



JEWISH
FAMILY
SERVICES

Uplifting Lives

JFS ANNUAL REPORT
2018-2019

LEADERSHIP MESSAGE

Looking back on this year, we want to say THANK YOU for the incredible difference you made in the lives of those we serve.

At JFS, our work is only possible with you. You helped us successfully deliver our programs and services to over 2000 individuals, including launching new outreach initiatives like Food Link and funding the new housing support worker to meet the evolving needs of our community. Our home support program for seniors has expanded rapidly and we are a leading choice for elder care in the Jewish and broader community.

We are so grateful for your support.

We also want to thank outgoing CEO Richard Fruchter for his leadership over the last five years. As CEO from 2014 to 2019, Richard helped JFS grow our service offering, expand our reach and increase funds raised to meet the demands of our clients. He has helped create a stronger, more connected community.

As inequality has risen throughout Vancouver in this time period, the need for affordable food, housing and services has become urgent. For the first time in the history of our agency, JFS had a waitlist for affordable housing; our seniors required more emergency financial aid for both food and medication; and visitors to the Jewish Food Bank rose from 300 to over 450 people a month. With more than half of our clients now living outside of City of Vancouver, our resources are being stretched further than ever.

This is why we appreciate and count on each of you. Our agency provides wrap-around services that address a person’s immediate needs, gives that individual the tools to become more resilient, and helps them to live a more dignified life. In these pages you’ll read the meaningful and personal ways in which your giving and volunteering allows us to make a dramatic and lasting impact.

