



# JFSA Annual Report 2011-2012





From isolation to independence

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## Message from Leadership

This past 2011 – 2012 fiscal year has been marked by new directions and new opportunities for excellence in services and community building.

Due to the support of our committed volunteers, donors, community partners, staff and Board, Jewish Family Service Agency responded to the needs of over 2,000 people here in our community.

Today, over 75 years in existence, we have grown into a mature organization serving a wide range of individuals and families in the community through a variety of programs and services, delivered by our 43 in-house full-time and part-time staff.

Everyone at various times in their lives faces challenges. Whether you are privileged or underprivileged, young or older, JFSA is well positioned to deliver highly professional services in times of need to each and every member of our Jewish and broader Community. We are proud of what we have been able to accomplish and hope that you are too. In the following pages of the annual report, you will find highlights, acknowledgements and celebrations of another successful year.

Thank you to our friends for your on-going support.

Sincerely,

A handwritten signature in black ink, appearing to read 'Greg Samuels', with a horizontal line extending from the end of the signature.

GREG SAMUELS  
BOARD CHAIR

A handwritten signature in black ink, appearing to read 'Charlotte Katzen', with a horizontal line extending from the end of the signature.

CHARLOTTE KATZEN  
INTERIM EXECUTIVE DIRECTOR

# Achievements and Highlights

## New Communications

2012 saw the launch of our bi-annual “Family Matters” newsletter, which has allowed us to better share the impact of our work with the community and so far, has received very positive response.

## Basic Resources

We provided \$225,000 in food vouchers and supported 283 clients through the Jewish Food Bank. We were also able to help 32 individuals, 1 couple and 4 families successfully obtain safe and affordable housing with the assistance of our Housing Coordinator. This is the highest number of placements in any single year! It was made possible by the openings of two new supported housing buildings and we thank our partners Coast-Dunbar and Lookout Emergency Aid Society.

## Seniors Home Support Program – Recognized as a Leader in Social Service

In March, the American Society on Aging hosted their annual conference, Aging in America. This conference is recognized as the platform for discussing new knowledge and best practices on aging. Joanne Haramia, Director of Seniors Services facilitated a session, How to Develop a Fee-for-Service Home Support Agency, with Beverley Pitman of the United Way.

## Seniors Programs and Activities

In the Seniors Department, achievements include delivering 24,000+ hours of home care support, assisting 200 seniors and adult children of seniors with information, counselling and referral, financial aid and home support services to 108 Holocaust survivors, and organizing 65 social lunch and holiday programs for seniors.

## Counselling Department and Programs

Through your support, our Counselling Department provided over 300 individuals with subsidised professional therapy services through the West Coast Wellness Group, outreach and counselling to over 40 at risk youth and their families, and support to 75 individuals through the Mental Health Outreach Program.

## Employment Programs

JFSA is proud to have offered support with employment services to 150 clients, including immigrants and local community members. This past year, we held 12 unique employment workshops in order to empower job-ready and proactive job seekers in their pursuits of gainful and meaningful employment.

## Immigrant Resettlement Programs

In the Immigrant Resettlement Department, we assisted over 200 new and former immigrants with resettlement and integration services and programs. Our focus was to help them to face and overcome multiple challenges and barriers and create the social support that is necessary for transition to life in Canada. Through the Speaker Bureau series, immigrants learned how to navigate the Canadian systems in the area such as finance, health and education. The sessions were delivered by professional volunteers from our Community in the participant's native language.

## Improved Operations

This past year we engaged in the restructuring and review of agency expenses, and made changes that resulted in approximately \$170,000 in annual savings moving forward.

