



FREQUENTLY ASKED QUESTIONS

1. **Who is Jewish Family & Children's Service of Arizona?**

Jewish Family & Children's Service (JFCS) is a nonprofit, non-sectarian organization that strengthens the community by providing behavioral health, healthcare, and social services to all ages, faiths, and backgrounds. The organization's mission is to strengthen the community by providing behavioral health, healthcare, and social services to all ages, faiths, and backgrounds. More information is available at www.jfcsaz.org.

2. **What is the Center for Senior Enrichment and Creative Aging?**

The Center for Senior Enrichment is an interactive online ZOOM program designed for learning, self-improvement and fun providing social connections for seniors. The program began in 2007 with in-person classes, but the pandemic caused us to move most classes online. Since the start of the program, seniors 65 and older have been introduced to a variety of offerings, including music education, art museums, opera, Jewish education, health and wellness, creative writing, drawing and more. Center for Senior Enrichment Classes are free of cost to Phoenix-area residents and are now available for groups by special arrangement. Creative Aging classes are fee-based with each class posted on the listing.

3. **How do You Register for Classes?**

JFCS lists all senior classes on its class site located at jfcsclasses.org. First-time users must create an account by clicking on the "Create Account" button at the top right of the website. Once an account is created, users can sign up for CSE classes, and register and pay for Creative Aging classes. When logged in, you can see a schedule of the upcoming classes you are registered for by selecting "View Profile" from the pull-down menu at the top right of the website. From there you can also update your personal information and see a list of transactions for any paid classes.

4. **Do I need a Membership to Enroll in Classes?**

Individuals do not need a membership to register for and take classes. Group memberships for community centers, senior living/retirement communities, synagogues, etc. outside of the Phoenix area are available for a fee. For details, contact us at seniorcenter@jfcsaz.org or by phone at (480) 670-8073.

5. **Can Individuals Who Live Outside the Phoenix Area Take Classes?**

Yes. Individuals who live outside of Maricopa County (Arizona) can register and take Center for Senior Enrichment (CSE) classes and pay to take Creative Aging classes. If you live outside the Phoenix area we ask that you make a donation to JFCS (JFCS is a 501c3 nonprofit and our Tax ID is #86-0096781). Donations for CSE classes [can be made online](#) or by sending a check to JFCS, 4747 North 7th Street, Suite 100 Phoenix, AZ 85014 Attn: Philanthropy/CSE

6. **Where are the classes held?**

All Center for Senior Enrichment (CSE) and Creative Aging classes are held on ZOOM unless otherwise noted. Class registrants will receive the ZOOM link for each class by email at the time of registration and then again as a reminder 24 hours prior to the class start. For questions

about ZOOM, contact us at seniorcenter@jfcsaz.org

7. What is the Difference Between a Class and a Classpack?

Individual classes are listed by date on the website and are marked with #class on the listing. For CSE classes the listing may be for a one-time class or a series of classes. Creative Aging classes are fee-based, and multiple-day (series) classes are marked as a #classpack. You only have to register once for the classpack as the fee is for the entire series.

8. Why are the Class Teachers Not Listed?

All teachers are listed as “general” on the website because teachers can change right up until the class starts. For information about any teacher, or to reach a teacher, please send an email to seniorcenter@jfcsaz.org or call (480) 670-8073.

9. Why do Some Class Listings Say “Online” and others say “Fixed Term”?

All classes are online. Classpacks show “fixed-term” to indicate the fee is for a series of classes over a period of time.

10. What does Booking for “Me and Others” mean?

Our class registration software allows you to register yourself and if you’d like, a family member at the same time. By selecting Booking For “Me and Others” you can register family members who are included in your account. To add a family member to your account select “View Profile” from the pull-down menu at the top right of the website and click on “Family” along the left navigation menu.

11. Will You Send us an Email Before Each Class with the Zoom Link?

Our new system sends an automatic reminder 24 hours prior to each class with the Zoom link. Registrants will also receive the Zoom link in the confirmation email at the time they register, and the email provides a link for users to add the class to their calendars.

12. How do I Reach Out to JFCS With Questions or Issues?

To ask a question or make a comment not included in this FAQ, please email us at seniorcenter@jfcsaz.org