



# JFSA Annual Report 2015 - 2016





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## MESSAGE FROM LEADERSHIP

Thank you for taking the time to review this year's Annual Report of the Jewish Family Service Agency. This is our report to you, the members of our community through whose support everything in these pages is possible.

Over the last year, JFSA has experienced increased demand for our services and programs, and we have responded by expanding staffing and delivery levels, as well as creating new programs where necessary. In these pages, you will learn in greater detail about every aspect of our work, how we are addressing community needs, and the ways we are making life better for individuals and families in our community.

The needs in our community are great, though the extent of need is sometimes cloaked by stigma, which we strive to eradicate. Similarly, much of what we do to ameliorate the social and economic challenges in our community goes unrecognized simply because of the confidential nature of our work. With these limitations, it is especially gratifying to know that so many in our community recognize and understand the necessity of what we do. The work we do is not easy. Our frontline service providers connect one-to-one with people facing some of the greatest human challenges – poverty, homelessness or the imminent threat of losing shelter, people experiencing debilitating or terminal health crises, grief, mental illness, and substance misuse.

Yet the work we do is also uplifting and redemptive. We see lives change. We help people go from unemployment or underemployment to fulfilling careers that help realize their human potential. We assist people as they navigate illnesses and setbacks, addictions and afflictions, and through our work we see the extraordinary resilience of human beings. We help families function more cooperatively and lovingly, guide young people through perilous times, assist our seniors in maintaining their independence and well-being, and we welcome new Canadians and new British Columbians to our community, modelling the generosity that was shown to us, or to our parents or grandparents, when our families arrived here.

This is our report to you – our friends and supporters, community partners, clients, lay leaders, staff, volunteers – each of you an irreplaceable part of what we do. Thank you for being a member of the JFSA family.



*Richard Fruchter*  
**RICHARD FRUCHTER**  
 CEO



*Karen James*  
**KAREN JAMES**  
 Board Chair

## STORY OF SUCCESS

### Mara's Story

In 2007, Mara was an entrepreneur with a new business. After 20 years in the computer industry, she had struck out on her own and was just beginning to see a profit. Then one night she got sick and didn't get better. The next months were a blur of hospitals, doctors and incapacitation.

"I was barely able to get out of bed, or even think," she says. "I was scared. And although I did have friends around, my family was far away."

Due to her illness, her home was deteriorating and she was not eating. "I had no clean cutlery or dishes and no capacity to clean a spoon, let alone prepare food," she recalls. "I managed to walk from my bed to my chair, and just cried." Prizing her independence, it took Mara a while before she finally admitted that, for the first time in her adult life, she needed help to take care of herself. "I called a friend who then encouraged me to call JFSA," she says.

The next day Elaine Perzow, the coordinator for home health support, came to Mara's house. "She was empathetic, caring, and respectful," she says. "I think I cried for half of the intake interview."

Two days later, a home care worker from JFSA was there to cook, clean, and help. "Through all my ups and downs since then, they have been there."

With her illness came financial worries. She feared she would become homeless until she met with JFSA's housing coordinator.

Three months later, she was in an apartment in a Jewish subsidized housing complex. "I love walking in the hallway on Friday or Saturday and having someone say 'Shabbat Shalom' to me," she says.

A JFSA home health care worker comes to help her and JFSA Seniors Outreach provides services at her building, including a \$1 breakfast, which doubles as a get-together for residents to share concerns, problems or just socialize. There are also monthly dinners and special holiday events.

"Living with a disabling chronic illness is hard," says Mara. "One accepts and gets used to it to some degree, but experiencing

profound physical suffering day after day, year after year is just plain hard. Having the support of JFSA and knowing they will help as much as they can is an enormous gift, gives me an added sense of security, makes an enormous difference in the quality of my life, and helps me live as happy and joyful a life as I can."

