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, in accordance with a Jewish value system that cares for all humanity.

Jewish Values
GUIDING OUR MISSION
KEHILA – Building community
TZEDAKAH – To do what is right and just
TIKKUN OLAM – Repairing the world
GEMILUT CHASADIM – Acts of kindness

Commitment
TO THE HIGHEST STANDARDS
QUALITY SERVICE is a top priority
PEOPLE are our most important resource
DIVERSITY and CULTURAL COMPETENCY in the workplace
FISCAL RESPONSIBILITY to ensure JFCS’ viability
COLLABORATION to support our community
COMMUNICATE our vision, mission, values, and strategic plan clearly and consistently within the agency and to the community at-large

JFCS Governance Board of Directors*
Carol Kern, Chair
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Martha Miller – Director of Compliance
Kevin Rhode – Director of Information Technology
Robin Trush – Director of Business Intelligence

*As of September 30, 2015

Photo rendition of Michael R. Zent Healthcare Center – The JFCS Governance Board officially renamed the Catalina Health Center in honor of our late President and CEO, Dr. Michael Zent
Fiscal year 2015 marked a year of transformation and growth for Jewish Family & Children’s Service (JFCS) as our agency touched the lives of more than 41,000 children, teens and adults who are coping with trauma, family violence, mental illness, substance abuse, as well as other serious behavioral, physical and social obstacles.

Last year, Arizona had the greatest increase in the nation of child removals from their home, and currently, there are over 19,000 children in the foster care system. JFCS is collaborating with the Department of Child Safety to provide trauma-informed care as well as a wide range of services for these children. In fact, over 2/3 of the foster care youth referred to the Maricopa County behavioral health system are assessed and treated at JFCS.

Furthering our efforts to end child abuse and family violence, JFCS’ innovative community-based program, Creating Peaceful Families, engaged over 8,000 students and their families on issues such as bullying, substance abuse prevention, anger management, and conflict resolution. In addition, our Homebased programs offer parenting support aimed at family reunification.

In keeping with our commitment to reduce health disparities and offer quality, accessible services, JFCS opened a state-of-the-art integrated health center in one of the poorest culturally-diverse areas in Maricopa County. The Michael R. Zent Healthcare Center provides behavioral health, primary medical care, pharmacy, and laboratory services—all in the same location.

We believe that the whole health model is the best approach since over 70% of behavioral health patients suffer from one or more chronic physical health conditions, and their life-expectancy is 25 years less than the general population. Our goal is to work toward offering fully integrated primary medical and behavioral healthcare in all our clinics.

At the core of JFCS is a network of passionate people who work tirelessly to serve those in need, and generously give back to our community financially or with their time. Many thanks to our employees, partners, donors, volunteers and board of directors for doing whatever it takes to heal the lives of those in need.

Sadly, our visionary leader Dr. Michael R. Zent passed away in January 2016. His spirit of concern and care for diverse children, youth and families is found within every JFCS program. As we step up to meet future challenges, his memory gives guidance and wisdom.

“One Healing Lives. Whatever it Takes.”
In an effort to strengthen the families in our community, JFCS responded with Homebased services designed to protect the needs and safety of the child, and at the same time, offer culturally-sensitive parenting strategies, therapy, support, skill-building and education for families in crisis who are referred by the Department of Child Safety (DCS).

One of the largest providers for DCS in the state, JFCS' Homebased programs served 5,300 people. Due to the high demand of services, JFCS' Homebased staff has grown by nearly 50%, reaching 115 employees.

When there is a chance to avoid removing a child from the home, JFCS highly-trained specialists in our FAMILY PRESERVATION program provide intensive intervention to protect the rights of the child, while simultaneously teaching parenting strategies and skills development to increase safety and nurturing, and decrease the risk of abuse.

In cases where the child has already been removed from the home and placed in foster care, JFCS specialists in our PARENT AIDE program collaborate closely with DCS to offer case management, supervised visitations, and as on-going parenting services. Additionally, our FAMILY REUNIFICATION program works toward returning children home safely with the involvement of JFCS trained specialists, family members and DCS.

