



# Caring For Our Community



# Jewish Family Service Agency

JFSA is a private, non-profit social service organization serving members of the Jewish and broader communities in the Lower Mainland. We provide resources and opportunities to strengthen and enhance the quality of life of individuals and of families. Our purpose is to serve the Jewish community. We anticipate, identify and respond to societal and community issues and to individual needs.

## We are committed to:

- Jewish values, ethics and community spirit.
- High quality, accessible professional service delivered by caring staff and volunteers.
- Respect for individuals and their beliefs.
- Collaborative relationships with other agencies and organizations.



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# Message from the President and Executive Director

Caring for the needs of our local community has long been the mandate of the Jewish Family Service Agency. Founded in 1936 as the Vancouver Jewish Welfare Bureau, we have been responding to local issues for 67 years. Much has changed in our local community which now numbers close to 30,000.

This past year Jewish Family Service Agency has responded to requests from all over our community, witnessed the changes in government support, seen the impact of the weak job market and high housing costs, and has helped the growing number of individuals and families who turn to us in need.

We have been there. We have responded this year with expansion in nearly every department, with greater financial support, the development of an affordable housing registry, a new safe house for victims of domestic violence, increased food support programs like Community Kitchens, and Operation Special Delivery - the list goes on and on. We are proud of our accomplishments during the past year and recognize that our donors, volunteers and friends of Jewish Family Service Agency have made this all possible. They too heard our call for support and have risen to the occasion.

This past year our Friends of the Family and Family Visionaries campaigns have expanded significantly. Greater funding from the Combined Jewish Appeal and Jewish Immigrant Aid Society, have also increased our capacity to respond effectively to community needs. Despite the challenges of a difficult economic and social environment, our local community has honored the precept - "All of the community is responsible for one another."

Through the dedication of staff and volunteers and the generosity of individual donors and community partners, we have heard our community and have responded. This past year we welcomed over 250 new immigrants into our local community from all over the world. We found, and helped find jobs, for nearly 200 people needing financial support. We have served thousands of hot meals, made hundreds of visits to isolated seniors, delivered Passover parcels and provided free legal advice and free dental care to those in need. We have counseled hundreds of families in crisis and reached out to special needs adults. Day in, day out, we hear our community and we respond. Read through the report and celebrate with us the accomplishments of a remarkable year.



# Basic Needs Assistance



Requests for basic assistance remained high during this past year. The sluggish economy, weak job market and rising costs of housing created significant pressure on our most marginalized members of the community. Our capacity to assist these individuals and families with food, clothing, and housing support increased due to the generous support of community members and funders – particularly the Combined Jewish Appeal and Jewish Immigrant Aid Society and our own JFSA Family Visionaries. Due to this increased level of support we were able to provide \$300,000 in direct or in-kind aid to over 3000 individuals throughout the community.

New programs were also launched this year to help empower individuals and families to break out of the cycle of poverty. Six community kitchens were established throughout the community. A new housing coordinator and an affordable housing registry was set up, a Pro-Bono Dental Clinic was also developed. JFSA was there to help with one or more of our services:

## **Food Programs**

- Jewish Food Bank
- Operation Special Delivery
- Good Food Box
- Holiday Hampers
- Community Kitchens

## **Financial Assistance**

- Direct Aid
- Holocaust Emergency Assistance Fund
- Seniors Medical Fund
- Anonymous Donor Fund

## **Community Partners**

Jewish Federation of Greater Vancouver, Yad b'Yad - The Coalition on Poverty, Jewish Women International, B'nai Brith Non-Sectarian Community Food Bank, Jewish Immigrant Aid Services of Canada, Mazon Canada, Peretz Institute, Beth Israel Synagogue, Na'amat, the Diamond Foundation.

## **Pro Bono and In-Kind Services**

- Pro-Bono Legal Clinic
- Pro-Bono Dental Assessments
- Household Distribution Service

## **Inclusion Programs**

- Tickets to Inclusion
- Camp subsidies
- JCC subsidies

# Seniors Outreach Services

Seniors Outreach Services assisted almost 500 seniors and their families manage the difficult transitions inherent in the aging process – such as isolation, poor nutrition, loss of friends and family, loss of physical independence, residential care requirements and financial security. With warmth and compassion, our professional counsellors and cadre of volunteers extended a helping hand to reduce seniors isolation and help them maintain their independence at home.

