

Annual Report 2006



Saving Lives for 70 Years

# Jewish Family Service Agency



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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, 2005 to August 31, 2006**.

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# Message from the President & Executive Director

#### 70 Years of Saving Lives

For 70 years Jewish Family Service Agency has been responding to the needs of our Greater Vancouver Jewish Community. From meager beginnings and a staff of one in 1936, to today's broad range of crucial programs and services delivered by more than 45 professionals, JFSA remains committed to saving lives every day in our community. We are proud of our accomplishments - the lives we have touched, the help we have provided, and the hope we have given to thousands of individuals and families in need, who turned to us last year.

Pirket Avot - The Ethics of the Fathers reminds us that if we save just one life it is as if we saved an entire world. As you read through our annual report, you'll learn about the many life sustaining programs currently delivered at JFSA. From the Food Bank to our Job Program, from our Kosher Meals-on-Wheels to our Grief Support Group, we are here to meet the growing needs of an expanding community.

All of our vital service provide security, dignity and support to the most vulnerable in our community. As a people, we have reached out to the neediest for thousands of years. Here in Vancouver, JFSA has played a vital role for 70 years, making our community a better place to live for all of us. With your help and support, we look forward to the next 70 years with optimism and committment.



Rick Kohn and Joseph Kahn-Tietz

"The day is short, the task is great....It is not our duty to finish the work, but neither are we free to desist from it." - The Talmud, Rabbi Tarfon

# Basic Resource Services





#### **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 JFSA remains committed to providing essential resource services such as housing, food, clothing and medical support to those in need in our community. BC continues to have the highest levels of poverty, number of working poor and percentage of children living below the poverty line of any province in Canada. These levels are reflected in the Jewish community as well, due to the lack of affordable housing, adequate working wages and the level of welfare benefits - which do not reflect the real cost of living in our province.

Our capacity to assist the most marginalized members of the community with food, clothing, housing and medical support has increased due to the generous support of community members and funders. Due to this increased level of funding during the past year 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.

#### Food Service Programs

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

#### Pro Bono and In-Kind Services

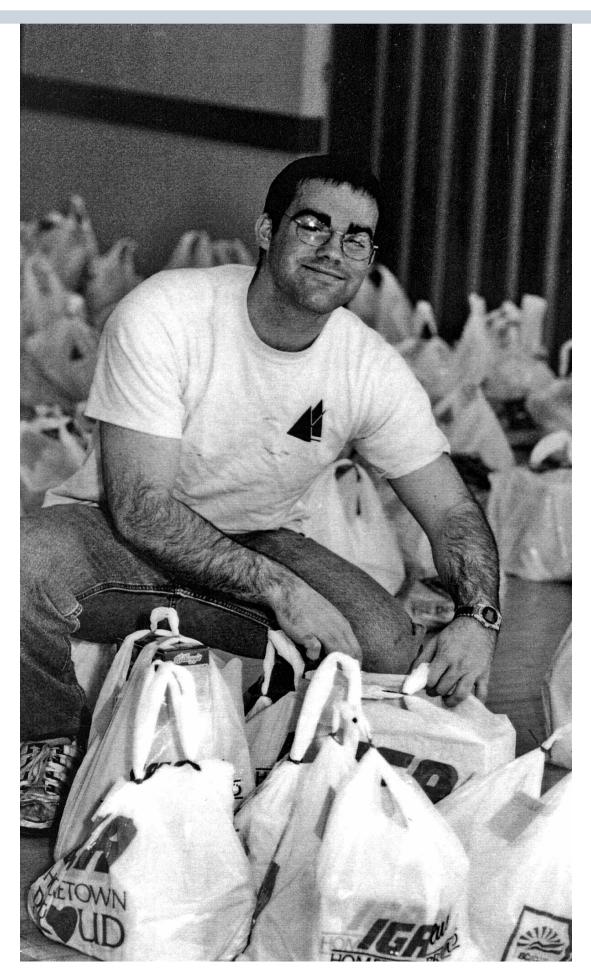
- Pro-Bono Legal Clinic
- Pro-Bono Dental Service

#### **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
- Emergency Medical Fund
- Maot Chittim (Passover Food)



# Vocational & Job Match Services





#### **Community Partners/Funders**

Jewish Federation of Greater Vancouver through the Combined Jewish Appeal, Yad b'Yad - The Coalition on Poverty, Vancity This past year JFSA provided employment services to more than 150 individuals looking for work. 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.

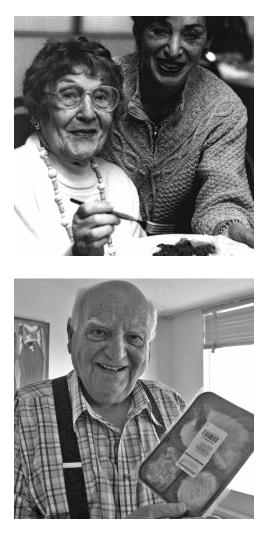
JFSA also delivered Job Match Services to more than 70 businesses and organizations in an effort to make JFSA a primary recruiting resource to these employers. By providing a registry of job postings, generating 300+ posted vacancies in 2005-2006, many clients were sent directly to employers. Employers 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 Coaching
- 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