# JFSA Donors

## Friends for Life

Ben\* and Esther\* Dayson  
Gordon and Leslie Diamond  
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*\*Of Blessed Memory*

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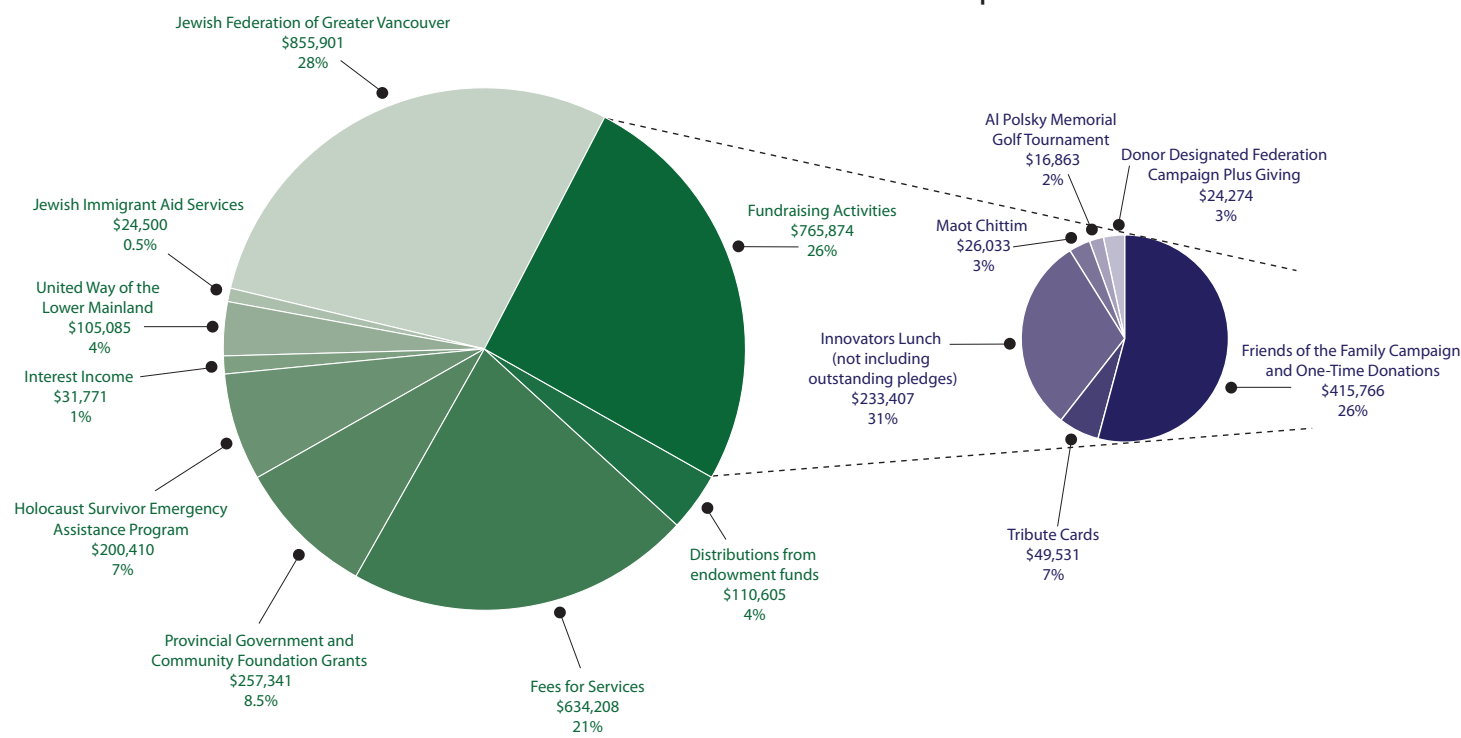
Jack Friebe  
Phillipa Friedland  
Ellie Friedland  
Theodora Friedman  
Diane Friedman  
Daphne Gelbart  
Corinne Gelfer  
Sheila Gendis  
Sylvia Gershstein  
Yos Gladstone  
Stephen Glanzberg  
Annette Gold  
Viva Goldblatt  
Jonathan Greenstein  
Marni Greenwald  
Michael Groberman  
Alyson Groll  
Dan Gumphrich  
Marla Guralnick  
Eva Grunfeld  
Rose and Usher Hammer  
Sharon Handelsman  
Barbara Heller  
Raquel Hirsch  
Karen James  
Michael Karton  
Jeremiah Katz  
Marni Katz  
Barry Katzen  
Sami Khater  
Jacob Kojfman  
Henry Kon  
Alex Krivitsky  
Kushnir  
Stafford Lake  
Mihail Larin  
Karly Leipsic