Thank you for your steadfast support. **You are truly helping us uplift lives.**

Sincerely,

Tanja and Bill



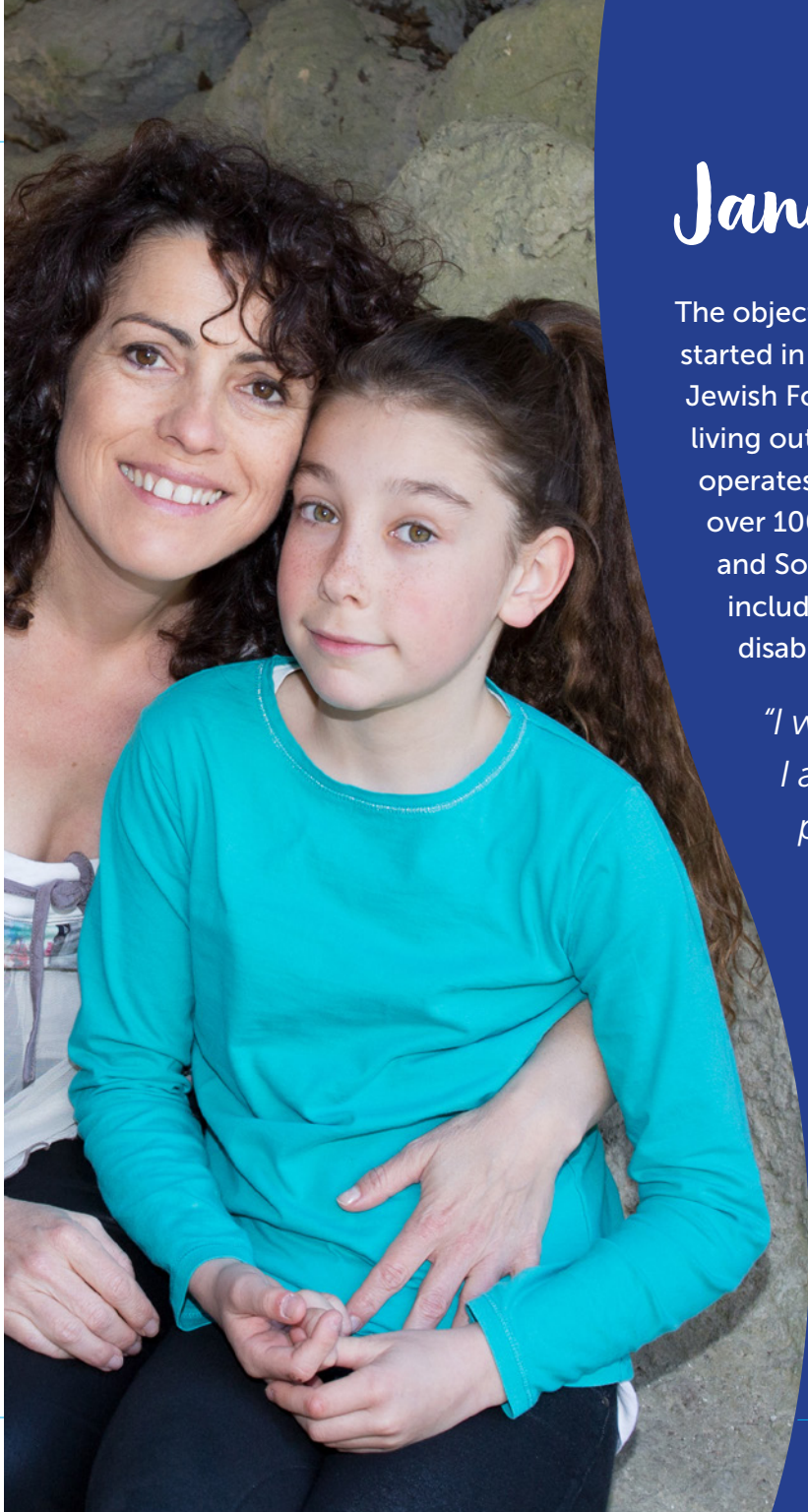
Tanja Demajo

TANJA DEMAJO
CEO



Bill Kaplan

BILL KAPLAN
Board Chair



Janet’s Thank You

The objective of the Food Link program when it was started in 2018 was to create one pilot hub to bring the Jewish Food Bank to at least 50 community members living outside of Vancouver. After one year the program operates out of 3 hubs and provides food support to over 100 individuals living in the Tri-Cities, Richmond, and South Surrey/White Rock. Program recipients include single-parents, people living with illness or disability, and other individuals living on low incomes.

“I wanted to let you know how much I appreciate the food donations you provide my family as part of the Food Link project in Tri-Cities. Illness is a burden, but your actions have really lightened the load. For that, especially, I thank you. This time has been difficult for us, but knowing we have the support of people like you certainly helps. From the bottom of my heart thank you for your generosity and support.”

**Name has been changed*

\$1.8 million was raised through your donations alone.

This is how your generosity impacts our community.



2000 community members

found refuge in a time of crisis through our emergency support programs that include food security and housing support



20 programs

connected vulnerable community members with life-changing services like mental health outreach, friendly visiting, seniors lunches, counselling, workshops, special holiday events and more



3 Food Link hubs

were created through our new Food Link Program in Richmond, White Rock, and Coquitlam to distribute nutritious food to low-income community members living outside of Vancouver



175 Holocaust Survivors

were able to live with dignity and remain independent through home support, advocacy, equipment loans and companionship services

Over 200 at-risk

community members received housing support through advocacy, assessment, referrals, and crisis intervention

450 people

regularly accessed nutritious food like fresh produce, dairy products and Kosher food through the Jewish Food Bank, including 150 children under the age of b'nai mitzvah

Why I Support JFS

From the many worthwhile and wide array of causes, it is often hard for a donor to choose which to support. For the Ben & Esther Dayson Charitable Foundation, the choices are easy. Food, shelter and financial need are priorities of ours. We support programs that immediately help improve lives.

The choice to fund a new position at JFS is a perfect example. The Tenant Community Liaison provides meaningful support to those who have secured low-cost housing through Tikva Housing, as well as clients who are on subsidies in market rentals.

Many people who are lucky enough to find low-cost housing or subsidies often have other issues that require help in solving. Many have previously been homeless, have medical issues or a history of personality differences with landlords or neighbors. Some are simply without any connections and suffer from loneliness or isolation. Many want to connect with other Jewish people and need help to socialize. Others need help with securing furniture, learning to handle their finances, navigating community resources, or resolving seemingly ordinary conflicts or disputes with others. The Tenant Community Liaison staff person is there to assist.

We are so pleased to support this community project.

In this first year of the position, the Tenant Community Liaison helped build stability, resourcefulness and resilience in people who have often suffered from trauma or hardship for many years.

Establishing this position at Jewish Family Services was a creative undertaking and we feel so privileged to be able to fund it.

Shirley Barnett

"For the Ben & Esther Dayson Charitable Foundation, the choices are easy. Food, shelter and financial need are priorities of ours. We support programs that immediately help improve lives and the choice to fund a new position at JFS is a perfect example."



JFS is grateful to the Ben & Esther Dayson Charitable Foundation and the Diamond Family Foundation for their support of the Tenant Community Liaison position. Thanks to our generous donors, this position will benefit our community for years to come.

HIGHLIGHTS FROM 2018-2019



SEPTEMBER

DECEMBER

SEPTEMBER

CHESED PROGRAM

JFS launched a new program to provide short-term financial assistance to Jewish community members living in the Tri-Cities area, including Maple Ridge and Mission. In one year we have supported over 30 people.

PROJECT ISAIAH

Over 4 months' worth of provisions for the Jewish Food Bank was donated this year through our community-wide food drive. Nearly 80 volunteers came together to help us sort the food, helping to unload, box and organize nearly 1,300 bags of food and toiletries.

OCTOBER

LAUNCH OF NEW TENANT COMMUNITY LIAISON POSITION

A new Tenant Community Liaison position was launched to provide much-needed support for JFS clients housed in one of the Tivka Housing residence buildings for low-income Jewish adults and families. Thanks to the Ben & Esther Dayson Foundation for making this possible.

