



Stepping Up to Meet Community Needs



Jewish Family Service Agency

305-1985 W. Broadway, Vancouver, BC V6J 4Y3 tel. 604.257.5151 fax. 604.257.5148 www.jfsa.ca



Founded in 1936, Jewish Family Service Agency is a social service organization committed to Jewish values, ethics and community. We provide resources and opportunities to strengthen and enhance the quality of life for individuals and families.

We hope you find this Annual Report informative and enjoy reading about the activities that cover the fiscal year, September 1, 2004 to August 31, 2005.

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Staff as of November 10, 2005

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Debbie Havusha, <i>Special Needs Coordinator</i>	Michael Perla, <i>Counsellor</i>

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Gisi Levitt, <i>Seniors Outreach Counsellor</i>	Carol Oreck, <i>Seniors Outreach Counsellor</i>
Queenie Hamovich, <i>Seniors Lunch Club Coordinator</i>	Laura Feldman, <i>Home Support Coordinator</i>

Home Support Workers

Alla Batratchenko	Doreen Cameron
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Charlotte Katzen, <i>Director of Resettlement & Vocational Services</i>	If'at Eilon-Heiber, <i>Integration Counsellor</i>
Randy Fisher, <i>Job Match Coordinator</i>	Alexandra Gerson, <i>Resettlement Counsellor</i>
Ron Goodine, <i>Vocational Counsellor</i>	

Vicki Robinson, <i>Director of Basic Resource Services</i>	Tami Amit, <i>Intake & Basic Resource Case Manager</i>
Michelle Ezekiel, <i>Basic Resource Services Coordinator</i>	Jill Newman, <i>Financial Assistance Resource Worker</i>
Andrea Gillman, <i>Housing & Community Kitchens Coordinator</i>	Ginna Abramovitch, <i>Intake & Basic Resource Case Manager</i>

JFSA Contractors: Sandra Gilmour, *Contract Administrative Assistant*; Angela Han, *Grants Coordinator*; Ruthie Shugarman, *Innovators Lunch Coordinator*; Marilee Sigal, *Interim Director of Counselling*.

Special thanks and best wishes to those staff members that have left JFSA during the past year: Yuval Berger, Golriz Boroomand, Azima Buell, Daniel Peiser, Selina Robinson and Jacqueline Walters.

Message from the President & Executive Director

It has been a year of **stepping up** and **reaching out** for JFSA, as we rallied to meet the growing needs of our community. After many years residing in the Jewish Community Centre, the agency took a bold and necessary step to move its offices out into the greater community. This move allowed us to expand our services, provide staff with adequate working space, and offer clients greater anonymity and accessibility.

Our new home at **1985 West Broadway** has proved to be a wonderful location for all. Clients have consistently reported a greater level of comfort in our new premises. Community members have also expressed support for expanding communal services beyond the traditional Oak Street corridor. With increased space we have been able to hire new staff, expand services, provide more extensive on-site training and education programs, and increase our liaison work with other community agencies.

This past year, in response to feedback received from diverse community stakeholders, we have restructured JFSA's counselling services. In line with our ongoing strategic planning process, this **change** was implemented to increase and **improve** service to outlying communities, offer more **diverse** service modalities, and provide greater **accessibility** for our clients.

This past year also saw the launch of our inaugural **Innovators Lunch**, featuring a keynote address by renowned architect Daniel Libeskind. The tremendous success of this sold-out event has raised the bar in our continual effort to generate the funds needed to sustain core services and develop new program initiatives for our growing community.

Indeed, in every way this has been a great year for **stepping up** to meet community needs and **reaching**

out beyond JFSA's traditional scope of activity. We hope you will enjoy reading about some of our recent accomplishments, described in the pages ahead. Of course, none of this would have been possible without the support of a dedicated and talented staff, committed board of directors, devoted volunteers and our extremely generous donors and funders throughout the community. **Thank you, all.**

Lani Levine



Joseph Kahn-Tietz



“Every charitable act is a stepping stone toward heaven.”

HENRY WARD BEECHER



Basic Resource Services

Requests for basic resource services remained high during this past year. A range of factors has contributed to income insecurity, including labour market restructuring, economic conditions and market fluctuations, changes in federal [social programs](#), and in provincial policies. Together these contribute to family instability, to child and family poverty, to the burgeoning number of 'working poor', to insecurity, to fewer full-time family friendly jobs, to lack of [affordable housing](#) and to multiple social problems associated with unemployment and poverty.

Our capacity to assist the most marginalized members of the community with food, clothing, housing and medical support increased due to the generous support of community members and funders. Due to this increased level of support we were able to provide direct financial aid and food assistance to almost [800 individuals](#) and [500 families](#) throughout the community. Within these families were almost [700 children](#).