Social support programs including friendly visitors, telephone friends and Seniors Lunch Clubs, now in both Richmond and Vancouver continue to promote connectedness to the Jewish community. In-home assessments, care planning with family members and ongoing case management established home care support systems for those in need. To ensure good nutrition, close to 4000 meals were served through the Kosher Meals on Wheels, Seniors Lunch Clubs and Community Kitchens programs. JFSA was there to help with one or more of our services:

- Outreach Services
- Case Management & Referral
- Seniors Lunch Clubs (Vancouver & Richmond)
- Kosher Meals on Wheels
- Community Kitchens
- Bikur Holim Hospital Visits
- Volunteer Outreach
- Grief Support Services for Widows and Widowers

*“A test of a people is how it behaves toward the old.”*

ABRAHAM JOSHUA HESCHEL

## **Community Partners**

Jewish Federation of Greater Vancouver, Jewish Community Centre of Greater Vancouver, L'Chaim Adult Day Centre, Temple Beth Tikvah, Al Polsky Golf Tournament, City of Vancouver, Vancouver Coastal Health Authority, Shalom BC, Snider Foundation, Diamond Foundation, United Way.



# Resettlement & Integration Services



*“The good will of a good people can bring glorious changes in the world.”*

DANNY SIEGEL

During the past year JFSA has provided Resettlement and Integration Services to 120 Jewish immigrant families. We have played an essential role in welcoming, integrating and assisting these families through services that range from information and referrals for ESL, camps and schools for children to intensive integration support. Advocacy was provided for those facing challenges with the immigration process, and a number of social and cultural events were hosted to help make newcomers feel at home. Pre-immigration assistance continues to be provided particularly to families in Argentina and Israel. JFSA was there to help with one or more of our services:

- Household Distribution Service
- Community Bus Tours
- Orientations and Cultural Events
- Most Bridge Society for Russian Seniors
- Host Family Program
- Russian Speaking Community Kitchen
- Housing and ESL referrals

## **Community Partners**

Jewish Federation of Greater Vancouver, Shalom BC, Jewish Immigrant Aid Services of Canada, BC Settlement Integration Program.

# Vocational & Job Match Services

This past year saw JFSA provide more than 270 individuals looking for employment, with Vocational Services. Over 70% of these clients were placed directly into the workforce through our employer network, our online job postings, or indirectly through vocational counselling services. Among our offerings - orientation to the Canadian workforce and labour standards, interview skills workshops, services for clients with disabilities and career planning for those interested in changing jobs.

JFSA also provided Job Match Services to over 70 businesses and organizations in an effort to make JFSA a primary recruiting resource to these employers. By providing a registry of job postings, generating 300+ posted vacancies within the past year, 113 candidates were sent directly to employers. Online Job Match services helped market Star Candidates to potential employers by advertising client's qualifications and skills through a monthly distribution list. Employers also continue to have the opportunity to advertise their vacancies to job ready clients, who can apply to postings via the JFSA website. 50 people were placed directly into new jobs via this service. JFSA assists with the following services:

- Interview Skills Workshop
- Orientations to the Canadian Job Market
- Resume Writing Workshops
- Action Plan development and Career Planning
- Online Job Match | Star Candidate Service
- Job Placement & Recruitment Resources
- Training Scholarships

## Community Partners

Jewish Federation of Greater Vancouver, Yad b'Yad - The Coalition on Poverty, VanCity.



*“The art of living lies not in eliminating but growing with troubles.”*

BERNARD MALAMUD

# Counselling Services

Our Counselling Department has continued to maintain its commitment to minimize wait lists and to provide outreach to under served members of our community. We provided almost 1300 hours of direct service through our fee for service counselling program, including the Domestic Violence project, grief support group, parents of Jewish gays and lesbians group, and case management and support for clients facing mental illness. This year was also a year of expansion, including:

- Counselling services to the Richmond community.
- Increased services to Richmond Jewish Day School.
- School Counselling Services to Vancouver Hebrew Academy and to Talmud Torah High School.