DECEMBER

HANUKKAH HELPERS BRIGHTEN THE HOLIDAYS

The holiday spirit brought our community together as parents and children contributed to Hanukkah gifts for local families. The office was filled with over 50 colourful hampers and toys. Highlights included a Giant Jenga set, which was cut for free by Home Depot once they heard the story behind the gift.

FEBRUARY

FAMILY LIFE EDUCATION EVENT WITH MICHAEL LANDSBERG

Michael Landsberg, one of Canada's best-known broadcasting personalities, shared his journey with depression. A vocal advocate of mental health awareness, he spoke from the heart about why mental illness isn't a weakness and how, together, we can beat the stigma, fight back, and save lives.

APRIL

PASSOVER CAMPAIGN

This year's campaign was our most successful ever. With the help of Rabbi's and local congregants, 40% more funds were raised compared to last year so people in our community could celebrate Passover in a meaningful way. Todah Rabah!

CLIENT ADVISORY SEDER

The JFS Client Advisory Committee hosted a warm and welcoming Passover Seder for JFS clients at Congregation Beth Israel. It was an evening of conversation, singing, and connection. One client said, "it's nice to come here and be so warmly welcomed and accepted."

MAY

INNOVATORS LUNCH

This year's sold-out event broke records in raising vital funds for JFS' programs and services. Lane Merrifield of CBC Dragons' Den gave an inspiring keynote inviting us to focus on our values and give back to community. Newly minted with the Governor General Award, Gloria Macarenko emceed, bringing her signature grace and humour to the event.

AUGUST

FRIENDS CAMPAIGN

You helped us raise the highest funds ever to ensure clients served by JFS continued to access the programs and services they need. Thank you for helping JFS create a vibrant and thriving community.



FEBRUARY

APRIL

MAY

AUGUST

JFS INNOVATORS LUNCH 2019

THANK YOU!

Over 600 donors, sponsors, partners and volunteers came together on May 14th, helping us raise a record \$380,000 at our 14th annual Innovators Lunch.

At the heart of JFS is community! Thanks to your support, we helped over 2000 people access programs and receive vital services.



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Thank you to all our generous donors and foundations for their support in the 2018-2019 fiscal year.

Also, thank you to all the dedicated donors who wish to remain anonymous for their continued support.

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\$50,000+

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Golden Circle Friends (previously known as “Friends for Life”) are now marked with a gold circle. See the full listing of donors on page 18.

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- Famous Foods
- Food Stash Foundation
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- Garden City Bakery
- Genesis Fertility
- Glotman Simpson Group of Companies
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- Hillel BC
- Immigrant Services Society of British Columbia
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- Inflection Management
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- Jewish Addiction Community Service (JACS)
- Jewish Community Centre of Greater Vancouver
- Jewish Community Foundation of Greater Vancouver

- Jewish Federation of Greater Vancouver
- Jewish International Film Festival
- Jewish Seniors Alliance
- Jewish Women International - BC
- Joseph Segal Family Foundation
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- Kehila
- Kettle Society
- King David High School
- Kitsilano Neighbourhood House
- KPMG LLP
- Lawson Lundell LLP
- Lookout Emergency Aid's First Place
- Maple Crest Housing Society
- Marpole Neighbourhood House
- Maxam Capital Management Ltd.
- Mediate BC
- MOSAIC
- Mount Pleasant Neighbourhood house
- MW Investments Ltd.
- National Council of Jewish Women of Canada - Vancouver
- Nava Catering
- Omnitsky Kosher
- Or Shalom Congregation
- PearTree Canada
- Pêche Mignon
- Pemberton Insurance Corporation
- Peretz Centre for Secular Jewish Culture
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- Porte Realty
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- Provincial Employees Community

- Services Fund
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- RBC PH&N Investment Counsel
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- Weber Shandwick Vancouver
- West End Seniors Network
- West Side Seniors Hub
- White Rock/South Surrey Jewish Community Centre
- YMCA/YWCA

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Thank you to our generous gift-in-kind donors who have helped uplift lives during Passover, Hanukkah, at our food bank, through our mental health outreach programs and so much more.

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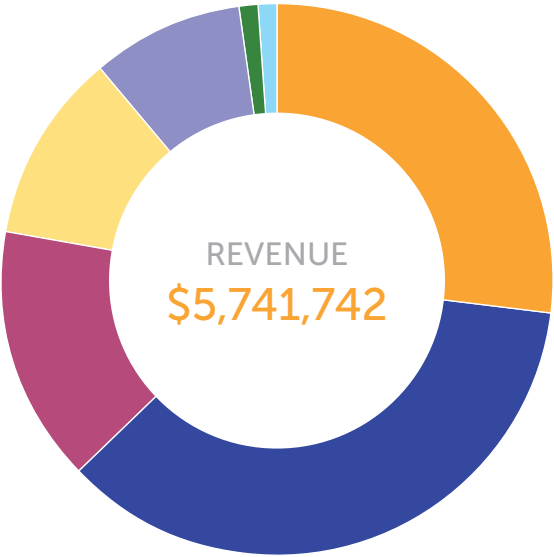
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Thank You - We couldn't do it without you!

