



JFS ANNUAL REPORT  
2019-2020

## LEADERSHIP MESSAGE

Over a year ago, the world was in a very different place than where we are right now. And yet the generosity and compassion of this community revealed through this pandemic has filled us with gratitude.

When COVID-19 hit in March, we chose to keep all JFS services running because we knew our clients needed us more than ever. This decision presented an incredible logistical challenge, and yet with your support we rose to the occasion.

Our Community Care Hotline was launched within hours of our province declaring a state of emergency. Available 12 hours a day, 7 days a week, we triaged 955 calls and case workers logged 2052 hours on the line. Meanwhile, our counselling program transitioned into a full tele-health model. Many of you lent your time and professional experience to counselling, support groups, and workshops, taking caseloads for free.

When food banks closed, we changed all of our food programs to 100% delivery, reaching clients three times a week, every week. Through your support, over 1,500 clients, including more than 340 kids and over 560 seniors, remained food secure.

After the Innovators Lunch was cancelled, a committee formed overnight under the guidance of Development Chair, Jody Dales. That campaign helped raise an astonishing \$800,000 in emergency funds in just two weeks, and donations from other funders and the Jewish Federation of Greater Vancouver brought the total to over \$1 million.

We end the fiscal year celebrating record income, which has allowed us to meet the needs of our community: food security, seniors and mental health and emergency aid. It has also helped us strengthen our operations and prepare for the year ahead.

COVID-19 has been disruptive, but not once did we feel like JFS was going through any of this on our own. Thank you for being with us over the last year, and for stepping up over and over again.

These gemilut hassadim- acts of loving kindness - are only possible because of the generosity and commitment to tzedacka of all of you. Together, we are stronger.



A handwritten signature in blue ink that reads "T. Demajo".

TANJA DEMAJO  
CEO



A handwritten signature in blue ink that reads "Bill Kaplan".

BILL KAPLAN  
Board Chair

A close-up portrait of a young man with dark hair and a light beard, smiling warmly. He is wearing a grey polo shirt. The background is a soft-focus green, suggesting an outdoor setting. The portrait is partially overlaid by a dark blue curved shape that contains the text.

# Avrom's Story

Born in Russia, Avrom\* and his family moved to Israel when he was 4, then to Vancouver when he was sixteen. Despite the language and cultural challenges, he did remarkably well in his remaining years of high-school (especially in math and science), and dreamed of going on to university. But a number of stresses weighed on him: fitting into a new culture, living as an independent adult, and being a breadwinner for his family.

Avrom accomplished the impossible: excelling in university classes while working to support himself and his family, and living in a little room in Vancouver.

But it came at great cost. Faced with mounting expenses, overwhelming stress, and uncertain immigration status, Avrom was at the end of his ability to cope and solve his own problems. This is where JFS came in.

*"I was referred to JFS by a high school teacher after graduation. I was struggling with housing, moving, all the burdens of adult life and then some. When you have exhausted all your own tools, it's time to get some help."*

The assistance Avrom received from JFS was modest, but life-changing. While receiving counseling to help him manage stress and build resilience, he was helped with financial aid, food vouchers, support in finding affordable housing, life skills, and even a bursary towards his tuition.

Today, Avrom is studying sciences full-time at UBC and working in e-commerce. He still books occasional appointments to ensure that he's on the right track, but he has taken the lessons he learned in counselling and with his caseworkers deeply to heart. "I realise now that asking for help is necessary. But I intend to optimize that help, minimize the time I need it, and use it to become more productive and financially independent."

*\*Name has been changed to respect anonymity*

# In an extraordinary time, your support has changed lives.

This is how your generosity helped our community.



## JFS Crisis Line

955 calls serving 494 individuals through the JFS Community Crisis Line from its launch in March 2020. Case workers spent 2052 hours on the line.



