



# *A Brighter Tomorrow*

*Providing care, help and healing to those in need*



**J F C S** Jewish Family & Children's Service

2009 ANNUAL REPORT

## MISSION

Jewish Family & Children's Service is a nonprofit, non-sectarian organization that strengthens the community by providing quality behavioral health and social services to children, families and adults of all ages throughout Maricopa County, in accordance with a Jewish values system that cares for all humanity.

## JEWISH VALUES GUIDING OUR MISSION

Concern for the community  
(*kehila*)

Doing the right thing (*tzedakah*)

Taking responsibility for fixing  
what is wrong with the world  
(*tikkun olam*)

Acts of kindness  
(*gemilut chasadim*)

## VALUES SERVING OUR AGENCY

**Top Priority:**  
Quality Service

**People:**  
Our Most Important Resource

Culturally Competent and  
Diverse Staff

Fiscal Responsibility

Commitment to Excellence and  
Continuous Improvement

Collaborations

Communications

## JFCS LEADERSHIP AND BOARD OF DIRECTORS

### Governance Board of Directors

Richard D. Gottlieb, *Chairman*  
Rick Naimark, *Vice Chairman*  
Carol Kern, *Secretary*  
Robert Carr  
Steven Friedman  
Jerry Gutkin  
Michael E. Johnson  
Andrew Pacheco  
Armando Roman  
Carol Seidberg

### Emeritus Board Members

Aileen Osofsky  
Lenore Schupak

### Executive Leadership Team

Michael R. Zent, Ph.D., *President & CEO*  
Mark Callesen, MD, *Chief Medical Officer*  
Javier Favela, *Chief Financial Officer*  
Carol Felton, *Executive Director of Human Resources*  
Frank Jacobson, *Vice President of Marketing & Development*  
Martha Miller, *Director of Compliance*  
Kevin Rhode, *Director of Information Technology*  
Ellie Schwartzberg, MC, LPC, *Vice President of Geriatrics  
& Jewish Community Services*  
Linda Scott, MSW, *Vice President of Child & Family Solutions*  
Jack Silver, LCSW, *Director of Jewish Counseling Services*  
Mary Jo Whitfield, MSW, *Vice President of Behavioral Health*

**A** At JFCS, our vision for the future is one where families are strong, where our elders are cared for and where children are safe through our behavioral and mental health services, senior programs, aid to victims of domestic violence, child welfare services, job training for at-risk youth and more. Each year, our agency serves more than 30,000 people in Maricopa County with this vision in mind.

While JFCS offers programs specific to individuals of Jewish faith, our programs serve those in need regardless of religious or ethnic background. Core programs and services include:

#### **BEHAVIORAL HEALTH**

- Adolescent substance abuse counseling
- Child, youth and adult outpatient mental health services
- Life coaching for teens at-risk
- Transition assistance to youth exiting foster care
- Psychiatric care and medication monitoring for children, youth and adults
- HIV/AIDS services
- Community information and referral

#### **CHILD & FAMILY SOLUTIONS**

- Literacy skills and job training for youth at risk
- Aid to victims of domestic violence
- Family preservation, reunification and parent coaching
- Youth education promoting positive family dynamics and character building

#### **GERIATRIC SERVICES**

- Senior home-care planning to maximize independence and quality of life
- Prevention education to increase socialization through peer support
- In-home mental health counseling and care management services
- Private-pay care management connecting older adults with social and community supports to maintain independent living

#### **JEWISH COMMUNITY SERVICES**

- Jewish counseling services treating a range of life's challenges
- Emergency assistance funds
- Holiday programs for those touched by financial, physical or emotional hardships
- In-home counseling and care for Jewish seniors
- Mental health education and outreach to the Orthodox community
- Spiritual care and support to hospitalized patients and families
- Center for Senior Enrichment providing education, kosher lunches and exercise in an intellectually stimulating and social environment
- Information, referral and resource assistance to make connections with the Greater Phoenix Jewish community



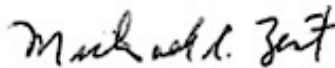
The current environment for community-based, not-for-profit organizations continues to be very challenging. Many resources for programs have been cut or in some cases entirely eliminated. The national economy continues to struggle and the state must deal with an unprecedented budget deficit.