# Seniors Outreach Services



#### **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 Sholom This year the Seniors Department supported 550 seniors and their families through comprehensive case management, effective information and referral services, volunteer coordination, meal delivery, welcoming seniors to our weekly and monthly lunches, provision of home support, medical equipment loans, and medical and financial aid. Our goal is to help seniors and their families through the difficult transitions and changes inherent in the aging process. Seniors can experience increased social isolation, loss of friends and family, difficulty preparing nutritious meals, 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 breadth of experience and knowledge about the aging process and community resources. In an effort to increase accessibility and visibility, our seniors counsellors are also deployed to various seniors housing complexes and other community agencies. We provide social support with the help of a team of volunteers who visit and drive clients to medical appointments. We host two weekly seniors lunch programs that provide opportunities to socialize and connect with the Jewish community as well as a nutritious kosher meal for those in attendance. We also coordinate weekly delivery of more than 3500 kosher meals. This year we launched a successful monthly luncheon at Congregation Har El, which brings 30 seniors together for a nutritious meal prepared by a dedicated group of volunteers.

Our Home Support program, now in its second year, has provided help in more than 100 homes. We now have a team of 12 employees who work with more than 35 clients each month. This program responds to a huge gap in service, and helps seniors to maintain independence. In February 2006, JFSA was successful in securing a federal New Horizons grant to train senior volunteers to facilitate English conversation groups for isolated seniors. To date we have run six series, held in Burnaby/Coquitlam, Richmond and South Vancouver.

JFSA seniors services encompass:

Outreach Services, Case Management and Referral, Seniors Lunch Clubs, Community Kitchens, Volunteer Outreach, Grief Support for widows and widowers, Home Support Service, Kosher Meals on Wheels



# Resettlement & Integration Services





#### **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 During the past year, JFSA provided Resettlement and Integration Services to 100 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. Pre-migration assistance was also provided to many families from Israel and South America.

The resettlement and integration programs are designed to ease the adaptation to a new culture, and to initiate and strengthen the connection between the Jewish newcomer and the Vancouver Jewish Community.

The Jewish Integration Council continues to be active in welcoming new immigrants to Vancouver. Twenty volunteers, most former immigrants, were actively involved in the following projects:

- Telephone Network Resource: volunteers provide contact over the phone in the newcomer's own language
- Welcome Baskets: a welcome gift package delivered to each newcomer by a volunteer
- Community Cultural and Social Events: Chanukah, Purim, and Summer Picnic celebrations

Other integration programs include:

- Quarterly Russian language bus tours
- Weekly support groups for Israeli newcomers
- Monthly Russian and Hebrew Speaker's Bureau



# Special Needs Department





#### **Community Partners/Funders**

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, Shelly and David Ail, Marcia and Gerry Vineberg , 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) and Art Therapist Andrew Jordan

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. An outreach program has been created with the residents of Yaffa House to help engage them in JFSA VIP community projects.

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 attempts to raise awareness in the community of inclusive programming and planning.

The second annual CONNECTIONS event was held on February 12th, 2006. The event raised awareness about special needs by educating, valuing and inspiring community members, and by fostering cross-disability resources. Mayor Sam Sullivan spoke to over 250 people about people moving forward in their lives, using all of their abilities. JFSA will continue to promote this annual event, in collaboration with the Jewish Community Centre of Greater Vancouver and the Jewish Federation of Greater Vancouver.

JFSA provides a Family Support and Education Group that meets monthly to provide support and 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.



# **Counselling** Services





#### **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 JFSA's Counselling Department provides a range of affordable services to the community. We have provided more than 1800 hours of direct service this year to individuals, couples, and families through our fee-forservice program.

We continue to run our established community development and outreach programs:

- ASTEH, a kosher safe house for women and children leaving abusive situations, operated 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.
- Psycho–educational parenting groups, aimed at teaching and empowering parents about effective parenting skills and strategies and many other issues involving children in different ages with various needs.
- Bagels & Babble annual workshop series, provides an opportunity for professionals across the Lower Mainland to discuss issues related to psychotherapy. Workshops are facilitated by top experts in their field.

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Women's Endowment Fund of the Jewish Community Foundation

# Innovators Lunch 2006

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 hosted the second annual Innovators Lunch on May 26, 2006 at the Hyatt Regency Vancouver. The keynote speaker was internationally best-selling author and award winning economist Steven D. Levitt.

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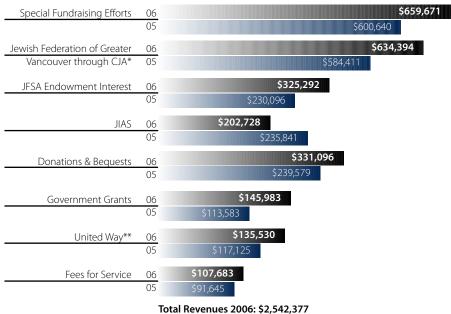
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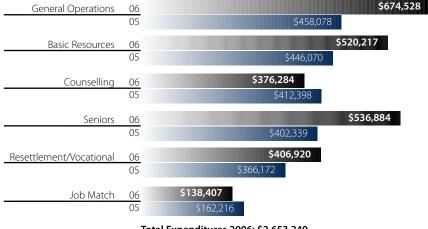
# JFSA Financials 2005-2006



Total Revenues 2005: \$2,212,920

\* Includes individual CJA+ gifts

\*\* Includes individual designated United Way gifts



**Total Expenditures 2006: \$2,653,240** Total Expenditures 2005: \$2,247,273

**JEWISH COMMUNITY** 

FOUNDATION

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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
- 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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