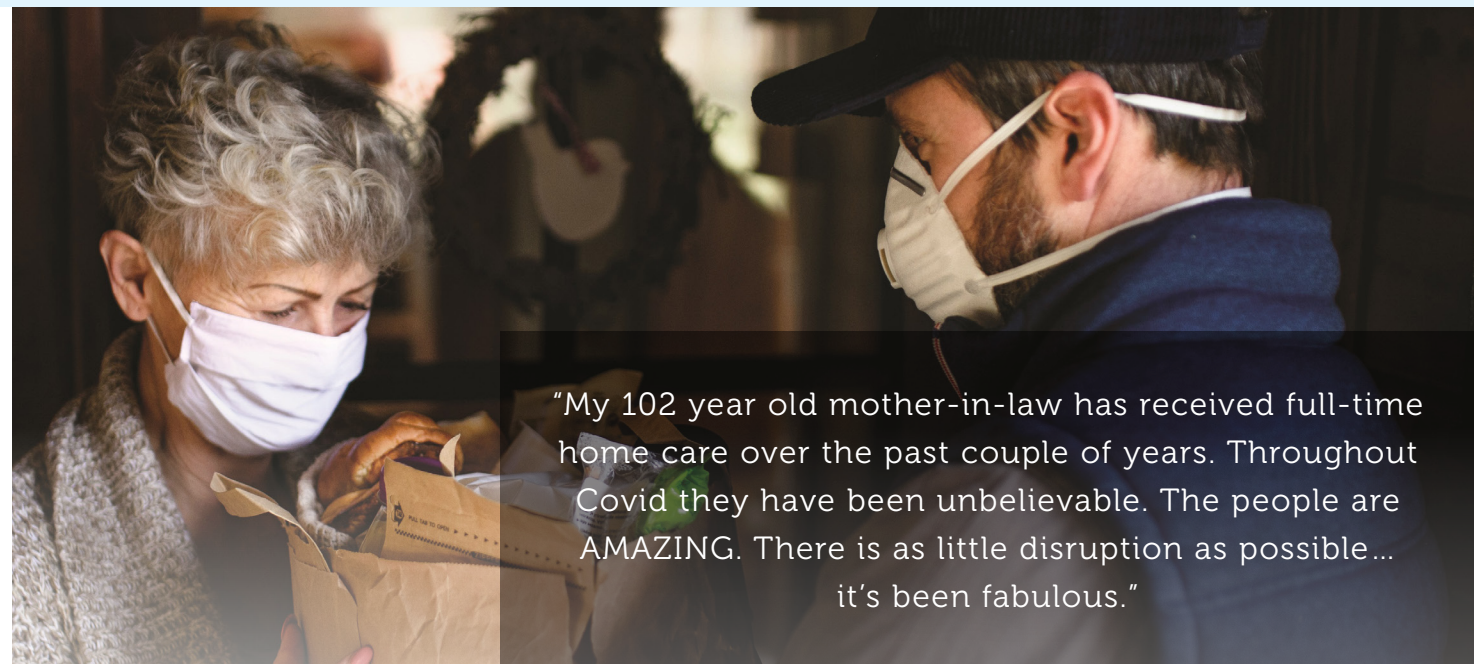
## Food Security

Over 1,500 individuals were served through food security programs compared to 630 clients served in 2018 – a 138% increase.



## Mental Health

166 individuals accessed programs offered by our Mental Health & Wellness Team via telehealth and video conference at no cost – a 40% increase over pre-Covid.



“My 102 year old mother-in-law has received full-time home care over the past couple of years. Throughout Covid they have been unbelievable. The people are AMAZING. There is as little disruption as possible... it’s been fabulous.”



## Seniors

Over 400 seniors, including Holocaust Survivors and people with disabilities, were served through Home Support services, which remained uninterrupted by Covid-19.



## Beyond Vancouver

Over 180 clients served in the Greater Vancouver Area through our 4 Food Link Hubs.



## Volunteer

Over 270 volunteers supported our community as drivers, counsellors, friendly callers and committee members.

# HIGHLIGHTS FROM 2019-2020

OCTOBER



SEPTEMBER

## NEW CEO

Tanja Demajo begins as new CEO of Jewish Family Services.

OCTOBER

## PROJECT ISAIAH

With the support of our generous community, a record five months of food provisions for the Jewish Food Bank was collected through Project Isaiah.

NOVEMBER

## AGM

Guest speaker, Isobel Mackenzie, BC Seniors Advocate, spoke to the gaps in seniors services, highlighting the need for inclusion and minimizing isolation for seniors in our community.

DECEMBER

## HANUKKAH HELPERS

Over 70 families were able to celebrate Hanukkah in a meaningful way. Special thanks to Kamiel Kruse for coordinating the program.

