Jewish Family & Children’s Service

Annual Community Report 2016
Mission
Jewish Family & Children’s Service (JFCS) 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.

Vision
At JFCS, we hope for a future where families are strong, where our elders are cared for and where children are safe. Our dedication to our mission is strengthened by our commitment to our core Jewish values that honor community and the continuity of the generations.

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

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*As of September 30, 2016

One of the largest, longest-serving, most comprehensive behavioral health and social service agencies in Maricopa County, JFCS served 47,739 children, families and seniors during fiscal year 2016.
Jewish Family & Children’s Service (JFCS) achieved remarkable growth during fiscal year 2016 as our agency touched the lives of a record 47,739 children, teens and adults facing mental illness, family trauma, substance abuse, challenging financial circumstances in addition to other serious behavioral, physical and social obstacles.

The growth in the number of individuals our agency served represents a 15 percent increase over last fiscal year. Most of the growth occurred under our Jewish Community Services umbrella of programs, which supports Jews of all ages and from all walks of life. Our Older Adult Services, Jewish Career Services, Helping Hands emergency assistance, Chagim holiday program and Hospital Chaplaincy program represent just a few of the many services and programs we provide as part of Jewish Community Services. We increased the number of Jewish individuals served by 59 percent, jumping from nearly 5,939 last year to almost 10,046 this year.

We also remain steadfast in our resolve to serve children and teens who are facing unimaginable circumstances often without any healthy adult role model in their lives. The foster care crisis in Arizona remains one of our top areas of focus as we serve more than 2/3 of the foster youth referred to the Maricopa County Regional Behavioral Health Authority. In fiscal year 2016, there were slightly more than 18,000 children in state care, representing a small decrease from 2015.

Our behavioral health services combined with programs like Real World Job Development, which equips foster teens with job skills and internships, and Transition Age Youth, which provides independent living skills, help the hundreds of young adults who age out of state care each and every year.

In everything we do, our goal is to set people up for success. That’s why we believe in a whole health model of care. More than 70 percent of our behavioral health patients suffer from one or more chronic physical health conditions, and their life expectancy is 25 years less than the general population. Through our innovative Michael R. Zent Healthcare Center, we are offering fully integrated primary medical and behavioral healthcare, and we are working toward replicating this at all our clinics.

We couldn’t achieve success without the hundreds of passionate staff members who have made it their life’s mission to serve those in need, or our generous donors and volunteers who give back to our community financially or with their time. We owe a tremendous debt of gratitude to those who have joined our efforts to do whatever it takes to heal the lives of those in need.

Largest group of foster youth graduates

The Transition Age Youth program at JFCS saw the largest class of students graduate high school since the program’s inception, helping 42 foster teens and young adults on the path to independence. In total, 563 young adults participated in the program during fiscal year 2016, receiving help with career planning, daily living skills, housing and money management, work-life skills, communication and societal relationships.

In addition, 156 at-risk youth ages 14 to 24 built their work readiness and academic skills to prepare themselves for a successful transition into adulthood through the Real World Job Development program. Through one-on-one coaching and peer group sessions, foster youth who are phasing out of the system obtain independent living skills and positive community supports. The program scored an 87.5% in overall performance, which included metrics such as literacy/numeracy; attainment of GED, high school diploma or another post-secondary credential; and youth who obtained employment.

JFCS received a 98% compliance rating from the Arizona Department of Health Services for timely completion of all of the Division of Behavioral Health Services (DBHS) and Regional Behavioral Health Authority (RBHA) training requirements for staff for the reporting period ending in December 2016. This includes initial new hire 90-day, ongoing and annual training requirements. For an agency of 650 employees and close to 200 new staff members in the past year, this achievement demonstrates that training requirements and compliance are a top priority for JFCS staff. The RBHA threshold is 85%, so a rating of 98% ranks among the best in the state.

Volunteer program launched in 2016

Recognizing that volunteers are a valuable resource to not only our agency but also to our entire community, JFCS launched its volunteer program beginning with the hiring of Jody Goldman, a part-time volunteer coordinator in the Spring of 2016. In the first six months, more than 50 volunteers were recruited, trained and placed in several volunteer roles, including:

- Classroom tutors for Real World Job Development
- Activity leaders and gift shop assistants at the Center for Senior Enrichment
- Mentors for the Shelter Without Walls program
- Donors and coordinators for the Just Three Things food pantry
- Ambassadors to represent JFCS at various community events
- Monitors for the children’s play area at the Michael R. Zent Healthcare Center
- Special event volunteers to assist with our annual events, “It’s a Wrap” and the holiday dinner for foster children.
JFCS celebrated the opening of a new integrated medical and behavioral health center in the underserved Maryvale neighborhood of Phoenix. The Michael R. Zent Healthcare Center, named in honor of the highly regarded JFCS President & CEO who passed away in early 2016, serves a growing number of Maryvale children and families with complex physical, mental health and substance abuse issues. Seventy percent of these patients also have at least one ongoing medical condition.