Two pilot projects – the Community Affordable Rental Program (CARP) and Fiscal Fitness for Women were launched this year to help [empower individuals](#) and families to break out of the cycle of poverty.

Food Programs

- Jewish Food Bank
- Good Food Box
- Holiday/Prison Hampers
- Community Kitchens
- Food Vouchers
- Emergency Food Distribution
- Project Isaiah

Pro Bono and In-Kind Services

- Pro-Bono Legal Clinic
- Pro-Bono Dental Service

One Step at a Time



Inclusion Programs

- Tickets to Inclusion
- Camp subsidies
- JCC subsidies/Lepovsky Fund
- High Holiday tickets

Financial Assistance

- Direct Aid
- Holocaust Emergency Assistance Fund
- Seniors Medical Fund
- Anonymous Donor Fund for Emergency Relief
- Maot Chittim (Passover Food)

Community Partners/Funders

Jewish Federation of Greater Vancouver through the Combined Jewish Appeal, Yad b'Yad - The Council on Poverty, The Diamond Foundation, The Snider Foundation, Jewish Women International, B'nai Brith Non-Sectarian Community Food Bank, Mazon Canada, Peretz Institute, all Greater Vancouver synagogues, The Western Canada Society to Access Justice, The Rabbinical Association of Vancouver, Jewish Community Centre of Greater Vancouver, the Minerva Foundation, Jewish Community Foundation - Women's Endowment Fund.

Seniors Outreach Services

This year the Seniors Department supported more than 500 seniors and their families as well as provided outreach, information and counselling services. Our goal is to help seniors and their families through the difficult transitions and changes inherent in the aging process, including increased social isolation, loss of friends and family, difficulty cooking nutritiously, decreased physical independence, changing transportation needs, and the often difficult process of downsizing the home, and moving to assisted living or residential care.

Many of our clients' needs are complex. JFSA staff members bring warmth and compassion to their work, as well as a breadth of experience and knowledge about the aging process and resources in the community.

We provide social support with the help of a team of volunteers who visit, telephone, and drive clients to medical appointments. We run a weekly Seniors Lunch Club, to provide seniors with a nutritious kosher meal and an opportunity to socialize and connect with the Jewish community. We also coordinate weekly delivery of more than 3,500 Kosher Meals.

Completing its first year, our pilot Home Support program has been successful. We now have a team of 13 employees, who work with more than 35 clients each month. This service responds to a huge gap in service, and helps seniors to maintain independence. A new professional development series called Food for Thought began this year, geared towards the information needs of professionals working with seniors.

Step by Step



JFSA seniors services encompass:

- Outreach Services
- Case Management and Referral
- Seniors Lunch Club
- Community Kitchens
- Volunteer Outreach
- Grief Support for widows and widowers
- Home Support Service
- Professional Development and Public Education

Community Partners/Funders

Jewish Federation of Greater Vancouver through the Combined Jewish Appeal, The Diamond Foundation, The Snider Foundation, L'Chaim Adult Day Centre, Al Polsky Golf Tournament, City of Vancouver, Vancouver Coastal Health, Shalom BC, United Way, Temple Shalom.



*“Do not cast me off in old age;
when my strength fails me, do not forsake me.”*

PSALM 71:9

Resettlement & Integration Services

During the past year, JFSA provided Resettlement and Integration Services to 125 newly arrived Jewish immigrant families from all over the world - including, Israel, South America and the former Soviet Union.

We played an essential role in welcoming, integrating and assisting these families through a range of services: information; orientation advocacy; referrals to community and government programs; and extensive integration support. Counselling and pre-immigration assistance was provided to families from Israel and South America. The integration programs are designed to initiate and strengthen the connection between the Jewish newcomer and the Vancouver Jewish Community.

The Integration Council has enjoyed much success this past year. Thirty volunteers, most former immigrants, were actively involved in the following projects:

- Telephone Network Resource: volunteers provide accessible contact over the phone in the newcomer's own language.
- Welcome Baskets: a welcome gift package is delivered to each newcomer by a volunteer. Nearly 60 baskets were personally delivered in the past year.
- Community Cultural and Social Events: over 100 participants attended each of our Hanukah, Purim, Havdalah Evening and Summer Picnic celebrations.

Other integration programs include:

- Quarterly Russian language bus tours
- Weekly support groups for the Israeli newcomers

A Step of Faith



- Host Family Program
- Monthly Russian Speaker's Bureau
- Weekly Job Search, Labour Market and Interview Workshops

Community Partners/Funders

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

“The world is a narrow bridge. The key to the crossing is not to be afraid.” NACHMAN OF BRATSLAV

Vocational & Job Match Services

Stepping Up

This past year JFSA provided Employment Services to more than 250 individuals looking for work. Over 70% of these clients were placed directly into the workforce through our employer network, online job postings, or indirectly through vocational counselling services. Our offerings included orientations to the Canadian workforce, interview skills workshops, and services for clients with disabilities. We also provided career planning for those interested in changing jobs.