MARCH

## MISCHOLAH MANOT

Temple Sholom's Men's Club, together with volunteers, prepared 100 home-style cooked meals to spread joy among JFS clients this Purim.

APRIL

## JFS EMERGENCY CARE FUND CAMPAIGN

**\$800,000** was raised by the donor community in support of JFS COVID-19 relief funds.

APRIL



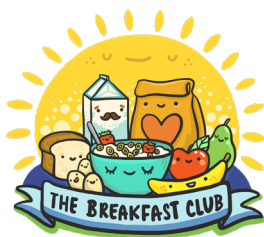
MAY



**MAY**

## JFS BREAKFAST CLUB LAUNCHES

Over 100 children and their families in need of support are served in the early days of the pandemic.



## VIRTUAL WORKSHOPS BEGIN

Urgent workshops are delivered online, including a bi-weekly Parenting Support Group for families with children with special needs, as well as Depression & Anxiety Workshops.

**JUNE**

## JFS RELEASES CEO ACCOUNTABILITY REPORT

In response to our community's outstanding generosity, we released our first CEO Accountability Report.

**JULY**

## MAMA'S CHALLAH

Through Mama's Challah, the Switzer family raised \$2000 by selling challah kits to purchase canned tuna and salmon for the Jewish Food Bank.



“JFS has been there for me and my 6-year old grandson after I became his guardian a couple of years ago. This past year we received all the holiday meals and my grandson loved the Hanukkah Hamper gifts. We have received so much from JFS. They even helped me apply for a Hebrew Free Loan and helped me with my application for Tikva Housing for the housing subsidy.”

# TOGETHER, WE ARE STRONGER!

A BIG THANK YOU TO THE OVER 700 INDIVIDUALS, FOUNDATIONS AND BUSINESSES THAT COLLECTIVELY

## Individual Match Donors

Eric and Judith Cohen  
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Paul and Edwina Heller Memorial Fund

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Shay (Shy) Keil Group



## Foundation Match Donors

Ben & Esther Dayson Charitable Foundation



JFS IS GRATEFUL TO BE THE PROUD BENEFICIARY  
OF EMERGENCY RELIEF FUNDS FROM:

Visit [www.jfsvancouver.ca/emergencycarefundcampaign](http://www.jfsvancouver.ca/emergencycarefundcampaign) for a full list of campaign donors.





Y DONATED MORE THAN **\$800,000** TO OUR CAMPAIGN.

### Emergency Care Fund Committee

|                   |                |
|-------------------|----------------|
| Jody Dales, Chair | Simone Kallner |
| Kerri Chetner     | Shawna Merkur  |
| Judith Cohen      | Lana Pulver    |
| Sue Hector        | Candice Thal   |

### Campaign Advisors

Jill Diamond  
Bill Kaplan

### JFS Ambassador & Honourary Committee Member

Dr. Neil Pollock

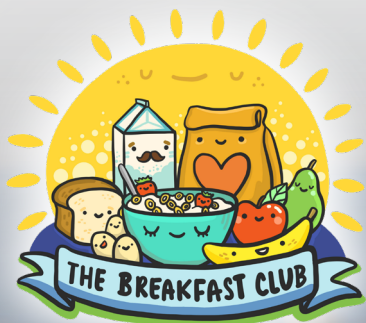


**THANK YOU!**

THANK YOU TO THE  
2020 EMERGENCY CARE FUND  
COMMITTEE

*When our community asked us for help, we asked our community for help, and that is how JFS' Development Committee recently expanded. The dynamic individuals who readily agreed to serve in this capacity are people who express gratitude for the blessings in their own lives, and are therefore perfectly positioned to ensure that our donors know how grateful we are for their gifts. In turn, JFS is so grateful to this formidable team for joining us in our efforts to ensure that each and every JFS stakeholder feels genuinely valued and appreciated.*

— Jody Dales



SPONSORED BY:



*"Together, we came up with the JFS Breakfast Club. Breakfast is one of the most important meals of the day and we wanted to do something to help in the early days of COVID-19. Healthy items are now delivered to families regularly. This was a great opportunity for us to get involved in supporting the health of young families. Our hope was to give parents one less thing to worry about during this difficult time."*

*— Arnold, Anita and Stacey Silber,  
founders and generous supporters of The JFS  
Breakfast Club*



# DONORS

Thank you to all our generous donors, individuals, foundations, and businesses for their support in the 2019-2020 fiscal year.