Like most organizations, our fiscal year was a difficult one. We had to become increasingly creative with our resources as more members of our community turned to us for help. Yet in spite of the economic challenges, we are pleased to report that due to monitoring expenses, restructuring some programs, and improving operating effectiveness, we turned around two years of deficits to end the fiscal year in a positive position.

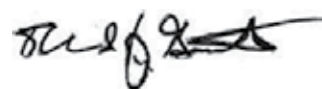
In 2010, we will celebrate our 75th anniversary. As we reflect on our years of service, we remember our roots. After all, JFCS was first created in 1935 to assist those shaken by the Great Depression, and we are proud to be one of the longest-serving, most comprehensive behavioral health and social service agencies in Maricopa County.

We assist families coping with behavioral health challenges and domestic violence, help seniors live more independently and get the services they need, and aid in strengthening families. In the 2009 fiscal year, we served more than 30,000 people through our programs, including seniors, victims of domestic violence, children, at-risk youth and those suffering from mental illness. We served nearly 4,000 more people than in 2008.

We continue to be guided by traditional Jewish values, such as a commitment to our community, belief in the continuity of the generations, justice and healing. We are proud to serve individuals and families of all faiths throughout Maricopa County. We help our neighbors strengthen their families, develop better relationships and prepare for a brighter tomorrow. With the ongoing support of our generous donors, we are confident in our ability to remain a beacon of strength and support for years to come.



Michael R. Zent, Ph.D., President & CEO



Richard D. Gottlieb, Chairman, Governance Board of Directors



Michael R. Zent



Richard D. Gottlieb

# 2009

## JFCS Highlights

Provided **Behavioral Health** services to two-thirds of all children in the care of the Arizona Department of Economic Security.

Developed and implemented **Medication Clinics**, in partnership with the Recovery Innovations Psychiatric Recovery Center in the West Valley, with the goal of improving access for adults in Maricopa County to behavioral health services.

Established a fourth co-location site with the Arizona Department of Economic Security Child Protective Services providing a **Behavioral Health** clinician to better serve more CPS families in the East Valley.

Provided **Behavioral Health** services to the largest number of Hispanic children in Maricopa County of any agency.

Acquired a new contract from Magellan to provide **in-home counseling** and case management for general mental health clients older than age 55.

Assisted 486 clients in the **ElderVention** program designed to increase socialization and improve quality of life among seniors.

Served **10,158 kosher lunches** in the congregant and home-delivered meal programs.

Helped 466 clients via the **In-Home Geriatrics** program, providing home-based care management, counseling, education, information and resource referrals.

Received Federal American Recovery and Reinvestment Act money through the City of Phoenix for **Real World Job Development** for a program placing 25 foster care youth in summer jobs.

Offered comprehensive, wrap-around, domestic violence services via **Shelter Without Walls** to 50 more clients than in the previous year because demand for domestic violence services increased as the economy declined.

Provided survivors of domestic violence with more than \$20,000 in financial assistance to meet basic needs through **Shelter Without Walls**.

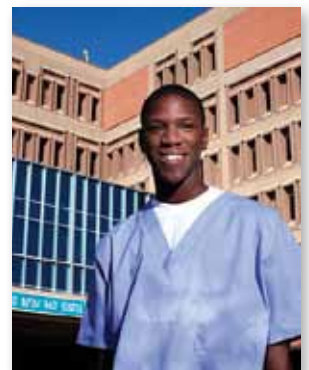
Led more than 900 education group sessions and more than 300 classroom presentations through **Creating Peaceful Families** on issues such as bullying, academic success, conflict resolution, coping skills and substance abuse prevention.

Touched the lives of nearly 6,000 individuals in the Jewish community with **Jewish Community Services** programs and assistance.

Reached more than 2,500 individuals through the **Hospital Chaplaincy** program, including hospitalized Jewish patients, family members and healthcare staff.

Helped 84 families facing hardships through the **Chagim - Holiday Program**.

Offered social and educational programs to nearly 400 seniors at the **Center for Senior Enrichment** located at Beth El Congregation in Phoenix.