The new center was designed specifically to provide both medical and behavioral health services in an environment where clinical and support staff work together, sharing treatment information electronically to determine the best course of action for each person’s health. JFCS’ goal is to use this clinic as a model and replicate the integrated care approach at the three other JFCS healthcare clinics in Maricopa County.

Shelter Without Walls added a new domestic violence advocate and trauma therapist to its support staff, enabling the agency to address the unmet needs of survivors of domestic violence and their children who are residing outside of a shelter setting and are struggling to attain and/or maintain safety and independence whether or not they are still living with their abuser. JFCS domestic violence advocates work closely for as long as it takes with victims to ensure their safety and ability to provide for themselves and their children while maintaining their independence. Shelter Without Walls has plans to expand to six full-time employees by 2020 and the T.W. Lewis Foundation generously offered a four-year challenge grant in the amount of $200,000 if matched 3:1 over five years.
TRANSITION AGE YOUTH

After bouncing around from one group home to the next, I was encouraged to take part in the Transition Age Youth program for foster teens in my sophomore year of high school. My Transition Facilitator at JFCS was a huge blessing in disguise. She encouraged me to pursue my college dreams and worked with me on college and scholarship applications. I recently found out that I was accepted to Arizona State University, and I received a $24,222 scholarship for 2016-2017 from the Barack Obama Scholars Program, as well as a $2,000 stipend per year for all four years of college. I also received a Pell Grant. I’m so grateful for my facilitator’s help. She showed me that college is really within my reach!

— Antonya, Transition Age Youth client

JEWISH COMMUNITY SERVICES

Reaching out to Jewish Community Services for assistance with housing was the best decision I ever made. I suffer from Muscular Dystrophy and use braces and a cane to get around. I’m on a fixed income and I was no longer able to use the stairs to get to my apartment. My caseworker helped me apply to Kivel HUD housing and contacted a lawyer to help obtain permission to be released from my lease. Not only was I accepted to Kivel Manor and now have a handicapped-accessible apartment unit, but my rent is now substantially more affordable. JFCS’ Helping Hands program also paid my first month of rent, which allowed me to budget for my move. I’ve made new friends in my community, and I’m able to use Kivel transportation to maintain my independence.

— Ralph, Jewish Community Services client

47,739 lives touched through our behavioral health and social services agency-wide. 55% were children and teens

97% of Creating Peaceful Families participants reported a greater likeliness to access community resources

93% of foster care young adults achieved their academic or employment goals through the Real World Job Development program

100% of domestic violence survivors initiated safety plans and reported their safety has improved
I came to Shelter Without Walls four years ago because I was in an abusive relationship. Shelter Without Walls helped me break free from the cycle of abuse in my life and supported me in many ways. I had been in an abusive marriage for 17 years and in my late 40s, the abuse became unbearable. I was intimidated to leave because I had no real job skills and three children, ages 8, 10 and 16. Shelter Without Walls helped build my self-esteem and showed me I had the strength to do anything I put my mind to. They were there through my divorce and court proceedings. They were there to help me get my GED and first job. They were there when I received my associate’s degree in Criminal Justice, and I know they’ll be there when I graduate from NAU with my bachelor’s degree so I can become a probation officer and help people get their lives back on track. Shelter Without Walls has been there every step of the way for not only me, but also my three children, and for that I am eternally grateful.

— Cindy, Shelter Without Walls client
2016 JFCS COMMUNITY IMPACT

47,739 Lives were touched

97% are at or below the poverty level

2,380 Lives were touched by Shelter Without Walls, which serves survivors of domestic violence

10,046 Jewish clients received care or assistance

4,657 Families received hospital chaplaincy services

471 Children and adults in need received Christmas or Hanukkah gifts

42% Behavioral Health

36% Child & Family Solutions

20% Jewish Community Services

2% Older Adults Services
STATEMENT OF FINANCIAL POSITION

**Assets**
- Current Assets $92,622
- Long-Term Assets 6,935,409
- Total Assets $20,428,031

**Liabilities**
- Current Liabilities $7,150,254
- Long-Term Liabilities 2,544,525
- Total Liabilities $9,694,779

**Net Assets**
- Unrestricted Assets $9,095,269
- Temporarily Restricted 1,637,983
- Total Net Assets $10,733,252

**TOTAL LIABILITIES AND NET ASSETS** $20,428,031

**STATEMENT OF ACTIVITIES**

**Support & Revenue**
- Regional Behavioral Health Authority $28,628,832 60.86%
- Arizona Department of Economic Security 7,069,154 15.03%
- Other Contracts and Government Funding 4,292,237 9.12%
- Contributions and Grants 3,067,911 6.52%
- Jewish Federation of Greater Phoenix 302,000 0.64%
- Program Fees & Third Party 791,937 1.68%
- Management Services 2,391,044 5.08%
- Other 499,200 1.06%
- **Total Support & Revenue** $47,042,316 100.00%