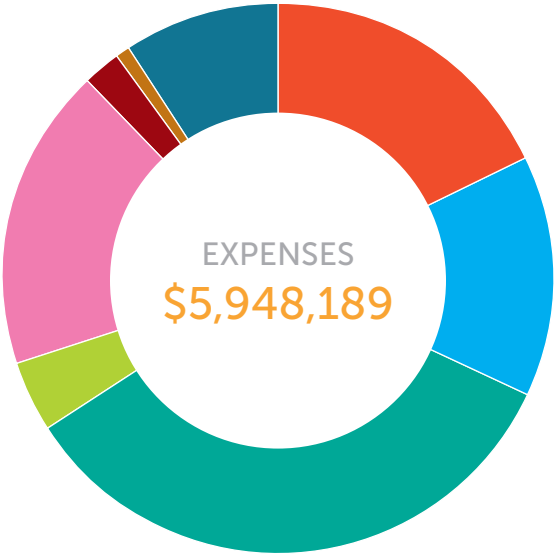
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2018-2019 FINANCIAL REVIEW

Thank you for making JFS a priority for charitable giving.



| | |
|--|-----|
| Fees for Service | 35% |
| Individual Giving, Foundations, Endowments | 27% |
| Jewish Federation of Greater Vancouver | 15% |
| Government and Grants | 11% |
| Holocaust Survivor Emergency Assistance | 9% |
| Interest and other income | 1% |
| United Way | 1% |



| | |
|---|-----|
| Home Support | 34% |
| Seniors & Holocaust Survivors | 18% |
| Administration & Operations | 18% |
| Family & Adult Resources – up to 65 yrs | 14% |
| Development and Marketing | 9% |
| Mental Health, Counselling, Outreach | 4% |
| Settlement & Employment | 2% |
| Volunteer | 1% |

Yelena's Story

Our Mom is 90 years old and has onset of dementia. I myself am a senior, but still working, so I do not have enough time to spend with Mom.

If it weren't for the services my mom receives through JFS and the Claims Conference for Holocaust Survivors, we wouldn't be able to keep her at home.

She has been through so much. She experienced the Holocaust and the worst of Stalin's purges. Her family perished in the Baby Yar, and as a little girl it was a miracle she survived. Hers was not an easy life, and it impacted on her, but it didn't make her angry or mean. She is a very strong woman, well educated and speaks several languages, but now is almost like a child. Also because of her experiences Mom has a phobia of being alone. *

Your support has lifted a tremendous burden from my shoulders. It is the matter of Mom living normal life she is used to or going to a home, which would be unbearable for all of us. JFS arranged for someone to come in regularly to clean and cook for her. Mom loves her company and gets to eat familiar food. She also has a companion who shops with her and walks with her. Your support means she can attend L'Chaim daycare at the JCC, which she always looking forward to.

Mom has always been wonderful. She went through so much, but still was able to give us a wonderful childhood, regardless that we did not have much. It is so essential that she lives in dignity; she keeps repeating "I am independent, and I am at home. I am not alone."

**Many Holocaust survivors fear being alone as a result of their traumatic experiences.*

STAFF

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Tanja Demajo, Director of Family and Adult Resources (Incoming CEO)

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Eric Ngai, Controller (Incoming)

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Alan Stamp, Clinical Director, Counselling

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Leeya Schachter, Case Manager

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Nava Rozen, Family Therapist and YOU Matter Program Co-ordinator

Leeya Schachter, Low-Cost Clinic Therapist

Kevin Campbell, Mental Health Outreach Worker

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Jolene Robinson, Marketing and Communications Manager

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Jennifer Uy, Junior Accountant

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Darlene Arseneault, Volunteer Coordinator

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VISION, MISSION AND VALUES

Our vision is to be a leader in the Jewish and broader communities, transforming the lives of individuals and families through quality services and innovative programming that responds to evolving community needs.

Guided by the wisdom and values of our Jewish tradition, JFS delivers a continuum of social services throughout the Lower Mainland to individuals and families of all ages and stages of life, supporting them to live healthy and productive lives.

VALUES

compassion, dignity, dialogue, respect, diversity, collaboration, accountability

Thank you to all our
generous donors for
your support!

For more information visit
www.jfsvancouver.ca

Jewish Family Services
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Vancouver, BC V5T 1W9
604.257.5151

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