JCCGV's Camp Shalom**.

JFSA is proud to have provided **1,820 hours helping 150 clients** seek employment. Clients include Young Canadians (in their 20s & 30s), Newcomers and those aged 55+. **80% of our clients find employment within 3-6 months.**

Stories of Success

Talia & David

I moved to Richmond from Israel in 2010 with my husband David and our two young children. We came to JFSA seeking assistance in finding employment and community connections. I was a Certified Accountant originally from Russia with over a decade of work experience in Israel, and David was an Electronic Engineer with highly marketable work



experience from Israel. Neither of us, however, were familiar with the Canadian employment system and we recognized the importance of reaching out for advice and support.

JFSA's Immigrant Resettlement Counsellor and Employment Services department helped us both successfully find jobs within our professional industry. I was connected with a Hebrew-speaking Accountant from Israel who hired me and I began my Canadian career with a public practice firm. At the same time, I began working on my Canadian General Accountant (CGA) designation.

For three years, I worked in a Vancouver public practice accounting firm, until the recent economic slowdown resulted in my lay off due to lack of work. I returned to JFSA's Employment Services department where they assisted me with job search, networking, interview and negotiation skills. The hard work paid off – I was hired as a full-time Senior Accountant at a real estate firm in Richmond!

Today, both David and I are gainfully employed and excited about our careers. With the help of JFSA, we are building a promising future for our young family.

I felt a lot of sympathy, understanding and support when I came to seek help from JFSA. In my opinion it is very important that JFSA exists. JFSA's doors are always open for us; it helps me to feel secure, especially as we are still new in Canada.

Stories of Success

Michael

After years of isolation borne of depression, I decided I needed to reconnect with community as part of a recovery plan. Returning to an active life is no easy task. Many obstacles must be overcome and you cannot do it alone.

Here, JFSA joined me in my challenge. I needed a lot of help. I required regular counseling to help me set reasonable goals. I needed volunteer work to restore a sense of self-worth.

The peer support and the accompanying chance to make new friends provided by JFSA were essential. I was encouraged in my desire to find a place in the Jewish community.



**"I was encouraged
in my desire
to find a place
in the Jewish
community."**

I started by volunteering at the Jewish Food Bank and the JFSA Community Garden. Now I volunteer with JFSA as part of the Mental Health Outreach Peer Support program so that I can help others with problems similar to my own.

I am grateful for the hand up, and believe the community should be proud of the unique opportunities JFSA provides those of us who live with mental health challenges.



Stories of Success

Hannah

My son and daughter do not live in Vancouver and could provide little support. I did not have enough money each month for basic necessities after paying for rent and utilities. I felt even more stress when I needed to go see a dentist, but could not afford to.

My case worker took the time to learn about my challenges. She learned about my life and also found many ways to help me. Each week, her visits made me feel that things will be better. I received food vouchers each month to buy groceries, she helped me look for affordable housing and to obtain Article 2 Funds*, which has added to my pension.

I felt less burdened and it brings me comfort to know that JFSA is always here to help me.

* The Article 2 Fund, a lifetime pension for certain persons who were incarcerated in concentration camps, ghettos, or forced labor battalions, or who were forced to go into hiding.

"I am a child survivor from Austria. When I first came to JFSA for help 5 years ago, I had severe anxiety."



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Today, JFSA has about 50 endowments held at the Jewish Community Foundation and the Vancouver Foundation, totalling approximately \$3 million.