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

## VISIONARY CIRCLE

\$50,000+

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\$25,000-\$49,999

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\* Red asterisk indicates donors who have generously supported our Emergency Care Fund campaign.

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A photograph of a woman with long brown hair, smiling and looking to the right. She is wearing a dark green t-shirt. Two young children, a boy and a girl, are standing next to her, both wearing bright yellow t-shirts. They are on a balcony with a dark metal railing. The background is a warm, out-of-focus interior space.

# Rhonda's Story

As a mother of two, Rhonda\* and her family had to deal with major challenges through the pandemic – the hardships of unemployment, stress, and the transition to a single income.

Through JFS, Rhonda not only received support, but has found a family. Previously feeling disconnected from the Jewish community, Rhonda made the decision to volunteer her time to the holiday meal delivery program shortly after becoming a client at JFS. She soon realized that volunteering made her feel more connected than ever before, to both the Jewish community, and to the practice of giving back.

To Rhonda, the concept of tikkun olam is dear to her. She uses volunteering as an opportunity to demonstrate the value of giving back to her children, and often during holiday meal deliveries her whole family volunteers. Their time spent supporting JFS has been an act of appreciation for both a sense of community, and support for her family when they need it.

*"I can't count on my hands the number of times that JFS as an organization has been there for my family. Volunteering is our way of returning that generosity."*

Rhonda's greatest wish for her own children and younger generations is to instill the idea that no matter your situation, there is always some way to give back to the community.

*\*Name has been changed to respect anonymity.*

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## Donor Highlight

Born in Vancouver and with two grown children, Russ Klein has been in education for 31 years, the past thirteen at King David High School.

In the summer of 2020 he doubled his monthly gift to JFS. "When Covid came, I saw with many families at school how difficult it could be and how much help was needed. I was lucky to still have a job, and I knew I could do more," he said.

Philanthropy was always important to Russ, but prior to working at King David, his financial support had mostly been to causes outside the Jewish community. It was observing the incredible generosity of supporters from all walks of life that inspired him to look more closely at our local Jewish communal organisations. "Talking to donors opened my eyes. Well-to-do community members who were so dedicated, as well as those who didn't have means but were determined to do something. Through them I began to see the importance of maintaining the institutions that serve our community."

"I never wanted to wonder if I'd given or not," he said. "It means you never miss giving to something that's incredibly important. It's good to know that you're not missing an opportunity to help someone."

In the end, giving monthly is a lot like teaching. "You don't necessarily know when something you did changed someone's life, but if you keep doing and being your best, giving and trying to make a difference, you know it's going to happen."

*Over 100 generous donors give each month to Jewish Family Services. We thank all of them for their kind support.*

# DONORS

## GOLDEN CIRCLE ●

Golden Circle Friends (previously known as Friends for Life) are donors who have given a cumulative gift of \$100,000+ to JFS.

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*"I was drowning when I came to JFS for the first time, so fearful; scariest period of my life. It was actually my mom in LA who told me to contact JFS because she knew Jewish communities often helped each other. I felt like JFS was a life raft, everything turned out way better than I ever could have hoped for and it was so nice that the staff genuinely care."*

— New JFS client during Covid-19



# DONORS

## LEGACY CIRCLE - ENDOWMENT FUNDS & PLANNED GIFTS

The Legacy Circle recognizes supporters who have made a monetary gift this year through an endowment fund, who have informed us of their intent to leave a bequest to JFS or those of blessed memory who already made a gift.

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## FUNDING THE FUTURE OF JFS

Having their endowment funds expertly managed by the Jewish Community Foundation allows organizations, like JFS, to focus on providing valuable services.

It also gives them the confidence that they will have stable, long term funding to serve our community for generations to come.



**JEWISH COMMUNITY  
FOUNDATION**  
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To establish a fund in support of JFS,  
please contact Marcie Flom at  
604.257.5129.

[jewishcommunityfoundation.com](http://jewishcommunityfoundation.com)

# COMMUNITY PARTNERS



Social services for Jewish Nazi victims have been supported by a grant from the conference on Jewish Material Claims Against Germany.



Our partners are vital in all aspects of our ability to deliver on our mission.