We maintained continued efforts in our community development and outreach efforts:

- ASTEH, a kosher safe house for women and children leaving abusive situations, is fully operational with the assistance of Jewish Women International.
- The Jewish Teen Initiative, a collaborative project with the JCCGV and JFGV and JESNA has completed an environmental scan and is looking to complete a comprehensive needs assessment by Spring 2004.
- The Bereavement Project, a joint project between JFSA's Seniors Department and Counselling Department to address the bereavement needs of unaffiliated older adults.

## Community Partners

Jewish Women International, Jewish Community Centre of Greater Vancouver, Jewish Federation of Greater Vancouver, Richmond Jewish Day School, Louis Brier Home & Hospital, Jewish Community Foundation, Jewish Education Service of North America.





## Special Needs Services



Special Needs Services is dedicated to addressing the needs of Jewish adults with special needs as members of the Jewish community through the VIP (Very Important Partners) program. The VIP program enables adults with special needs to volunteer in our community. JFSA in collaboration with JCCGV Waldman Library, Louis Brier Home & Hospital, and Weinberg Residence developed the “Books to Go” program.

JFSA trained volunteers with special needs and trained mentors work together with the library to make library books more accessible to the Jewish public. Books are displayed on a weekly basis in the JCC rotunda, Louis Brier Home and Weinberg Residence. These volunteers make contact with over 40 library patrons a week and have contributed more than 500 hours of community service work over the year. The VIP program has assisted 12 Jewish adults with special needs to develop better communication skills, establish new social networks, get more involved in communal life and feel valued by professionals and other lay people in the Jewish community.

*“One whose good deeds exceed his wisdom, to what is he likened? To a tree whose branches are few but whose roots are numerous; even if all the winds in the world were to come and blow against it, they could not budge it from its place.”*

RABBI ELAZAR BEN AZARIAH

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*“In a place where there are no leaders, persevere to be a leader.”*

THE TALMUD

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 Michael and Vicki Northy  
 Harry and Resia Nortman  
 Jakob Nortman  
 Zoe Oreck  
 Martin and Shelley Osipov  
 Bill Osten and Marsha Kettleman  
 Golda Ostroff  
 Robert and Gerri Ostry  
 Irving and Joyce Ozier  
 Albi and Bernarda Papo  
 Helen Parker  
 Sol Pavony  
 Eleanor Perry and Sharon's Fitting's  
 Will Petrook  
 Erica Pinsky  
 Marcia Pitch  
 Carol and Leonard Polsky  
 Allan Posthuma and Alina Wydra  
 Stephen and Mary Powell  
 Marion Prasow  
 Natasha Press  
 Provincial Employees  
 Community Servives  
 Bruce and Rowena Raber  
 Paul and Janet Radman  
 Pam Ratner  
 Kathleen Rayburn  
 Gilda Rayburn  
 Alan Rees  
 Edie Reiman  
 Barry Ritter and Myrna Shefrin  
 Howard and Anneliese Robens

Colin Romain  
 Shirley Rose  
 Shirley Rosenfeld  
 Mark and Natalie Rosengarten  
 Brian and Sheryl Ross  
 Wendy and Raziell Ross  
 Rita Rothstein  
 Jack and Doreen Rozen  
 David and Devorah Rubin  
 Carla Rubin  
 Jacob and Yael Sachar  
 Alma Saltzman  
 Howard and Rosely Samuels  
 Greg and Melanie Samuels  
 Tobie Sandomirsky  
 Edward and Phyllis Sapers  
 Myra Saslaff  
 Muren Schachter  
 Katheen Schaffer  
 Irma Schneider  
 Freda Schriman  
 Aubrey and Cynthia Schwartz  
 Ari Schwartz  
 Edna Schwartz  
 Lori Seemann  
 Frank and Blanche Segal  
 Brian and Shelley Seidman  
 Allan Seltzer and Mindy Zimmering  
 Ezra Semach and Linda Civkin  
 Steven and Jane Shadley  
 Morley and Fay Shafron  
 Bryan and Martina Shapiro  
 Shaun Shefrin  
 Cigal Shene and Ari Epstein  
 Leo and Anne Shimerl  
 Henry Shindler  
 Arnold and Harriet Shine  
 Eric and Sylvie Shipman  
 Cal and Ellen Shumatcher  
 Bela Siegelstein and Vera Marton  
 Mary-anne Sigal  
 Rheta Sigler  
 Sherri Silverman  
 Fannie Silvert  
 Guillermo and Graciela Simkin  
 Joseph and Dianne Sinclair  
 Nathan and Cynthia Singer  
 Michael and Victoria Smus  
 Morris and Ava Solman  
 Boris and Rita Solodkin  
 Barby Solomon  
 Bronia Sonnenschein  
 Dan Sonnenschein  
 Avrum and Naava Soudack  
 Mickey Soudack  
 William and Echo Spaner  
 Israel and Raizel Spector  
 Ethel Staniloff