JFSA also delivered 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 in 2004 - 2005, many clients were sent directly to employers. Employers also continue to have the opportunity to advertise their vacancies to job ready clients, who can apply to postings through the Job Match Coordinator.

JFSA assists with the following services:

- Interview Skills Workshop
- Orientation to the Canadian Job Market
- Individualized Resume Writing
- Action Plan Development and Career Planning
- Online Job Postings and Career/Work Search Tips
- Network Building
- Training Scholarships



Community Partners/Funders

Jewish Federation of Greater Vancouver through the Combined Jewish Appeal, Yad b'Yad - The Coalition on Poverty, Vancity Credit Union.

“The highest level of charity is to enable the poor to earn a living.” MAIMONIDES

Counselling Services

JFSA's Counselling Department provides a range of affordable services to the community. We have provided more than 1200 hours of direct service to individuals, couples and families through our fee-for-service program. We continue to run our established community development and outreach programs:

- ASTEH, a kosher safe house for women and children leaving abusive situations, has remained fully operational with the assistance of Jewish Women International.
- Bereavement Support Services program for the Jewish community, including: the delivery of Comfort Kits, follow-up support and counselling, and Jewish Widows Support Group in collaboration with the Louis Brier Home and Hospital.
- Outreach efforts and needs assessment for gay, lesbian, transgender and bisexual Jews.

This past year, in response to feedback received from diverse community stakeholders, we have restructured JFSA's counselling services. In line with our ongoing strategic planning process, this change was implemented to increase and improve service to outlying communities, offer more diverse service modalities, and provide greater accessibility for our clients.

Stepping Forward



Community Partners/Funders

Jewish Federation of Greater Vancouver through the Combined Jewish Appeal, Jewish Women International, Louis Brier Home & Hospital, Jewish Community Foundation, Jewish Education Service of North America.

“All beginnings are difficult.”

TALMUD

Special Needs Department

The Special Needs Department has been busier than ever this past year, working with our VIP group ([Very Important Partners](#)) to encourage all involved to participate to the fullness of their capacity as members of the community.

The VIP program taps the energy and talents of a group of adults living with special needs to provide a number of valuable community services, including [Books To Go](#), [Comfort Kits](#), and [Canes Enable](#). These projects serve to both enrich our community and empower individuals to live their lives more fully as contributing citizens.

Meanwhile, the department continues to respond to a steady stream of calls for information, referral and advocacy. Our Special Needs Coordinator oversees staffing of the committee, Advocates for Persons with Special Needs (APSN), which meets bi-monthly to [share information](#) and plan for community- and individual-related initiatives promoting a healthy, inclusive life for all.

A very successful new event, [CONNECTIONS](#) was held on January 23, 2005. The event raised awareness about special needs by educating, valuing and inspiring community members, and by fostering cross-disability resources. JFSA will continue to promote this annual event, in collaboration with the Jewish Community Centre of Greater Vancouver, the Jewish Federation of Greater Vancouver, and the Jewish Community Foundation.

With funding support from the Jewish Community Foundation, JFSA has launched a pilot [Family Support and Education Group](#) that meets monthly to provide much-needed resources to parents living with children who have diverse special needs. The Special Needs Department is trying to address the gap in services to Jewish families living with extra challenges.

Stepping Up Together



Community Partners/Funders

Jewish Community Foundation, Rabbi Yosef Wosk, Jewish Federation of Greater Vancouver through the Combined Jewish Appeal, Isaac Waldman Jewish Public Library, Jewish Community Centre of Greater Vancouver, Louis Brier Home and Hospital, Keitha Coates (Crate Ideas), Dan-D-Market, Kosher Food Warehouse, Omnitsky Kosher BC, Chevra Kaddisha (Jewish Burial Society), Leon Broitman, Marcia and Gerry Vineberg (Mountain Properties Ltd.), Morry Gaerber (Eddie's Hang-up Display Ltd.), Tony van der Waarde (Award Prosthetics Inc.), Elliot Nitkin (Art Works Gallery), Artists: Sheila Romalis, Ilanna Sharon Mandel, Sidi Schaffer, Sima Elizabeth Shefrin, and Ryadh Hashim (Hashim Studios).

“Get to know them...they are members of the community...they are an investment in the community.”

ANONYMOUS MOTHER

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Jewish Federation of Greater Vancouver

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Jewish Women International

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United Way of the Lower Mainland

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Innovators Lunch

JFSA extends sincere gratitude to everyone who helped make the inaugural Innovators Lunch a great success. Thank you to our sponsors, table captains, volunteers, and all of the guests who attended.