She credits the compassionate, respectful and understanding staff and the support of the community for making her life better. "I want to express my deep gratitude and thanks to my fellow Jews who donate to the Jewish Federation and to JFSA," she says. "Your donations help so many – including me. Thank you."



## PROGRAM UPDATES



## FAMILY AND ADULT RESOURCES

JFSA's Family and Adult Resources provides financial aid, food and housing to clients who are among the most vulnerable. We also provide case management, advocacy and short-term counselling.

This year, we have been able to provide personalized case management to more clients through a significant increase in staffing hours. As demand has risen, members of our community have recognized the need and we have been able to reduce case loads and expand service delivery through the generosity of the Diamond Foundation, the Arnold and Anita Silber Family Foundation, and the Ron and Janet Stern Family Foundation.

Our frontline staff help clients meet a great variety of challenges, including mental health, disabilities, family violence, substance misuse, homelessness or housing insecurity and poverty.

Housing in Metro Vancouver is at a crisis point. Over the past year, we have seen a sharp increase in housing insecurity among clients caused by a lack of adequate affordable, supportive or subsidized accommodation. Of particular concern are the large number of seniors, families with children, single parent households and working poor who are at risk of homelessness.

With housing costs frequently absorbing more than half a household's income, food insecurity also increases. Our Housing Coordinator is fielding unprecedented numbers of calls from vulnerable individuals and families.

Partnerships with Tikvah Housing and other agencies are improving JFSA's capacity to meet the needs of people with low incomes. This year's Project Isaiah was an example, with support from 18 synagogues, schools and agencies helping us to collect much-needed supplies

*"I faced challenging times and you helped me see a better future for me and my family. I am touched by the support that I have received."*

for the Jewish Food Bank.

JFSA is also partnering with the Centre for Israel and Jewish Affairs, as well as other social service and advocacy agencies to press for policy changes that can address the systemic issues at the root of the problem.

In addition, through a partnership with Jewish Federation, we are creating a Food Security Task Force to look at the issues facing our community in a comprehensive way, including nutrition, affordability, accessibility and preserving dignity for community members who are food insecure.

## EMPLOYMENT AND SETTLEMENT SERVICES

Assisting newcomers on their paths to success and full participation in communal life is among the most important things we do. The diversity of newcomers enriches all of us and services to new Canadians and new Vancouverites are among the best investments we can make in our collective future.

Staff members work directly with clients, completing necessary forms and guiding them through the process of creating a home in a new place. This can involve not only assistance in finding

employment or education, but also accessing literacy programs and navigating things like the banking, medical, financial and tax systems.

JFSA delivers programs and one-on-one services that help people successfully plan a job search, including coaching, resume development and interview preparation. These services are offered to newcomers as well as mid-career professionals.

Metro Vancouver has one of North America's fastest growing Jewish populations. In

partnership with Congregation Schara Tzedeck, the LinkYid program helps newcomers and those experiencing a career change network for both professional advancement and social integration. Mentors and host families volunteer to welcome participants and assist them in developing friendships and professional connections.

The program has been highly successful and demonstrates the power of partnerships between JFSA and other organizations in the community.



*"I felt so discouraged. Hopeless. I needed a job where I could support my family. Thank you, JFSA, for believing in me. Your encouragement meant the world to me."*

## SENIORS

JFSA Seniors Support Services is dedicated to "assist Seniors and their Families to Navigate the Aging Journey." Our professional staff provide counselling, information, referral to community programs, advocacy, Care Management, financial assistance, and facilitation of

programs in the community to decrease social isolation.

This year we expanded our lunch program to include a monthly lunch at Beth Israel, as well as continuing our program at Temple Shalom. JFSA is a partner of the West Side Hub, a

consortium of agencies working to strengthen services for seniors. We are also a partner with Vancouver Coastal Health, receiving resources to carry out research and strengthen collaboration in the area of seniors housing. Meanwhile, we are responding to the need for private Care Management within the Jewish and wider community, and are working on expansion in this area.