In response to consistent inquiries for information and with funding from the Jewish Federation of Greater Phoenix, JFCS created the Senior Concierge Project to connect Jewish seniors with programs and services they need to support independent living.

The goal of the Senior Concierge Project is to provide older adults, their adult children and family members as well as caregivers with information on available community resources in areas such as education, socialization, transportation, home care, and legal services.

JFCS' Jewish Community Services is an experienced provider of senior information and referrals, fielding over 1,200 inquiries annually. The Senior Concierge Project will promote and expand on this culturally-competent service by creating a database of services and programs available to Jewish seniors, and increasing outreach to senior centers, independent living facilities, synagogues and Jewish agencies throughout the Valley.

Creating Peaceful Families offered training, support & prevention workshops to 8,100 people

Creating Peaceful Families is a JFCS prevention and early intervention community-based program designed to engage students, parents and teachers on issues such as bullying, substance abuse prevention, anger management, conflict resolution and character education.

With the addition of 28 schools in the Scottsdale Unified School District, Creating Peaceful Families more than tripled the number of people served – from 2,650 to 8,100 in fiscal year 2015.

JFCS prevention specialists facilitate support groups and workshops for children and parents, as well as in-service training for teachers and school personnel. Families are also linked to community resources for additional behavioral health and/or social services.

As a result, 96% of families reported having a better understanding of community resources as well as a greater likelihood to use these services. In addition, 99% of partnering schools and community-based organizations rate Creating Peaceful Families with an overall Excellent/Good satisfaction score.
Health Navigators are in all four JFCS clinics: Mesa, Glendale, Phoenix and West Valley

Studies show that over 70% of behavioral health patients suffer from one or more chronic physical health conditions, and their life-expectancy is 25 years less than the general population.

In keeping with our commitment to responsive, equitable access, and a whole health approach to healthcare, JFCS offers Health Navigators who link clients to doctors and specialists, and assist them in scheduling appointments for therapy, primary care and/or dental services.

Health Navigators will arrange for transportation and accompany clients to appointments in order to facilitate communication and positive relationship-building with their behavioral and medical healthcare providers. Health Navigators also offer fitness, nutrition and wellness information along with referrals to community resources.

JFCS currently has 14 Health Navigators located in our four clinics valley-wide. With compassionate care coordination, guidance and wellness information, JFCS Health Navigators play an important role in helping our clients maximize their capacity for self-care, medication management and avoidance of health risk behaviors.
CHILD CRISIS HOSPITAL TEAM

My daughter was suicidal and had a very hard time trusting people. The Youth & Family Specialist was so caring and warm, that my daughter opened up and actually began to share some of her feelings. She is still learning how to cope with depression and deal with her angry outbursts. I also have learned how to better handle her when a crisis situation arises. The Child Crisis Hospital Team basically saved my daughter’s life—and mine. It’s hard to find quality caring professionals who go above and beyond, and genuinely care about their clients. We were in such a terrible state and JFCS really turned this around for us. I am so thankful for all of you. God bless.

— JULIA, Child Crisis Hospital Team client

REAL WORLD JOB DEVELOPMENT

I’ve lived in a foster group home since I was 9 years old. I was always thinking about food. I never really had a chance to cook but I thought it would be cool to be a chef someday. Now that I am turning 18, I feel like the JFCS Real World Job Development program helped me prepare for life as an adult. They paid for bus passes, gave me clothes, and even got me an internship at a restaurant where I got a little ‘taste’ of what working at a real job was like. I learned skills that I didn’t have before - how to communicate better, how to show up on time and be responsible. I still have a lot to learn about being a chef, and with the help of the counselors at Real World Job Development, I filled out an application for culinary arts school, and got accepted. I am so excited to start on my path to become a real chef! Without the help of JFCS, I honestly don’t know where I would be right now.

— GABRIEL, Real World Job Development client
I am a 32 year-old mom, and a survivor of domestic violence. I was physically beaten and verbally abused by my husband for over 10 years. I lived in constant fear and humiliation, until one day I escaped. I took my daughter and we left with nothing but the clothes on our backs. Through a teacher’s referral, my daughter and I began therapy sessions at JFCS. They sent me over to the Shelter Without Walls program which helped me find a place to live, gave me gift cards for food, clothing and even bus passes because I didn’t have a car. The Shelter Without Walls advocate was smart, compassionate and took the time to guide me. She was by my side for every court hearing until my divorce was final. Shelter Without Walls is an amazing program. It gave me the tools, information and resources to start a new life. I am forever grateful that my daughter and I can look forward to a safe, healthy, happy life.