**Expense by Program**
- Behavioral Health Services $31,726,753 67.50%
- Shelter Without Walls 339,619 0.72%
- Real World Job Development 554,200 1.18%
- Homebased Services 6,958,914 14.80%
- Older Adults Services 747,478 1.59%
- Center for Senior Enrichment 234,107 0.50%
- Jewish Community Services 405,736 0.86%
- Creating Peaceful Families 366,700 0.78%
- Fundraising 841,358 1.79%
- Management Services & Other 4,830,832 10.28%
- **Total Expense by Program** $47,005,698 100.00%

**Unrestricted Deficit** $296,010
**Temporarily Restricted** 332,531

**Total Change in Net Assets** $36,521

**Expense Summary**
- Program Services $40,757,058 86.71%
- Administration 5,456,825 11.61%
- Fundraising 791,815 1.68%
- **Total Expense** $47,005,698 100.00%
Carol and Allan Kern, Dick and Harriet Gottlieb, Tracey and Larry Lytle
at the Family Friends of Distinction event

Jayne Plotkin and Christine Leva, It’s a Wrap

Carol and Allan Kern, Dick and Harriet Gottlieb, Tracey and Larry Lytle
at the Family Friends of Distinction event

Barranco Group

Michael R. Zent Healthcare Center Dedication

Carol Kern, Sheila Cohen, Sue Karp, It’s a Wrap

Stephanie Thier, Meri Friedman, Jen Kirshner

Susan and Jay Fruchtman

Barranco Group

Rich Kasper and Diane Eckstein

Senior Program-
Concierge Ice Cream Social
The Board of Visitors
Check Presentation to
Michael R. Zent Healthcare Center
LIFETIME MEMBERS
Gifts through September 30, 2016

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 +
Arizona Republic/12 News Season for Sharing
Child Abuse Prevention License Plate Program
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Family Philanthropist
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State of Arizona, Arizona Criminal Justice Commission
The Robert I. Sweet Charitable Remainder Trust
Thunderbirds Charities
Women's Independence Scholarship Program, Inc.

Family Champion
gifts of $50,000 +
Anonymous
Avon Foundation for Women
BHHS Legacy Foundation
Blank & Matney Families
Blue Cross Blue Shield of Arizona
Cardinals Charities
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City of Glendale/Glendale From the Heart
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gifts of $25,000 +
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* Of Blessed Memory

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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gifts of $250,000 +
Jewish Federation of Greater Phoenix
Virginia G. Piper Charitable Trust

Family Philanthropist
gifts of $100,000 +
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Thunderbirds Charities

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Lisa and Rick Wolf
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Ron Zent
Dorothy Zusman

* Of Blessed Memory

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The JFCS Legacy Society is comprised of donors who have confirmed us as a beneficiary in their estate plans by listing JFCS in their will, trust, life insurance or retirement plan.

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Estate of Rhoda Krasno Tannenbaum
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The Wexler Family Foundation
Barbara and Barry Zemel
Michael R. Zent
Laura Ziff

*Of Blessed Memory
R Realized

Estate of Bettie M. Miller
Bill and Tanya Miller
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Bruce L. Nager
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Paul E. Stander
Jack Stelling
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The Robert I. Sweet Charitable Remainder Trust
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Barbara and Barry Zemel
Michael R. Zent
Laura Ziff

*Of Blessed Memory
R Realized
I live in Chicago and my 86-year-old mother lives in Arizona. She needs help managing daily tasks, so I reached out to JFCS and Janet was able to provide names and numbers of several reliable home-care companies, in addition to referrals for transportation services. She even went so far as to provide a list of social opportunities for my mom to get involved in!

-Eddie, Senior Concierge program

“At 17, I was a single mom with a newborn son and I was part of the Arizona Department of Child Services. I was fortunate to find Real World Job Development, which helped me earn my GED, enroll in and earn my CNA license, and find a job in healthcare. I am currently in my own apartment and have the beginnings of a future in nursing.”

-Cassie, Real World Job Development client

“Our clinic provides trauma-informed care – our staff understands how to treat an individual to make them whole again. We get to do some of the most rewarding work, but it’s not for everyone. It’s a high-volume, high-stress environment, but when you’re making a difference in the lives of children, it’s worth it.”

-Dr. Mario Lippy, Co-director, Michael R. Zent Healthcare Center

“Believing that good health is essential to being able to achieve a good education, prosper and be a proud and contributing member of our society, I am pleased to support the good work of JFCS.”

-Gerald Rosenbluth, Rosenbluth Family Foundation

“Rabbi Kravitz provided my family with such peace and comfort when my mother entered hospice care. We are grateful for his presence and the faith he gave us during a time of great pain.”

-Carol, Hospital Chaplaincy program

“I’ve had trouble finding a behavioral health clinic where I feel like I’m being heard and my needs are being met. Being able to see a primary care physician who is working in tandem with my behavioral health provider has been a major victory for me. I finally feel like I’m getting my life back!”

-Gloria, Michael R. Zent Healthcare Center client

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