More adult children want professional help to develop and manage care services for aging relatives. There are approximately 4000 Jewish Seniors in the Lower Mainland: we assisted 550 this year.

Our Home Support program has grown 10% again this year. We now employ 80 workers.

We are fortunate to be able to offer subsidized help to low income Jewish Seniors through the ongoing support of the the Jewish Federation of Greater Vancouver, and the May and Stanley Smith Foundation. We also continue to receive funding from the Claims Conference in New York to respond to needs of Nazi Victims who survived the Holocaust. A generous allocation from the Azrieli Foundation has increased financial aid for food.

We continue growing the provincial Better at Home program in Kerrisdale, Oakridge, Marpole, Dunbar and Southlands areas, as well as remaining as the contractor for services to Kitsilano and the West End. We are seeing an increase in assistance to seniors remaining at home who need significant home support and the Department is responding to increased requests for short and long term live in brokering.

*"I was unable to take care of him and cope with our day-to-day needs. In my time of greatest need, you were my shining light. Thank you."*



## COUNSELLING



The JFSA Clinical Counselling department has a range of supportive services. The fee-for-service program provided 1,000 hours of counselling to individuals and families over the past year. Clinical counselling services are on a sliding scale, however, all clients are subsidized for their treatment.

Increasing demand indicates that there are more people who could benefit from our clinical counselling services. As a result, we intend to more actively promote programs in order to advance mental health awareness and treatment throughout the community.

JFSA's Mental Health Outreach Program provides assessments, therapy and other programs in the community. Up to 55 clients, including those with pervasive

mental health issues, receive no-fee counselling, support groups and peer-led activities, as well as referrals to additional needed services each year. JFSA is unique in that our services integrate specifically Jewish approaches to mental health and wellness, connecting clients with Jewish spiritual, social and cultural resources.

Our YOU Matter program provides compassionate and professional counselling to youth and families, including youth at risk. In addition to the 12-20 youth and families who received counselling services last year, the program impacted around 250 young people through educational outreach in schools that included intervention, prevention activities, education and child and family counselling, as well as workshops for youth at

*"I was burdened and your support allowed me to focus on my recovery. I am forever grateful."*

local day schools on topics such as bullying and building self-esteem.

YOU Matter participates in the Parents Together meetings at the JCC to discuss parenting issues. A new website, made possible through Telus and the Betty Averbach Foundation, allows young people to access services that meet their immediate needs and resources that can guide their choices as they navigate the challenges of youth and early adulthood.

# JFSA ANNUAL DONORS

Thank you to our generous donors, corporate sponsors, and foundations who made a gift last year. The following is a recognition of donations between September 1st, 2015 - August 31, 2016.

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Olga Bromberg	Lani Dinur	Lawrie Halparin	Jonathan Marks	Debbie Rozenberg	Wendy Strelitz
Eric Bulmash	Sharon Dinur	Claire Hammer	Stella Mattuck	Ed Rozenberg	Diane Switzer
Heather Burke	Jordana Dodek	Sharon Handelsman	Dvora Mendelzys	Mark Rozenberg	Reena Tavis
Ros Calof	Derek Henriques	Derek Henriques	Shawna Merkur	Barbara Rubanenko	Linda Tenenbaum
Donna Cantor	Rabbi Jonathan Infeld	Rabbi Jonathan Infeld	Frieda Miller	Leah Rubin	Perry Teperson
Rachel Cantor	Karen James	Karen James	Norman Miller	Greg Samuels	Susan Tick
Annica Carlson	Ruby Jang	Ruby Jang	Kara Mintzberg	Melanie Samuels	Benjamin Title
Dhorea Challmie	Borg Jorgensen	Borg Jorgensen	Alon Mizrahi	Grigory Sander	Marni Tritt
Elaine Charkow	Debbie Kafka	Debbie Kafka	Ari Morris	Aubrey Schwartz	Peter Tuan
Jane Cherry	David Ferman	Kazam Kalamghari	Philip Morris	Cynthia Schwartz	Eli Weizman
Albina Chousterova	David Fink	Cheryl Kalmek	Sean Moss	Kamiel Schwartz	Shiri Wenger
Mindi Cofman	Justine Folk	Joe Kalmek	Kevin Murray	Arnold Selwyn	Dr. Sherri Wise
Claire Cohen	Maya Fouks	Bill Kaplan	Irv Nitkin	Allon Shapiro	Heather Wolfe
Courtney Cohen	Rome Fox	David Kaplan	Judy Oberlander	Cydney Shapiro	Sylvia Yasin
Judith Cohen	Carol Franklin	Coral Kasirer	Shirley O'Grady	Joy Shapiro	Dan Yeroshman
Lianne Cohen	Jack Friebe	Barry Katzen	Avrom Osipov	Stan Shaw	Debbie Zbarsky
Louisa Cohen	Jared Friedman	Cynthia Kay	Dan Osipov	Donna Sheppard	