— CATHERINE, Shelter Without Walls client

By the time I had turned 62, I had gone through a divorce and lost my only sibling to a heart attack. My mother died a year later and my business crumbled. I had very little coping skills and didn’t realize how lost I was at the time. I became reclusive and withdrawn, and was on the verge of losing my house. Thankfully, JFCS’ Older Adult In-Home Services came to my rescue. With in-home counseling sessions, I began to heal from my past losses. Also, the JFCS case manager helped me gain control of my health issues, and referred me to a senior employment agency. Surprisingly for someone my age, I found a job at a pet store that I really enjoy. Not only am I able to live independently, I wake up every day looking forward to the future with a positive and happy attitude. All this, I owe to JFCS – thank you!

— STEVE, Jewish Community Services client

95% of all agency clients reported that they were treated with respect and dignity

86% of all JFCS funding goes directly to support client programs and services

95% of seniors who received in-home care services maintained independent living status

2/3 of foster care youth referred to the Maricopa County behavioral health system are assessed and treated at JFCS
In FY 15, JFCS opened the **Michael R. Zent Healthcare Center** (formerly **Catalina Health Center**), a state-of-the-art, whole health, patient-centered, integrated behavioral and medical clinic which furthers JFCS’ commitment to provide quality, accessible care to the underserved multicultural communities of Maricopa County.
The **Michael R. Zent Healthcare Center** uses innovative technologies, therapies, and integrated treatment solutions to serve children and families who are dealing with trauma, substance abuse, and other complex mental and physical health issues.

Located in the richly diverse community of Maryvale in Phoenix, the **Michael R. Zent Healthcare Center** is designed specifically to address the need and demand for integrated medical and behavioral health care with a designated wing for children's services, counseling & therapy rooms, medical exam rooms with diagnostic equipment, as well as pharmacy and laboratory services all under one roof.

**JFCS’** has placed a high priority on a whole health model because over 70% of behavioral health patients suffer from one or more chronic physical health conditions, and their life-expectancy is 25 years less than the general population. Moreover, evidence has shown that children who have experienced trauma are at high risk of developing serious mental illness and chronic health conditions in adulthood. The **Michael R. Zent Healthcare** will increase children's access to early healthcare interventions and care coordination.

The **Michael R. Zent Healthcare** utilizes cutting-edge health information technology that provides both medical and behavioral health information in one electronic health record (EHR). The integrated EHR includes medications, a shared plan of care and treatment history which prevents duplication of services, reduces risks of adverse medication interactions, and undetected or undiagnosed chronic illnesses. Integrated EHRs also reduce health disparities, facilitate care coordination, and protect patient health information.

**Electronic Health Records** – clients have one electronic health record that documents both medical and behavioral health services, medications, treatment history and a shared plan of care.

**Integrated Healthcare** – medical doctors, psychiatrists, clinicians, therapists, nurse practitioners and allied health workers work together to coordinate care and promote the total health and well-being of each individual client.

**Improved Care Coordination** – on-site Health Navigators assist clients with scheduling, transportation and accompaniment to appointments for therapy, primary care and dental services.

**Enhanced Treatment for Childhood Trauma & Autism** – specialized care, play therapy and treatment for young children with severe trauma symptoms and autism spectrum disorder.

