



Jewish Family & Children's Service

Annual Community Report 2015







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*

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*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

A MESSAGE FROM JFCS LEADERSHIP



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

March 2008 - January 2016



Carol Kern *Governance Board Chair*

One of the largest, longest-serving, most comprehensive behavioral health and social service agencies in Maricopa County, JFCS served more than 41,000 children and families during fiscal year 2015. 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.

"Healing Lives. Whatever it Takes."

2015 JFCS HIGHLIGHTS

JFCS' Homebased

programs served

5,300 at-risk

children and

family members

in crisis

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 inquires 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.

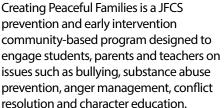
The goal of the Senior Concierge Project is to provide older adults, their adult children and family members as well as caregivers with information on available community resources in areas such as education,

Jewish Community Services fielded 1,200 inquiries for senior information and referrals

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



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.





JFCS received the 2015 Industry Leaders of **Arizona Award for Community Impact**

In fiscal year 2015, JFCS' services touched the lives of more than 41.000 individuals, 67% of whom are children. Moreover, 97% of the people we serve live at or below the poverty level.

As one of the largest providers of behavioral health services in Arizona, JFCS plays an active role in reducing health risks, increasing access, eliminating health disparities and delivering quality health care to the under-served, highrisk, multicultural populations of Arizona.

A proud recipient of the 2015 Industry Leaders of Arizona Award for Community Impact, JFCS is committed to offering a wide range of responsive, relevant and innovative programs and services.

To this end, we launched our first integrated healthcare center where our medical and behavioral health team work together, sharing treatment information electronically to determine the best course of action for each person's health.

Ultimately, this integrated, whole health, patientcentered model of care will be rolled out in all four JFCS behavioral health clinics valley-wide.

As an industry leader, our goal is to strengthen our community by improving the overall health and well-being of children, adults and families, reduce payer cost, and achieve long-term financial sustainability.

JFCS' serves 60% of the foster care children who are referred to the state's behavioral health system

Arizona has over 19,000 children in foster care, and nearly two-thirds are under the age of eight.

At JFCS, we understand the overwhelming demand being placed on the foster care system, and we collaborate with the Department of Child Safety (DCS) to provide therapy, trauma-informed care as well as a range of specialized behavioral and medical services for children in foster care.

Sixty percent of all foster care children who are referred to the state's behavioral health system are assesed and receive treatment at JFCS.

Our innovative play therapy modalities for younger children, counseling, as well as specialized behavioral and medical treatment, intensive case management and support services are designed to mitigate the long-term effects of trauma on children and teens who have been abused or neglected.

Through JFCS' comprehensive care coordination and trauma informed assessments and care, foster care children avoid costly Emergency Department visits and unnecessary hospitalizations. Our goal is to promote healing, health and well-being through a range of responsive and relevant treatment services.





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 relationshipbuilding 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.

2015 PROGRAM IMPACT & TESTIMONIALS

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

41,341

lives touched through our behavioral health and social services agency-wide. 67% were children and teens

96%

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

93%

of foster care teens achieved their academic or employment goals through the Real World **Job Development** program

93%

of domestic violence survivors initiated safety plans and gained access to services

OLDER ADULTS

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



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

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

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 - onsite 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

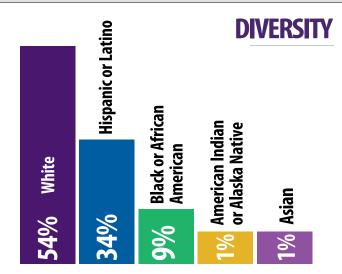
and their families received spiritual care and comfort from a Rabbinical chaplain

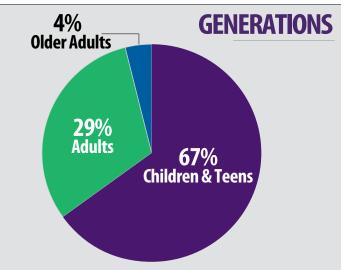


662

PEOPLE RECEIVED MEALS

and gifts through the JFCS Holiday Programs





CORE PROGRAMS

47% Behavioral Health

37% Child & Family Solutions

14%

Jewish Community Services

2%

Older Adults

FY 2015 JFCS FINANCIAL STATEMENT

STATEMENT OF FINANCIAL POSITION as of September 30, 2015* Assets		Fundraising 2% Administration
Current Assets	\$17,837,750	12%
Long-Term Assets	5,353,943	
Total Assets	23,191,693	Program Services 86%
Liabilities		
Current Liabilities	9,721,484	
Long-Term Liabilities	2,773,577	EXPENSE BY PROGRAM
Total Liabilities	12,495,061	Older Adults and Jewish Programs
Net Assets		5%
Unrestricted Assets	9,400,944	Behavioral
Temporarily Restricted	1,295,688	Child & Health 67%
Total Net Assets	10,696,632	Solutions 16%
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.

2015 FRIENDS OF JFCS



Svetlana & Matthew Steinway, Jana & Mark Zinman, Carla & Brian Stark at Brighter Tomorrow Luncheon



Robert Meza, Michael Johnson, Carol Seidberg at Friends of JFCS Event



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





Bob Roth & Scott Bernstein at Brighter Tomorrow Luncheon



Friends at It's A Wrap Luncheon



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



Friends at It's A Wrap Luncheon



Jeff Flancer at Friends of JFCS Event



Linda & Sherman Saperstein at Friends of JFCS Event





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.

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 Osofsky

Ruth B. Pearson*

Carol & Ken Seidberg and Family

State of Arizona - Arizona Criminal Justice Commission

The Robert I. Sweet Charitable Remainder

Women's Independence Scholarship Program, Inc.

Family Champion

gifts of \$50,000+

Avon Foundation for Women

Blank & Matney Families+

Cardinals Charities

Cheryl and Robert* Carr

City of Glendale

Dignity Health+

Flo and Paul Eckstein Estate of E. Louise Gaudet

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The Estate of Dora Sovich

Estate of Rhoda Krasno Tannenbaum

Thunderbirds Charities

Cindy and Mike Watts+

Wells Fargo

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Family Patron

gifts of \$25,000+

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Basic Needs Collaborative

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Cox Charities+

Creative Women of Pinnacle Peak, Inc.+

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Flex Print, Inc.

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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

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

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gifts of \$5,000+ Anonymous

Arizona Foundation for Women

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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Eleanor Light Mercy Care Plan

NextGen Healthcare Information Systems

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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**

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AT&T

Bank Of America **Blood Systems**

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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 Roberta Aidem/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

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Dr. Abraham Tamis Memorial Fund at Jewish

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lablin

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Beth and Sandy Hoffman

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Stephanie and Frank Jacobson

Jewish Community Foundation of Metrowest

New Jersey

Michael Johnson

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Ellen and Bob Kirschenbaum

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Audree Kropen

Sue and Neal Kurn

Marlene and Lanny Lahr

Chu and Stuart Lazar

Cynthia and Jay Levin

Sheri and Tom Levin

Susan and William Levine

Lincoln GIVES

Jack Linde

Nancy and John Linder

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

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