## PARTNERS



3-Vets  
 Army & Navy Department Store  
 Atira Women's Resource Society  
 BC Lottery Corporation  
 BC Poverty Reduction Coalition  
 Blenz Café (Broadway/Granville)  
 Bulldog Bag Ltd  
 Burquest Jewish Community Centre  
 Camp Miriam  
 Camp Hatikvah  
 Canadian Mental Health Association  
 Chabad Catering  
 CHIMP Foundation  
 City of Vancouver  
 Coast Mental Health Society  
 Community Advocate Support Line (CASL)  
 Community Legal Assistance Society  
 Conference on Jewish Material Claims Against Germany  
 Congregation Beth Hamidrash  
 Congregation Beth Israel  
 Congregation Beth Tikvah Congregation  
 Congregation Har El  
 Congregation Schara Tzedek  
 Dress for Success  
 Famous Foods  
 Famous Foods  
 Food Stash  
 Garden City Bakery  
 Goodson Korsch Building Society  
 Hebrew Free Loan Association  
 Immigrant Services Society of British Columbia  
 Immigration, Refugees, and Citizenship Canada  
 Italian Cultural Centre Senior Citizen Housing Society

JACS  
 Jewish Community Centre of Greater Vancouver  
 Jewish Community Foundation of Greater Vancouver  
 Jewish Federation of Greater Vancouver  
 Jewish Independent  
 Jewish International Film Festival  
 Jewish Seniors Alliance  
 Jewish Women International - BC  
 JIAS Canada  
 Kehila  
 Kettle Friendship Society  
 King David High School  
 Kitsilano Neighbourhood House  
 Langara College  
 LinkYid (Schara Tzedek)  
 Long & McQuade  
 Lookout Emergency Aid's First Place  
 Maple Crest Housing Society  
 Mendelsohn Kosher Gourmet  
 Mood Disorders Association  
 MOSAIC  
 Mount Pleasant Neighbourhood house  
 Nava Catering  
 Omnitky Kosher  
 Open Door Group  
 Or Shalom Congregation  
 Pacific Torah Institute  
 Peche Mingion  
 Peretz Centre for Secular Jewish Culture  
 Pivot Legal Society  
 Povnet Society  
 Province of British Columbia - Ministry of Jobs, Tourism and Skills Training  
 Rabbinical Association of Vancouver (RAV)

Richmond Jewish Day School  
 Safeway (Oakridge Mall)  
 Shalhevet High School for Girls  
 Skills Connect at Douglas College  
 Skills Connect at Pact Employment Services  
 Society of Translators and Interpreters of British Columbia  
 Solly's Bagelry  
 Starbucks (#4644)  
 Temple Sholom  
 Tenant Resource & Advisory Centre  
 Terra Breads  
 The Grind Café  
 The Housing Foundation  
 Tikva Housing Society & the Esther Dayson Rent Subsidy Program  
 United Way - Better at Home  
 United Way of the Lower Mainland  
 Vancouver Coastal Health  
 Vancouver Hebrew Academy  
 Vancouver Public Library  
 Vancouver Symphony Orchestra  
 Vancouver Talmud Torah  
 Vancouver Yaffa Housing Society  
 West End Seniors Network  
 White Rock/South Surrey Jewish Community Centre  
 Work BC  
 YMCA