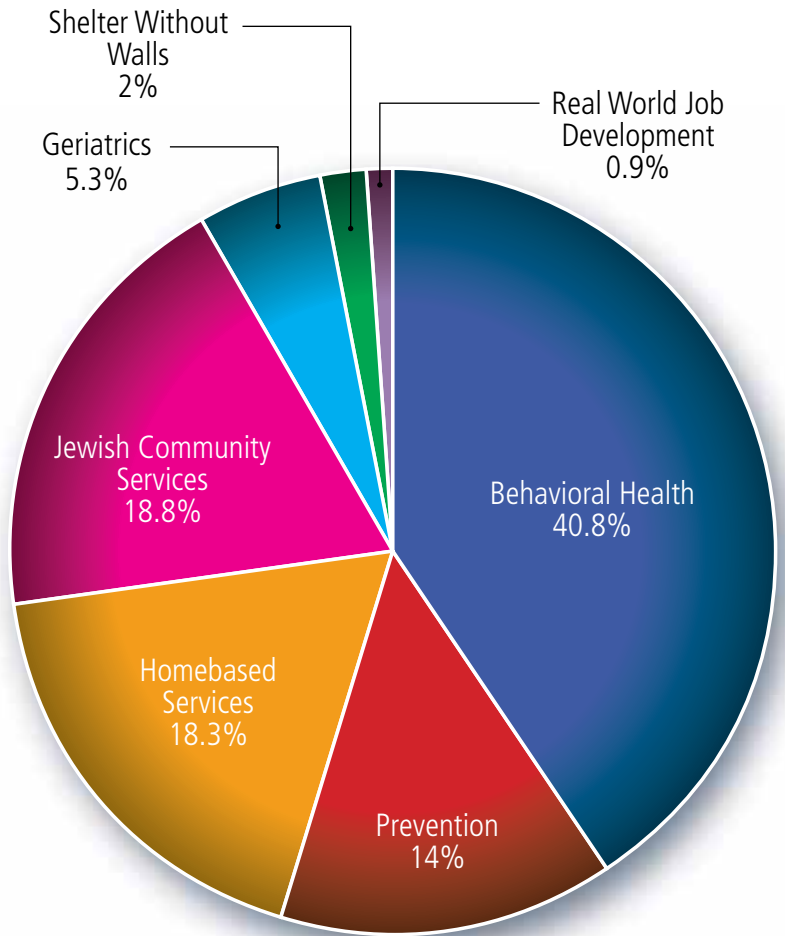


# Demographics

JFCS provided behavioral health and social services to more than 30,000 people in Maricopa County in FY 2009.

## By Program

Behavioral Health	12,329	40.8%
Prevention	4,228	14.0%
Homebased Services	5,516	18.3%
Jewish Community Services	5,677	18.8%
Geriatrics	1,609	5.3%
Shelter Without Walls	602	2.0%
Real World Job Development	261	0.9%
<b>Total</b>	<b>30,222</b>	<b>100%</b>



**Individuals Served by Program**

## A Closer Look at Population Served by Behavioral Health

### By Generation

Children & Teens	6,479	52.6%
Adults	5,639	45.7%
Older Adults & Seniors	211	1.7%
<b>Total</b>	<b>12,329</b>	<b>100%</b>

### By Race

Asian	76	0.6%
Black	1,213	9.8%
Multi-Racial	226	1.8%
Native American	217	1.8%
Other	31	0.3%
Unknown	1,393	11.3%
White (Hispanic and Non-Hispanic)	9,173	74.4%
<b>Total</b>	<b>12,329</b>	<b>100%</b>

### By Ethnicity

Hispanic	3,332	27.0%
Non-Hispanic	8,398	68.1%
Unknown	599	4.9%
<b>Total</b>	<b>12,329</b>	<b>100%</b>

### By Gender

Female	6,542	53.1%
Male	5,787	46.9%

### By Income

\$0 to \$30,000/year	10,909	88.5%
\$30,000 to \$60,000/year	366	3.0%
More than \$60,000/year	116	0.9%
Unknown	938	7.6%
<b>Total</b>	<b>12,329</b>	<b>100%</b>

# Financial Snapshot

The following is a summary of the audited financial statements for FY 2009 fiscal year ending June 30, 2009 performed by Clifton Gunderson LLP. A copy of the complete audit with notes may be obtained by contacting Javier Favela, JFCS Chief Financial Officer at 602-279-7655 or Javier.favela@jfcsarizona.com.