Marvin and Lois Stark  
 Issy and Francie Steen  
 Debbie Stein  
 Ida Steinberg  
 Ilse Steinberg  
 Julius and Sylvia Steinberg  
 Daniel Steinberg  
 Nancy Stern  
 Stikeman Elliott LLP  
 Employees  
 Hy and Lillian Stotland  
 Benno and Ilana Strummer  
 Jack and Geraldine Sugarman  
 Sam Szajman  
 Lauren and Keith Tankel  
 Alan and Daphne Tapper  
 Avraham and Esther Tauby  
 Larry and Lyliane Thal  
 Sally Thorne  
 Milton and Jacqueline Toft  
 Cliff and Sandra Ungar  
 Serge and Brenda Vanry  
 Jennifer Virtue  
 Oscar Vosberg  
 Miriam Warren  
 Jerry Wasserman  
 Ida Weiner  
 Danyaal Weintraub  
 Ethel Weiss  
 Donna Welstein  
 Daryl Wener  
 Joel and Linda Wener  
 George and Frieda Wertman  
 Joseph Whitman  
 Ilana Winrob  
 Sandy and Barbara Wohl  
 Barbara Wohl  
 Richard and Elizabeth Wolak  
 Isidor and Harriett Wolfe  
 Emilia and Kin Yau  
 Ted Zacks and Linda Mann Zacks  
 Angelo Zappacosta  
 Ralph and Catherine Zbarsky  
 Barry and Sylvia Zimmerman  
 Abe and Belle Zipursky  
 Gertrude Zivot

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**Family Visionary** - \$3600+  
**Visionary** - \$1000-\$3599  
**Champion** - \$500-\$999  
**Guardian** - \$250-\$499  
**Advocate** - \$180-\$249  
**Companion** - \$100-\$179  
**Partner** - \$50-\$99  
**Buddy** - Up to \$49

# Volunteers

Rita Akselrod  
Eric Andrew  
Ellen Barberie  
Robert Beckman  
Beverley Behrman  
David Benbaruj  
Kristina Berman  
Amalia Boe  
Elana Bogodonov  
Bunny Braverman  
Eugene Bronstein  
Paula Brook  
Kevin Buell  
Ros Calof  
Eve Camerman  
Warren Cameron  
Penny Carter  
Mendel Chainski  
Dhorea Challmie  
Marilyn Chandler  
Elaine Charkow  
Rhona Charron  
Xenia Chiprut  
Natalie Choumorets  
Katrina Chernyavskaya  
Shirley Chess  
Karl Choit  
David Coblin  
Sandra Cohen  
Mary Cohene  
Saul Cohn  
Jan & Gayle Cooper  
Harriet Corda  
Sophie Cymbalista  
Steven Cynador  
Rhoda & Irving Dardick  
Iris Dayson  
Bob Devlin  
Marian Dewitt  
Reva Dexter  
Jill Diamond  
Barry Dunner  
Diana & Eugene Edelman  
David Emanuel  
Mark Estrin  
Lynne Fader