12TH ANNUAL  
JFSA INNOVATORS LUNCH 2016  
**THANK YOU**



What an event! A big thank you to our 525 attendees, our incredible sponsors, generous donors and our amazing committee and volunteers for making this a memorable event. Together, we raised over \$266,000!

Over the course of its 80 years, the heart of JFSA has always been the spirit of community. Our organization is about receiving help when you need it, with dignity. And giving when you have it, without fanfare. May we continue transforming lives in the community!

Co-Presenting



Platinum



Gold



Silver

Capital West Mortgage Inc.	Edwards, Kenny & Bray LLP	North Growth Management
Cristall Group	Inflection Management	Onni Group
CBRE	KPMG	Porte Realty Ltd
Davis Trading & Supply Ltd.	Lawson Lundell	SEI Investments
	Ledingham McAllister	ZLC Financial

Community Tables

Dayhu Group of Companies	Morton Holdings – Aceman, Ail and Pawer Families
PwC Canada	Blake, Cassels & Graydon LLP

Major Donor Pre-event Sponsor



Major Donor Pre-event Donor

Daniel Steiner

Gift-in-Kind



Media



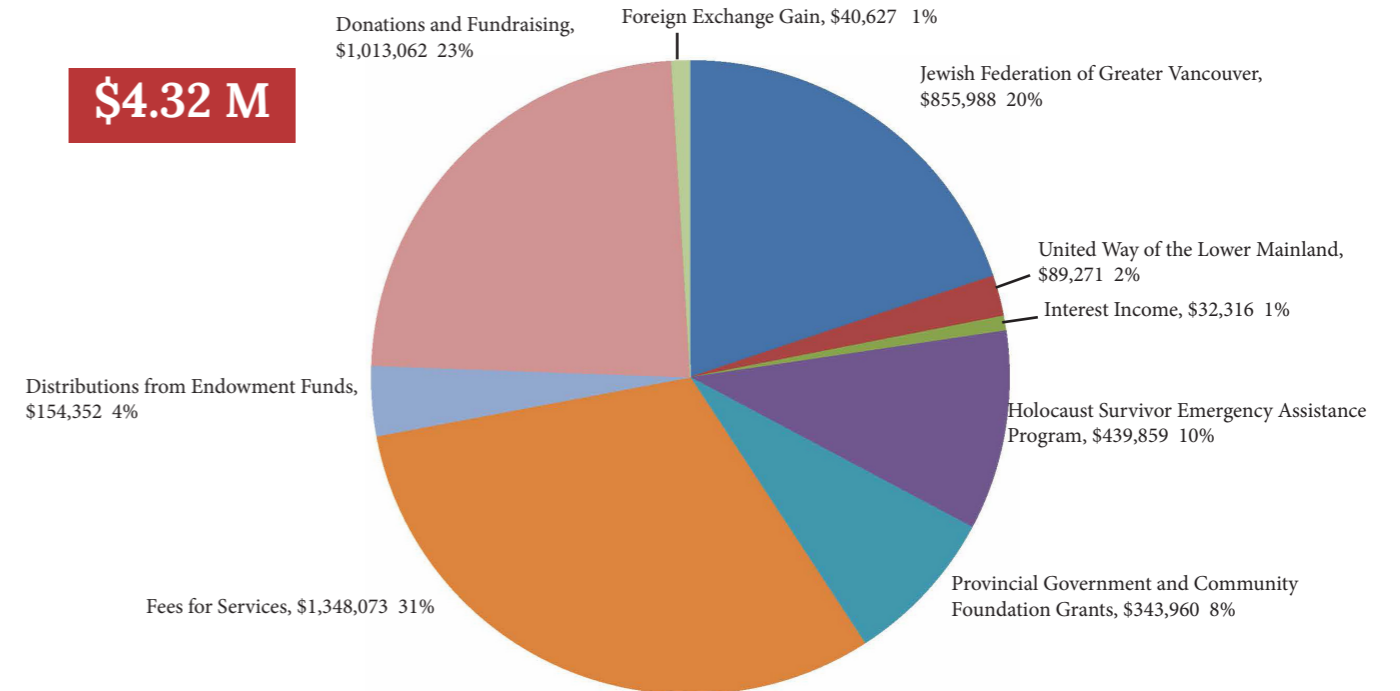
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# 2015 - 2016 Financial Review