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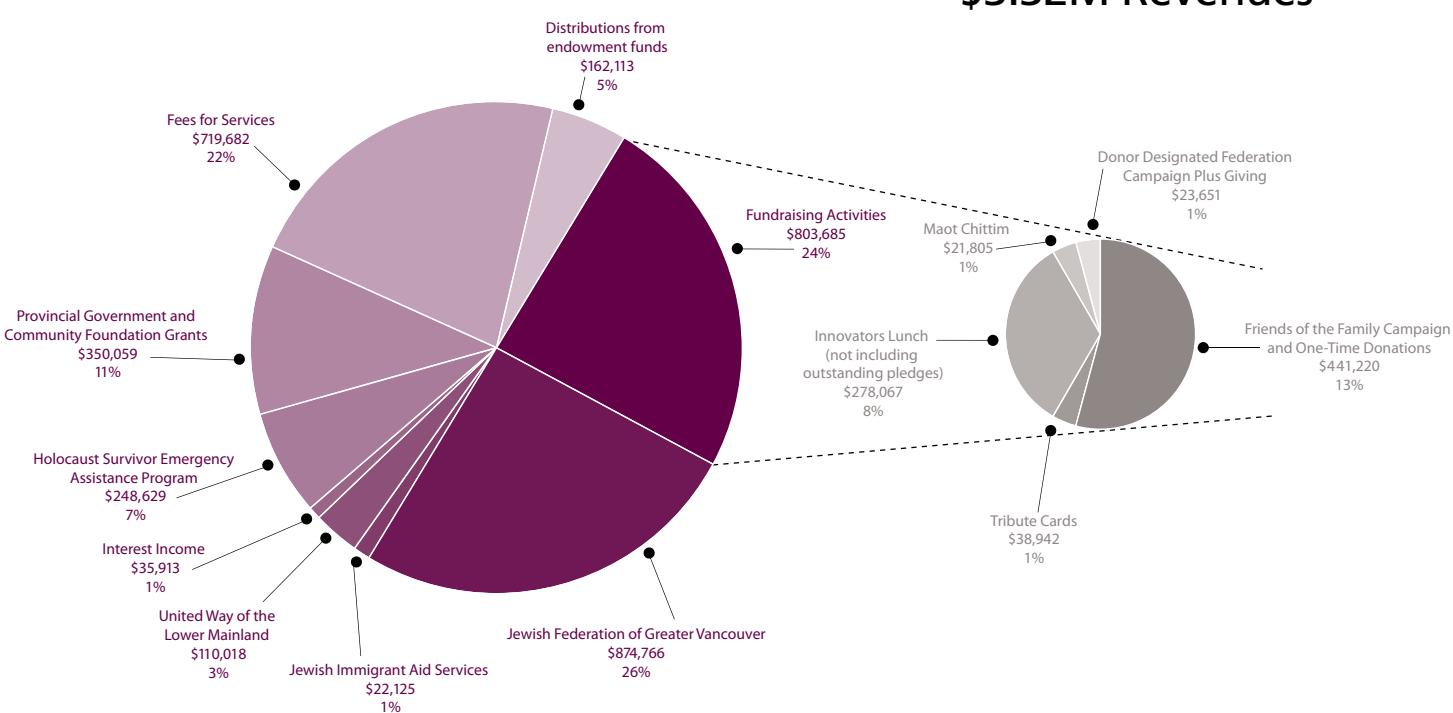
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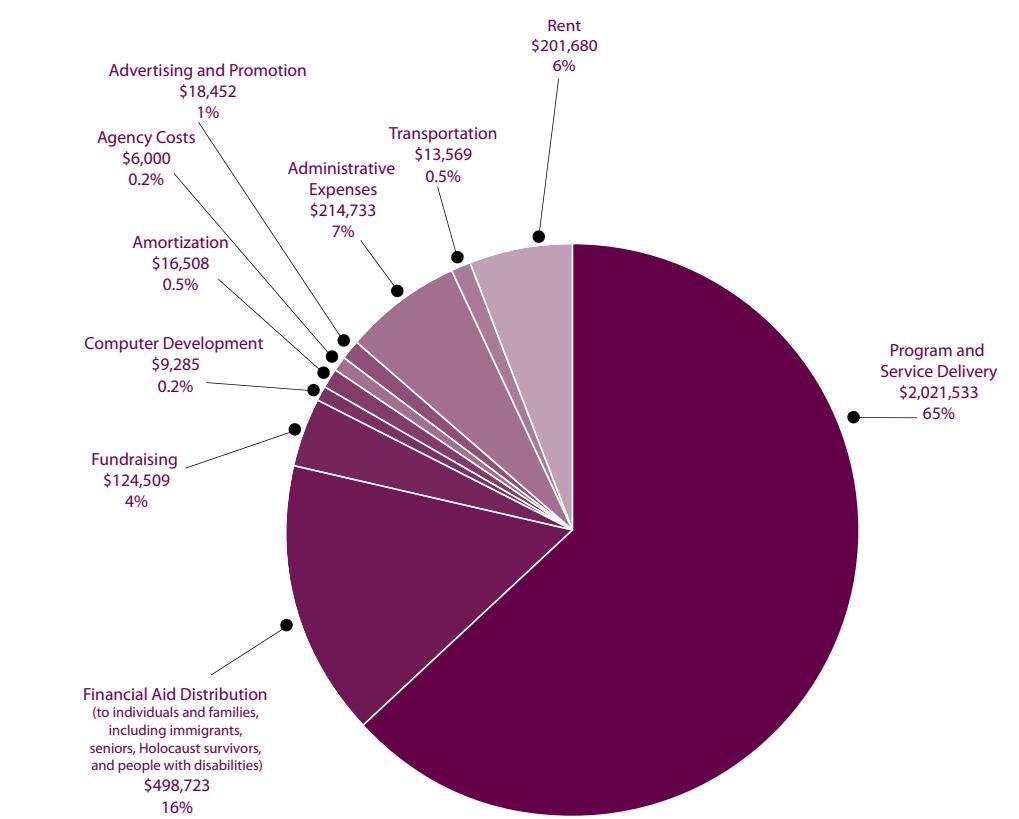
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2012 – 2013
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\$3.32M Revenues

2012 – 2013
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