**Increased Capacity** – more the 5,600 people received services – 61% were children.

**Parent Observation & Training Rooms** – parents and caretakers can observe and learn behavioral techniques they can use at home with their children.
2015 JFCS COMMUNITY IMPACT

41,341 LIVES WERE TOUCHED

97% ARE AT OR BELOW THE POVERTY LEVEL

8,100 AT RISK CHILDREN

learned conflict resolution, anger management skills and substance abuse prevention through our community-based program “Creating Peaceful Families”

1,781 SURVIVORS

of domestic violence helped increase their safety, independence and self-sufficiency with Shelter Without Walls

2,775 PEOPLE GUIDED

by Health Navigators in the coordination of their appointments, medication-tracking and wellness goals, thereby substantially reducing healthcare costs

5,304 CHILDREN AND ADULTS

received supervised visits, parenting skills and family preservation counseling

4,665 JEWISH PATIENTS

and their families received spiritual care and comfort from a Rabbinical chaplain

662 PEOPLE RECEIVED MEALS

and gifts through the JFCS Holiday Programs

DIVERSITY

54% White

34% Hispanic or Latino

9% Black or African American

1% American Indian or Alaska Native

1% Asian

GENERATIONS

67% Children & Teens

29% Adults

4% Older Adults

CORE PROGRAMS

47% Behavioral Health

37% Child & Family Solutions

14% Jewish Community Services

2% Older Adults
STATEMENT OF FINANCIAL POSITION as of September 30, 2015*

Assets
Current Assets $17,837,750
Long-Term Assets 5,353,943
Total Assets 23,191,693

Liabilities
Current Liabilities 9,721,484
Long-Term Liabilities 2,773,577
Total Liabilities 12,495,061

Net Assets
Unrestricted Assets 9,400,944
Temporarily Restricted 1,295,688
Total Net Assets 10,696,632

TOTAL LIABILITIES AND NET ASSETS 23,191,693

STATEMENT OF ACTIVITIES for the Fiscal Year ended September 30, 2015*

Support & Revenue
Regional Behavioral Health Authority $29,386,423 59.80
Department of Economic Security 7,532,371 15.33
Other Contracts and Government Funding 3,062,081 6.23
Contributions and Grants 2,594,587 5.28
Jewish Community Association 314,000 0.64
Valley of the Sun United Way 173,725 0.35
Program Fees & Third Party 1,049,819 2.14
Management Services 4,947,529 10.07
Other 83,296 0.17
TOTAL SUPPORT & REVENUE 49,143,831 100.00

Expense by Program
Behavioral Health Services 30,701,517 62.99
Shelter Without Walls 485,937 1.00
Real World Job Development 688,124 1.41
Homebase Services 6,839,491 14.03
Older Adults Services 1,063,732 2.18
Center for Senior Enrichment 298,490 0.61
Jewish Community Services 469,346 0.96
Creating Peaceful Families 474,411 0.97
Fundraising 978,688 2.01
Management Services & Other 6,740,024 13.83
TOTAL EXPENSE BY PROGRAM 48,739,760 100.00

Unrestricted Surplus 175,029
Temporarily Restricted 229,042
TOTAL CHANGE IN NET ASSETS $404,071

Expense Summary
Program Services $42,335,350 86.86
Administration 5,425,722 11.13
Fundraising 978,688 2.01
TOTAL EXPENSE $48,739,760 100.00

A copy of the fully audited financial statements is available upon request.

*The fiscal year end of JFCS was changed from June 30 to September 30. As a result of the change, the current financial statements are for the 15-month period of July 1, 2014 to September 30, 2015.
Carol & Allan Kern at Brighter Tomorrow Luncheon

Holly Packer & Meri Friedman at Friends of JFCS Event

Ann Zinman, Esther & Don Schon at Brighter Tomorrow Luncheon

Danny Valenzuela & Mario Ventura at Friends of JFCS Event

Marilyn Reinfeld, Lynne Jacobs, Risa Markovitz at It’s A Wrap Luncheon

Vicki Talbot & Javier Favela

Jerry Rosenbluth & Mary Jane Rynd at Friends of JFCS Event

Enid & Mike Seiden, Katie Marady, Liz Glissmeyer at Friends of JFCS Event
Jessica Pacheco, Dick Gottlieb, Rabbi John Linder at Friends of JFCS Event