Combined Statement of Financial Position FY 2009 Assets		Liabilities	Net Assets
Current Assets	\$4,705,053	Current Liabilities	\$2,379,396
Long-Term Assets	\$1,620,721	Long-Term Liabilities	\$229,301
<b>Total Assets</b>	<b>\$6,325,774</b>	<b>Total Liabilities</b>	<b>\$2,608,697</b>
			<b>Total Net Assets</b>
			\$3,541,397
			\$175,680
			<b>\$3,717,077</b>

**Total Liabilities and Net Assets \$6,325,774**

## Combined Statement of Activities FY 2009 Support & Revenue

Regional Behavioral Health Authority	\$11,535,133	59.57%
Department of Economic Security	\$4,321,883	22.32%
Other Contracts & Government Funding	\$1,040,018	5.37%
Contributions & Grants	\$795,694	4.11%
Jewish Federation of Greater Phoenix	\$390,856	2.02%
Valley of the Sun United Way	\$417,205	2.15%
Program Fees	\$586,497	3.03%
Topaz	\$209,333	1.08%
Other	\$66,997	0.35%
<b>Total Support &amp; Revenue</b>	<b>\$19,363,616</b>	<b>100%</b>

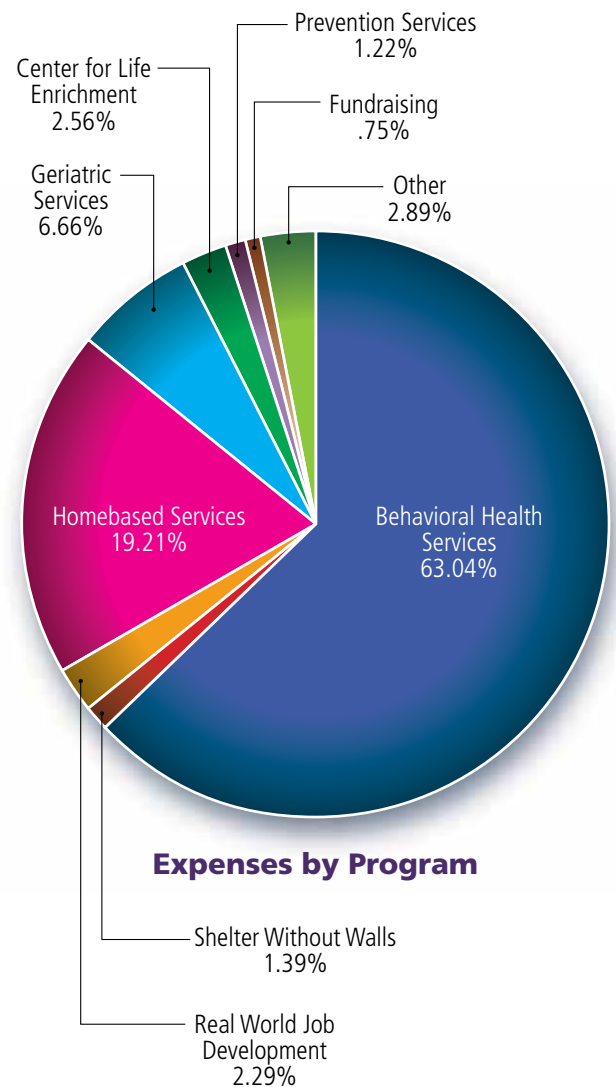
## Expenses by Program

Behavioral Health Services	\$11,975,524	63.04%
Shelter Without Walls	\$263,468	1.39%
Real World Job Development	\$434,195	2.29%
Homebased Services	\$3,649,317	19.21%
Geriatric Services	\$1,264,458	6.66%
Center for Life Enrichment	\$485,892	2.56%
Prevention Services	\$231,867	1.22%
Fundraising	\$142,240	0.75%
Other	\$548,755	2.89%
<b>Total Expenses by Program</b>	<b>\$18,995,716</b>	<b>100%</b>

**Total Change in Net Assets** **\$367,900**

## Expenses

Program	\$16,524,696	87%
Administration & Fundraising	\$2,471,020	13%
<b>Total Expenses</b>	<b>\$18,995,716</b>	<b>100%</b>



Jewish Family & Children's Service thanks the more than 1,700 individuals, corporations, foundations and government agencies who provided financial support through donations, grants and contracts. Donors are recognized in the *JFCS Connections* newsletter published three times a year. Copies of the newsletter may be found online at [www.jfcsaz.org](http://www.jfcsaz.org).

JFCS is a Constituent Agency of the Jewish Federation of Greater Phoenix and a Primary Partner of the Valley of the Sun United Way.



JFCS is accredited by the National Council on Accreditation of Services for Families and Children.



COA - Integrity - Action



**Jewish Family & Children's Service**

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