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*During the early days of the pandemic, Mazon provided emergency support for organizations who were prepared to respond to the crisis with agility – including JFS Vancouver. In the following months, we were particularly impressed by the rapid development and rollout of JFS programs tailored to school aged children who lost access to lunch programs when their schools moved to remote learning. For these reasons and so many more, Mazon is proud to support Jewish Family Services Vancouver.*

Izzy Waxman  
Director, Mazon Canada

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We are so grateful to our amazing volunteers for sharing your valuable time and incredible talents.

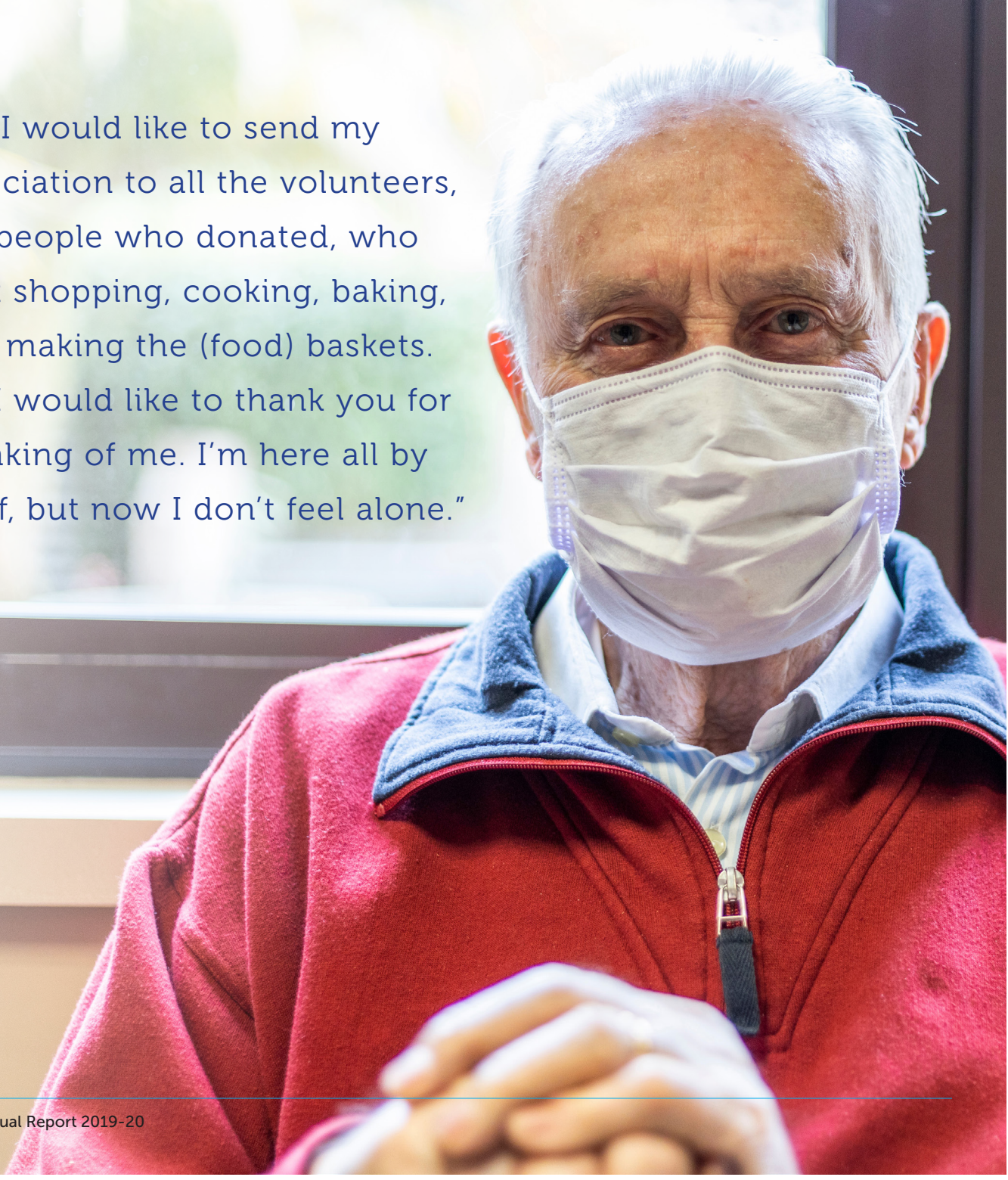
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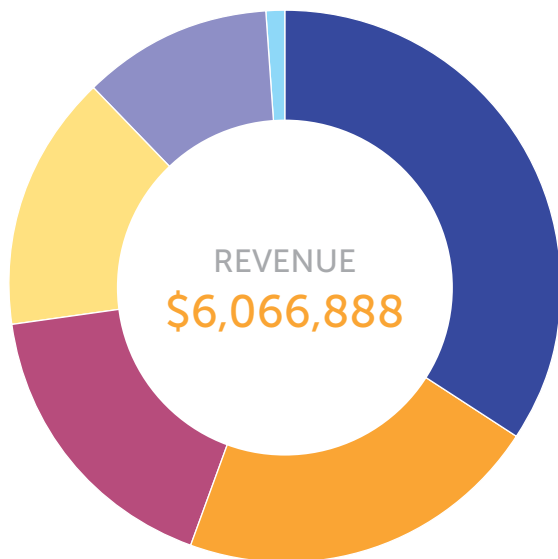
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| Mallin, Lorne          | Ng, Emily               | Rosenberg, Yvonne      | Sheppard, Donna         | Taviss, Stanley       | Zalaba, Tunde        |
| Mandelbaum, Adam       | Nider, Elizabeth        | Rosengarten, Mark      | Shin, Dennis            | Tejani, Aisha         | Zbarsky, Debbie      |
| Mann, Gurleen          | Nir, Amos               | Rosenkrantz, Maya      | Shnay, Mara             | Tenenbaum, Linda      | Zetler, Peter        |
| Mannis, Heidi          | Nitkin, Irv             | Rosenthal, Henry       | Shore, Amy              | Teoh, Justine         | Zhang, Summer        |
| Margolis, Janice       | Nusgart, Keith          | Ross, Kate             | Shore, Lainie           | Teperson, Laureen     | Zoria, Mariam        |
| Margon, Nicole         | Oberlander, Judy        | Routtenberg, Tori      | Shyur, Ching-chir       | Thal, Candice         | Zychlinski, Michele  |
| Mariya, Tina           |                         | Rozen, Nava            | Siegel, Susy            | Thal, Lyliane         |                      |