JFSA launched the inaugural Innovators Lunch on April 4, 2005 at The Fairmont Hotel Vancouver. The keynote speaker was internationally renowned architect, Daniel Libeskind.

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“Naked we come into this world, and naked we leave it; after all our toil, we carry away nothing - except the deeds we leave behind.” RASHI

Naomi Gropper Steiner

In memory of Naomi Gropper Steiner z'l
Co-Chair, Innovators Lunch 2005

Naomi dedicated so much of her limited energy and time, during the final months of her life to ensure the success of our inaugural Innovators Lunch. She was a dedicated volunteer, board member, and community advocate for JFSA.

The JFSA Board, and Naomi's family and friends established an endowment fund at the Jewish Community Foundation called *The Naomi Fund, in memory of Naomi Gropper Steiner* to provide, in perpetuity, support to needy families and individuals facing medical crises.



As of October 31, 2005 over 500 individuals had donated more than \$85,000 to this Endowment Fund.

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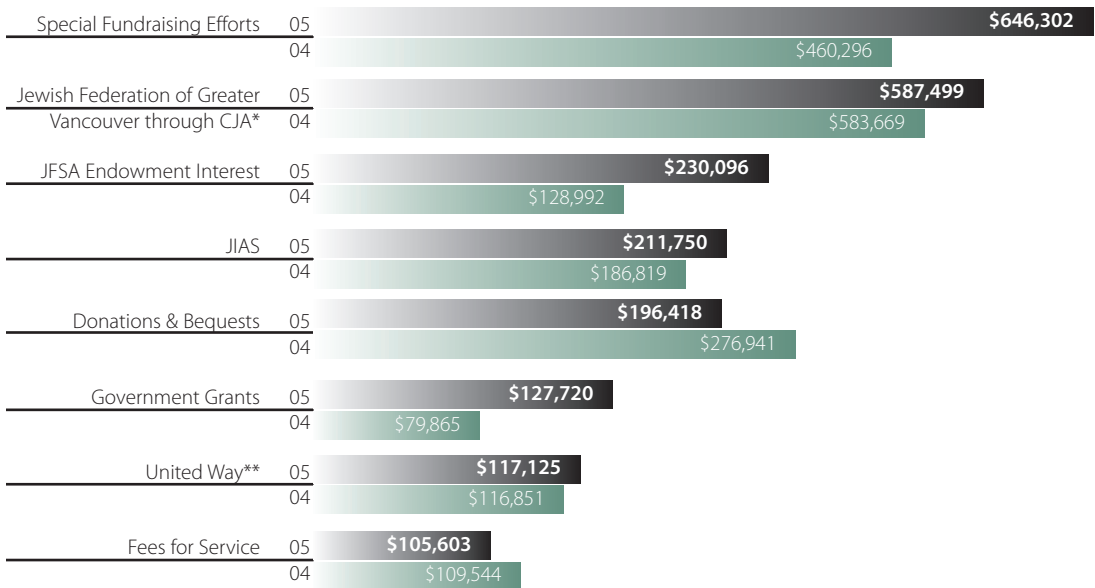
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*“You will find as you look back upon your life,
that the moments that stand out are the moments
when you have done things for others.”*

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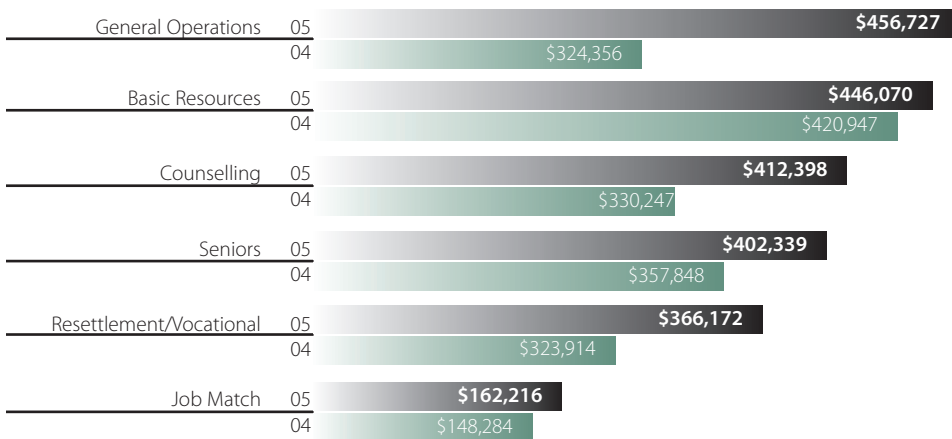


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Total Revenues 2004: \$1,942,977

* Includes individual CJA+ gifts

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Total Expenditures 2005: \$2,245,922

Total Expenditures 2004: \$1,905,596



Founded in 1936, JFSA is a 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.
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- Respect for individuals and their beliefs.
- Collaborative relationships with other agencies and organizations.



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