Irwin Levine  
Lani Levine  
Dan Levitt  
Daphne Ling  
Elaine Lipetz  
Elliott Lipsey  
Jill Luyt  
Josif MacDermott  
David Malchy  
Monica Mashal  
Stella Mattuck  
Paul Maurer  
Sandra McPeake  
Dvora Mendelzys  
Shawna Merkur  
Carla van Messel  
Karen Micner  
Stephanie Mrakovich  
Joice Myers  
Scott Naimer  
Amos Nir  
Irv Nitkin  
Judy Oberlander  
Avrom Osipov  
David Paperny  
Suzanne Pavlich  
Lola Pauer  
Norman Pauer  
Katarina Prielclove  
Lisa Pullan  
Leo Rabinovitch  
Sandy Ray  
Donna Riback  
Grace Robin  
Lisa Romalis  
Debbie Rootman  
Manny & Merle Rootman

Mark Rosengarten  
Henry Rosenthal  
Alexis Rothschild  
Debbie Rozenberg  
Barbara Rubanenko  
Mike Sadovnick  
Greg Samuels  
Melanie Samuels  
Arnold Selwyn  
Joy Shapiro  
Allon Shapiro  
Jane Shatsky  
Ari Shiff  
Margaret Silberg  
John Silver  
Heather Sirlin  
Lenny Smith  
David Sorin  
Anney Soronow  
Joel Steinberg  
Daniel Steiner  
Rena Taviss  
Linda Tenenbaum  
Susan Tick  
Pamela Tiggelers  
Marni Tritt  
Yaniv Vanier  
Benny Warhaft  
Judy Wilson  
Natalie Wiseman  
Heather Wolfe  
Ron Wolfson  
Robyn Wosk Peter  
Sylvia Yasin  
Dan Yeroucham  
Kathryn Young  
Debbie Zbarsky