“I would like to send my appreciation to all the volunteers, to people who donated, who went shopping, cooking, baking, and making the (food) baskets. And I would like to thank you for thinking of me. I’m here all by myself, but now I don’t feel alone.”

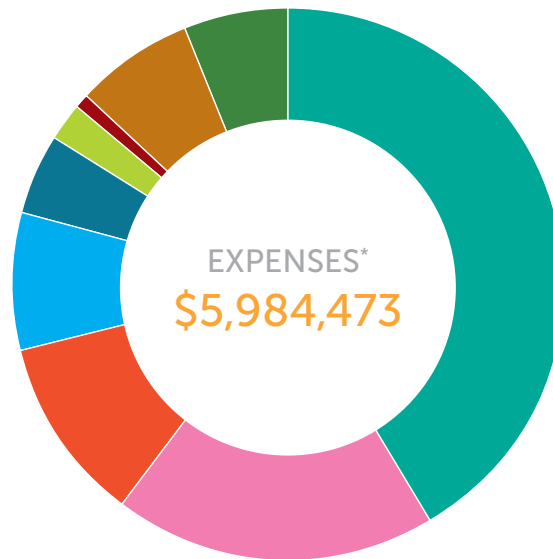


# 2019-2020 FINANCIAL REVIEW

Thank you for making JFS a priority for charitable giving.



|  |       |
|--|-------|
| ● Fees for service                                 | 34.4% |
| ● Individual donations, foundations and endowments | 21.3% |
| ● Government and other grants                      | 17.1% |
| ● Jewish Federation of Greater Vancouver           | 15%   |
| ● Holocaust Survivors Emergency Assistance Program | 11.2% |
| ● Interest and other income                        | 1%    |



|                                   |     |
|-----------------------------------|-----|
| ● Home support                    | 42% |
| ● Seniors and Holocaust survivors | 19% |
| ● Food security                   | 11% |
| ● Care management                 | 7%  |
| ● Counselling and mental health   | 5%  |
| ● Employment                      | 2%  |
| ● Volunteer                       | 1%  |
| ● Fundraising and marketing       | 7%  |
| ● Admin                           | 6%  |

\* During this fiscal period, Covid-related program priorities accounted for 43% of program expenditures.