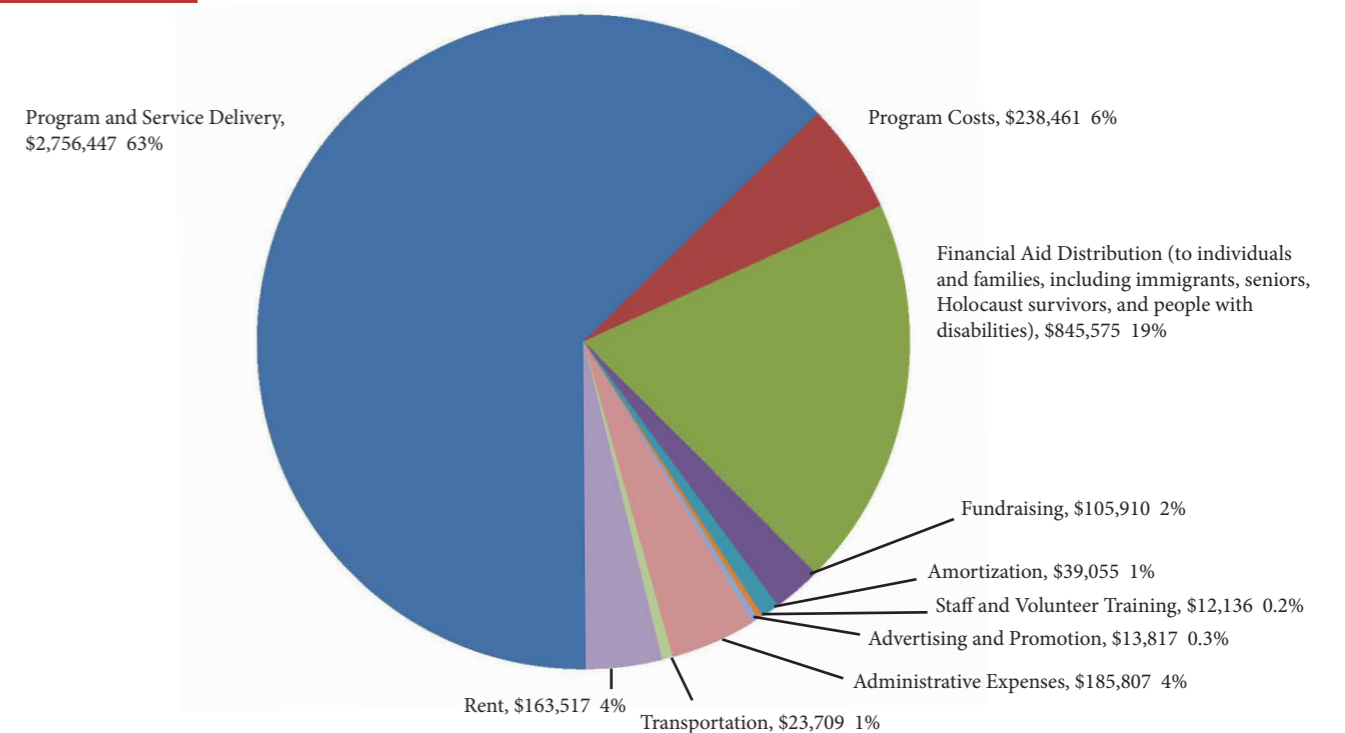
## REVENUE

**\$4.32 M**



## EXPENSES

**\$4.38 M**



## BOARD OF DIRECTORS

### Executive

Karen James, Board Chair  
 Joel Steinberg, Immediate Past Chair  
 Elliott Lipsey, Secretary  
 Ari Morris, Treasurer