Anna Fainberg  
Arlyne Fenster  
Harry Fischer  
Su T Fitterman  
Rea Flamer  
Jack Fraeme  
Hannah Frankel  
Phillipa Friedland  
Lillian Fryfield  
Stephen Gaerber  
Robert Geckman  
Bernard Geffen  
Corrine Gelfer  
Rachel Gelman  
Luba Gempel  
Sheila Gendis  
Darlene George  
Marcy Glanzberg  
Marta Glaubach  
Karyn Gold  
Fran Goldberg  
Galit Goldin  
Morry Grand  
Vladimir Granovsky  
Beverlee Gray  
Judith Greenberg  
Lorne Greenberg  
Marilyn Greene  
Marla Groberman  
Naomi Gropper  
Walter Groschler  
Fay Grostern  
Dan Gumprich  
Len Halprin  
Joe Herman  
Barry Hersch  
Pat Hoffman  
Elinor Joseph  
Lynn Kagan  
Kahn-Tietz Famiy  
Simon Kahya  
Howard & Rosalind Karby  
Andy Katz  
Jeremiah Katz  
Anney Keil  
Stacey Kettleman

Elaine Kliner  
Rick Kohn  
Jennifer Kolarik  
Alana Korsunsky  
Beverley Kort  
Shirley Kort  
Harriet Kositsky  
Marilyn Krygier  
Gaynor Levin  
Bill Levine  
Lani Levine  
Alberta Levitan  
Dan Levitt  
Karen Levitt  
Marty Lemish  
Phyllis Levin  
Yvonne Levinkind  
Caroline Levy  
James Levy  
Janie Levy  
Elaine Lipetz  
Sarah Lipetz  
Jack Lutsky  
Kevin Marks  
Peppa Martin  
Noni Mate  
Stella Mattuck  
Ed & Betsy Menkes  
Karen Micner  
Ruth Mitchell  
Larissa Mouline  
Ronald Nacht  
Hana Newman  
Irving & Betty Nitkin  
Judy Oberlander  
Peter Oreck  
Zoe Oreck  
Dina Orloff  
Anita Ornstein  
Felicia Oshry  
Oz Osipov  
Henry Peritz  
Beverley Philipp  
Rosemary Poll  
Naomi Price  
Lea Pomerantz

Esther Rabonovitch  
Gloria Ratner  
Issie Reisler  
Judy Remick  
Donna Riback  
Shirley Rose  
Raziel Ross  
Ernie Rothchild  
Ed Rothman  
Esther Roubini  
Debbie Rozenberg  
Barbara Rukanenko  
Leyla Sacks  
Hersh Samuels  
Stephen Schachter  
Ofira Schwarzfeld  
Binki Segal  
Bob Seligman  
Harvey Shafer  
Miriam Sharon  
Cigal Shene  
Roz Sherker  
Ruthie Shugarman  
Neil Simces  
Rabbi & Cynthia Singer  
Margaret Stark  
Andi Strausberg  
Karen Suskin  
Diane Switzer  
Tom Szekely  
Rhoda Tafler  
Elena Tamarkina  
Daphne Tapper  
Mila Umansky  
Brenda Wall  
Analee Weinberger  
Natalie Weinstein  
Brandy Williams  
Norma Winrob  
Len Wise  
Arnold Wolfson  
Melanie Yarrow  
Bella Zaidel  
Svetlana Zazulina  
Larisa Zilberg  
Stuart Zukerman

*“Never doubt that a small group of thoughtful, committed people can change the world. Indeed it is the only thing that ever has.”*

MARGARET MEADE



# Financials

Jewish Federation Annual Allocation	03	\$404,008
	02	\$388,800
Donations & Bequests	03	\$223,917
	02	\$166,290
Special Fundraising Efforts	03	\$376,383
	02	\$313,209
United Way	03	\$133,440
	02	\$124,887
CJA Level II Funding	03	\$105,270
	02	\$20,503
Fees for Service	03	\$102,676
	02	\$102,855
Endowment Interest	03	\$28,910
	02	\$45,028
Government Grants	03	\$64,523
	02	\$62,740
JIAS	03	\$117,647
	02	\$72,523

Total Revenues 2003: \$1,556,774

Total Revenues 2002: \$1,276,332

Basic Needs	03	\$448,663
	02	\$339,080
Seniors	03	\$242,789
	02	\$247,487
Resettlement/Vocational	03	\$177,677
	02	\$171,323
Job Match	03	\$127,851
	02	\$144,971
Counselling	03	\$308,024
	02	\$306,325
General Operations	03	\$279,614
	02	\$233,463

Total Expenditures 2003: \$1,584,617

Total Expenditures 2002: \$1,442,649





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