# BOARD OF DIRECTORS

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Bill Kaplan, Board Chair  
Michael Kaplen, Treasurer  
Jared Friedman, Secretary  
Jody Dales, Development Chair

Eric Bojrn  
Kerri Chetner  
Judith Cohen  
Shannon Gorski

Peter Hotz  
Simone Kallner  
Audrey Mehler  
Dan Miller

Stan Shaw

## STAFF

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### LEADERSHIP TEAM

Tanja Demajo, CEO  
Maya Dimapilis, Director of Development and Communications  
Cindy McMillan, Director of Programs & Community Partnerships  
Eric Ngai, Controller  
Rachel Shanken, Director of Operations  
Alan Stamp, Director of Counseling & Case Management

### FAMILY AND ADULT RESOURCES

Sarah Ann Chisholm, Care Manager  
Steffania Escalante, Housing Coordinator  
Marnie Greenwald, Food Security Manager  
Carol Hopkins, Food Bank Coordinator  
Lisa Janco, Case Manager  
Moshe King, Food Security Driver  
David Milley, Food Security Driver  
Lina Moskaleva, Tenant Community Liaison  
Yael Pilo Raz, Food Link Outreach Liaison  
Donna Riback, Food Bank Liaison  
Leeya Schachter, Intake & Financial Coordinator

### COUNSELLING DEPARTMENT

Ellen Bick, Family Therapist  
Kevin Campbell, Mental Health Outreach Worker  
Nava Rozen, Family Therapist and YOU Matter Program Co-ordinator

Leeya Schachter, Low-Cost Clinic Therapist  
Lily Shalev, Seniors Outreach Therapist

### SENIORS SERVICES DEPARTMENT

Sima Borsuk, Seniors Outreach Counsellor  
Dalia Margalit-Faircloth, Seniors Outreach Counsellor  
Queenie Hamovich, Seniors Lunch Coordinator  
Zanna Linskaia, Seniors Outreach Counsellor (Burquest)  
Natalya Rogachyova, Seniors Outreach Counsellor  
Lihi Shoval, Seniors Outreach Counsellor  
Linnea Strom, Better at Home Coordinator

### SENIORS HOME SUPPORT SERVICES

Daniele Bousso, Home Support Administrative Assistant  
Gillian Farnsworth, Home Support Coordinator  
Irena Gurevich, Home Support Coordinator  
Michelle Kelley, Home Support and Community Crisis Line Weekend On Call  
Sylvie Kruchten, Home Support Recruitment Coordinator  
Julie Ozgur, Home Support Coordinator  
Elaine Perzow, Home Support Manager  
Alla Popovich, Home Support Administrative Assistant  
Tamar Stein, Home Support Coordinator

### EMPLOYMENT & SETTLEMENT SERVICES

Gloria Mariash, Employment Counselor  
Ralph Perez, Employment Counsellor

### DEVELOPMENT & COMMUNICATIONS DEPARTMENT

Chris Chan, Fundraising Database Administrator  
Natalie Lanoville, Development Officer  
Jolene Robinson, Marketing and Communications Manager  
Kassandra Taylor, Marketing and Communications Manager (maternity leave)

### ACCOUNTING & FINANCE DEPARTMENT

Sophie Duan, Intermediate Accountant  
Jennifer Uy, Junior Accountant

### OFFICE ADMINISTRATION TEAM

Golriz Boroomand, Receptionist  
Irina Dordjjeva, Office Manager  
Kristina Moser, Volunteer Coordinator  
Jennifer Price, Manager of Administrative Services



## VISION, MISSION AND VALUES

### MISSION

Guided by Jewish values exemplified by Tikkun Olam (repairing the world) our mission is to provide essential supports fostering the social, physical and emotional wellness of individuals and families most in need.

### VISION

Make meaningful impact in clients' lives proactively addressing challenges, embracing change, and uplifting lives.

### VALUES

Trust & Collaboration Dignity & Respect Inclusion & Diversity  
Compassion & Care Transparency & Accountability

# Thank you!

## Together we are stronger.

For more information visit  
[www.jfsvancouver.ca](http://www.jfsvancouver.ca)

Jewish Family Services  
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Vancouver, BC V5T 1W9

604.257.5151

Charitable # 107534794RR0001