### Members

Eric Bulmash  
 Jody Dales  
 Jared Friedman  
 Stephen Glanzberg  
 Charlene Goldstein  
 Bill Kaplan  
 Frieda Miller  
 Leah Rubin  
 Stan Shaw  
 Rabbi Jonathan Infeld, RAV Appointment

## STAFF

Richard Fruchter, Chief Executive Officer

### Family and Adult Resources

Tanja Demajo, Director  
 Marnie Greenwald, Program Coordinator for Jewish Food Bank  
 Sarah-Ann Chisholm, Housing Coordinator  
 Ginny Smith, Case Manager  
 Natalya Rogachyova, Case Manager  
 Leeya Schachter, Case Manager

### Counselling

Alan Stamp, Director  
 Ellen Bick, Family Therapist  
 Nava Rozen, Family Therapist/YOU Matter Program Coordinator  
 Taya Cassidy, Mental Health Outreach Therapist

### Employment and Settlement Services

Rachel Shanken, Director of Employment, Settlement, Volunteerism, and Administration  
 Naz Gurbuz, Employment Counsellor  
 Dinah Tiessen, Employment Counsellor  
 Olga Bromberg, Settlement Counsellor

### Administration

Rachel Shanken, Director of Employment, Settlement, Volunteerism, and Administration  
 Jennifer Price, Manager of Administrative Services  
 Irina Dordjjeva, Office Manager  
 Golriz Boroomand, Receptionist  
 Ayana Honig, Volunteer Coordinator

### Seniors Services

Joanne Haramia, Director  
 Donna Cantor, Seniors Outreach Counsellor  
 Dalia Margalit-Faircloth, Seniors Outreach Counsellor  
 Gisi Levitt, Seniors Outreach Counsellor; Coordinator Survivor Services  
 Zanna Linskaia, Seniors Outreach Counsellor - Burquest  
 Queenie Hamovitch, Seniors Lunch Program Coordinator  
 Elaine Perzow, Home Support Team Leader  
 Stephen Njuguna, Home Support Coordinator  
 Gillian Farnsworth, Home Support Coordinator - West End  
 Cindy McMillan, Program Coordinator - Better at Home (KOM); Home Support Coordinator - Kitsilano  
 Kathi Thompson, Home Support Coordinator - KOM  
 Sandy Blass, Home Support Administrative Assistant

### Development and Communications

Audrey Moss, Director of Development & Communications  
 Gaenor Vaida, Development Manager  
 Libi Hilzerman, Development & Communications Officer  
 Guy Paetkau, Database Administrator  
 Jolene Robinson, Marketing and Communications Manager

### Finance

Ben Fox, Controller  
 Dafna Paz, Senior Bookkeeper  
 Marina Vesninskaya, Accounting Clerk

## VISION

Jewish Family Service Agency (JFSA) will be a leader in the Jewish and broader communities, transforming the lives of individuals and families through quality services and innovative programming that respond to evolving community needs.

## MISSION

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

## VALUES



COMPASSION  
 RESPECT  
 DIGNITY  
 COLLABORATION  
 DIVERSITY  
 DIALOGUE  
 ACCOUNTABILITY





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 being the difference.

Jewish Family Service Agency  
201 - 475 East Broadway  
Vancouver, BC V5T 1W9  
Tel. 604.257.5151  
Fax. 604.257.5148  
[www.jfsa.ca](http://www.jfsa.ca)