Heidi Cana & Michelle Erny at Brighter Tomorrow Luncheon

Jerome Gutkin, Michael Zent, Don Prior at Friends of JFCS Event

Volunteers at Youth in Transition Dinner

Mary Tessler, Alyse Wanger & Jennifer Kirshner at It’s A Wrap Luncheon

Bob Roth & Scott Bernstein at Brighter Tomorrow Luncheon

Friends at It’s A Wrap Luncheon

Linda & Sherman Saperstein at Friends of JFCS Event

Edna & Arthur Sitelman, Lee & Ellen Eisenberg at Friends of JFCS Event

Jeff Flancer at Friends of JFCS Event

Jessica Pacheco, Dick Gottlieb, Rabbi John Linder at Friends of JFCS Event

Friends at It’s A Wrap Luncheon

Linda & Sherman Saperstein at Friends of JFCS Event
**LIFETIME MEMBERS**

*Gifts through September 30, 2015*

**Family Pacesetter**

- Gifts of $500,000+
- Arizona Community Foundation
- J.E. & Z.B. Butler Foundation
- Jewish Community Foundation of Greater Phoenix
- Jewish Federation of Greater Phoenix
- Valley of the Sun United Way

**Family Visionary**

- Gifts of $250,000+
- APS
- Arizona Republic/12 News Season for Sharing Child Abuse Prevention License Plate Program
- DBL Distributing
- Nina Mason Pulliam Charitable Trust
- Lenore and Eugene Schupak

**Family Philanthropist**

- Gifts of $100,000+
- Anonymous
- Bank of America Charitable Foundation
- Daron and Ron Barness
- Cypress HomeCare Solutions/Sheldon R. Roth & Family
- Jerry Hirsch
- T.W. Lewis Foundation
- Cindy Lubin and David Lorsch
- Mercy Maricopa Integrated Care
- Aileen* and Meyer Ososky
- Ruth B. Pearson*
- Carol & Ken Seidberg and Family
- State of Arizona - Arizona Criminal Justice Commission
- The Robert I. Sweet Charitable Remainder Trust
- Women's Independence Scholarship Program, Inc.

**Family Champion**

- Gifts of $50,000+
- Arizona Community Foundation
- Jewish Community Foundation of Greater Phoenix
- Laura Ziff and Scott G. Lentin Family Donor Advised Fund
- Family Visionary

**Family Patron**

- Gifts of $25,000+
- Acordia of Arizona
- Anonymous
- Arizona Foundation for Behavioral Health
- Basic Needs Collaborative
- The Bozena and Josef Zelenda Charitable Foundation+
- Judy and Peter Brandeis
- Cox Charities+
- Creative Women of Pinnacle Peak, Inc.+ DMB Associates Inc.
- Dorothy Silverman Rev. Trust
- Corinne F. Ehrlich*
- Executive Council Charities
- Flex Print, Inc.
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- Anita and Jerome Gutkin+
- Iva and Larry Hirsch
- In-n-Out Burger Foundation
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- The Joseph & May Winston Foundation
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- Deana Katz
- Carol and Allan Kern+
- Harriet A. Lakin*
- Leisure World Foundation of Arizona Inc.
- Janine and Mervyn Levin
- Sheri and Tom Levin+
- Buddie and Hank Levkoff*
- Eleanor Light
- Lincoln GIVES+
- Magellan Health Services
- Nationwide Insurance Foundation
- Rosenbluth Family Foundation+
- Brooks T. Hozier and Alan Schiffman+
- Rana and Joe Schwartz
- Enid and Michael Seiden
- Mary and Joel Shapiro
- Susan and Paul Stander+
- Sylvia F. Greenfield Trust
- Trends Charitable Fund
- William L. and Ruth T. Pendleton Memorial Fund+
- Diana and Allan Winston+
- Joan and Ron Yagoda

**FAMILY FRIENDS OF DISTINCTION**

**ANNUAL MEMBERS**

*Gifts given July 1, 2014 – Sept 30, 2015*

**Family Visionary**

- Gifts of $250,000+
- Jewish Federation of Greater Phoenix

**Family Philanthropist**

- Gifts of $100,000+
- Valley of the Sun United Way

**Family Champion**

- Gifts of $50,000+
- Arizona Community Foundation
- Jewish Community Foundation of Greater Phoenix
- Laura Ziff and Scott G. Lentin Family Donor Advised Fund

**Family Patron**

- Gifts of $25,000+
- APS
- Blank and Matney Families
- Child Abuse Prevention License Plate Program
- Jerry Hirsch
- T.W. Lewis Foundation
- Wells Fargo
- Women's Independence Scholarship Program, Inc.