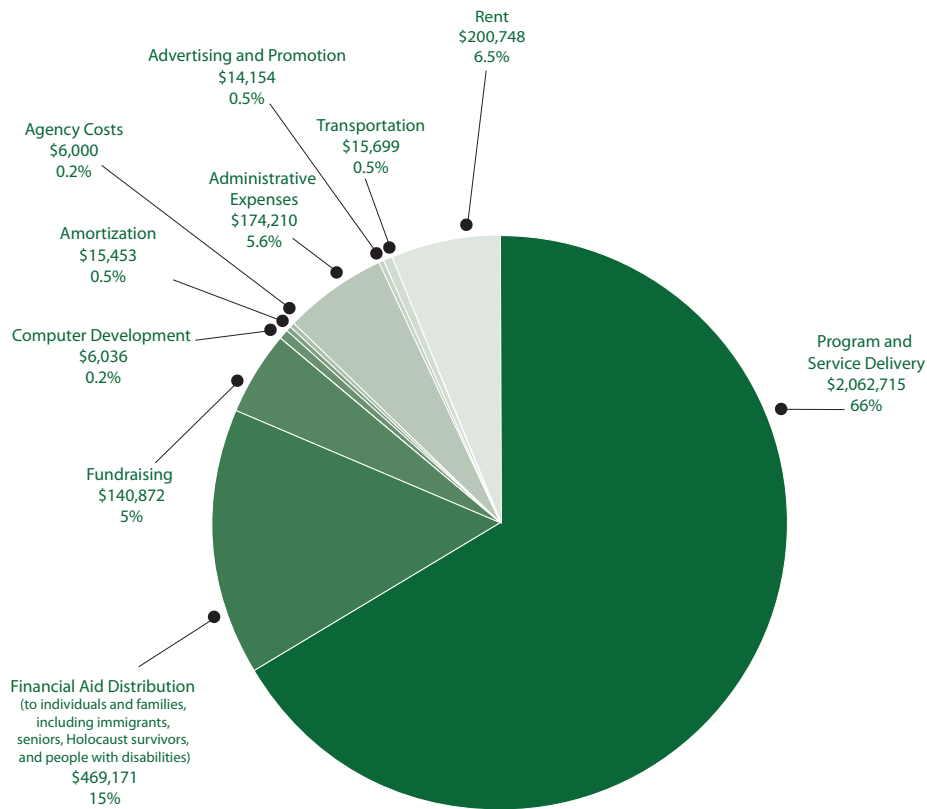
# 2011-2012 Revenues

\$2.99M Revenues



# 2011-2012 Expenditures

\$3.1M Expenses





# 2011-2012 Board of Directors

# Staff

## Executive

GREG SAMUELS  
Chair  
JOEL STEINBERG  
Treasurer  
ALLON SHAPIRO  
Secretary  
DIANE FRIEDMAN  
Immediate Past Chair

## Members

Stephen Glanzberg  
Jonathan Greenstein  
Karen James  
Jacob Kojfman  
Elliott Lipsey  
Paul Maurer  
Barry Rivelis  
Rabbi Jonathan Infeld,  
RAV Representative

## Executive & Management Team

CHARLOTTE KATZEN  
Interim Executive Director  
SUSAN ALEXMAN  
Associate Executive Director  
JOANNE HARAMIA  
Director of Senior Services  
ALAN STAMP  
Director of Counselling Services  
AUDREY MOSS  
Director of Development and Communications

## Basic Resources

SUSAN ALEXMAN  
Director  
GUY ASKADSKY  
Basic Resource Case Manager  
TANJA DEMAJO  
Basic Resource Case Manager  
ANNICA CARLSSON  
Program Coordinator for Jewish Food Bank  
LAURA STANNARD  
Housing Coordinator

## Seniors Services

JOANNE HARAMIA  
Director  
JACQUI SANKOFF  
Seniors Outreach Counsellor  
DONNA CANTOR  
Seniors Outreach Counsellor  
GISI LEVITT  
Seniors Outreach Counsellor  
ZANNA LINSKAIA  
Seniors Outreach Counsellor (Burquest)  
QUEENIE HAMOVICH  
Vancouver Seniors Lunch Club Coordinator  
ELAINE PERZOW  
Home Support Coordinator  
CHARLES HARDY  
Home Support Staff  
SARAH ANDERSON  
Home Support Staff  
TALIA MASTAI  
Volunteer Coordinator

## Counselling

ALAN STAMP  
Director  
ELLEN BICK  
Family Therapist  
BETH DALEY  
Family Therapist  
ANNE SIEGENBERG  
Family Therapist (Richmond)  
NAVA ROZEN  
Family Therapist/Youth at Risk Program Coordinator  
REBECCA DENHAM  
Mental Health Outreach Worker

## Immigrant Resettlement

CHARLOTTE KATZEN  
Director  
ALEXANDRA GERSON  
Resettlement & Integration Counsellor  
MIRI TAL  
Resettlement & Integration Counsellor

## Employment Services

CHARLOTTE KATZEN  
Director  
MARY IRVINE  
Employment Services Coordinator  
NAZ GURBUZ  
Employment Counsellor

## Development & Communications

AUDREY MOSS  
Director  
JONATHAN LERNER  
Development Officer  
ANGEL LIU  
Development, Admin Assistant

## Finance

FERELYN BROWN  
Senior Bookkeeper  
IRINA TRUBIN  
Assistant Bookkeeper

## Administration

GOLRIZ BOROOMAND  
Receptionist  
IRINA DORDJIEVA  
Office Coordinator



From vulnerability to resilience



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 difference.

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