**Family Ambassador**

- Gifts of $10,000+
- Anderman Family Charitable Fund
- Anonymous
- Arizona Republic/12 News Season for Sharing Bank of America Charitable Foundation
- Cypress HomeCare Solutions/Sheldon R. Roth & Family
- Flo and Paul Eckstein
- Executive Council Charities
- Flancer’sJeff Flancer
- Harriet and Richard Gottlieb
- Harold & Jean Grossman Foundation
- JP Morgan Chase

We thank and recognize our most generous group of donors, our Family Friends of Distinction, who have made significant contributions to JFCS.

Lifetime Membership is extended to individuals, corporations, or foundations whose generosity over time reaches or exceeds $25,000, while Annual Membership is extended to those who make cash gifts of $1,000 or more annually.
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Anita and Jerome Gutkin
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Bernadette and Philip Evans
Angela and Doug Ducey
Dignity Health
Francine Coles
Priscilla and Louis Cohen
Alice* and Peter Buseck
Bank Of America
AT&T
Anonymous
American Express Foundation
Sue and David Adatto
American Express Foundation
Anonymous
AT&T
Bank Of America
Blood Systems
Alice* and Peter Buseck
Priscilla and Louis Cohen
Francine Coles
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Rosebell Schurz
Sheri and Shane Sender
Edna and Arthur Sitelman
Gail and Dan Tenn
United Healthcare - Community Plan
Unity Church of Practical Christianity
Valley Kids Foundation
Leesa and George Weisz
Dorothy Zusman
Family Circle
Gifts of $1,000+
Judy Ackerman and Richard Epstein
Robert Aiden/Media Foundation
Anonymous
Arizona Bike Week Charities
Arizona Lottery
Jerome M. Aronson
Jessica and David Barranco
Judith and Michael Bernstein
The Birthday Club
Judy and Peter Brandeis
Rita and Charles Bronfman
Vicki and Howard Cabot
Ilene and Ben Celniker
Tracy and Joshua Cohen
Sheila Corwin
Leslie Dashew
Denise and Bob Delgado
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Friedel Family Foundation/Randi and Alan Jablin
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Penny and Arnold Horwitch
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Lynne Jacobs
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Anonymous
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The Bozena and Josef Zelenda Charitable Foundation
Cardinals Charities
Century Link
City of Glendale
Clark Hill PLC
CopperPoint Mutual Insurance Company
Cox Charities
Creative Women of Pinnacle Peak, Inc.
Flex Print, Inc.
In-n-Out Burger Foundation
The Joseph & May Winston Foundation
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Arleen and Michael Lanes
Eleanor Light
Mercy Care Plan
NextGen Healthcare Information Systems
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Sheila Schwartz
Enid and Michael Seiden
Paula and Aaron Sherman
Clarice and Bruce Simons
Susan and Paul Stander
Sara and Zuli Steremberg
The Virginia G. Piper Charitable Trust
William L. and Ruth T. Pendleton Memorial Fund
Diana and Allan Winston
Barbara and Barry Zemel
Family Guardian
Gifts of $2,500+
ABLE Financial Group
Sue and David Adatto
American Express Foundation
Anonymous
AT&T
Bank Of America
Blood Systems
Alice* and Peter Buseck
Priscilla and Louis Cohen
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Douglas Smith
Michael Snitz
Sharon and Philip Snyder
Jeanne and Burton Speiser
Svetlana Reznikova-Steinway and Matthew Steinway
Debbie and Mitchell Stillman
Temple Solel
Unitarian Universalist Congregation of Phoenix
Valley Leadership
Alyse and Tony Wanger
Weisblat Philanthropic Fund of the Dallas Jewish Community Foundation
Jolene and Harvey Weisblat
Andrea and Scott Weiss
Maria and Noel Williams
William Winsberg
Joan and Ron Yagoda
Ann and Ted Zinman
*Of Blessed Memory + New Additions to our special group of Lifetime Members

If we have incorrectly listed your name or if we overlooked your gift, we apologize.
Please contact Jessica Green at (602) 567-8327 to request a correction.