





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.

A MESSAGE FROM JFCS LEADERSHIP



Lorrie Henderson President and CEO



Carol Kern Governance Board Chair

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.

Healing Lives. Whatever It Takes.

2016 JFCS HIGHLIGHTS

Volunteer program launched in 2016



Recognizing that volunteers are our agency but also to our entire community, JFCS launched its volunteer program beginning with the hiring of Jody Goldman, a the Spring of 2016. In the first six months, more than 50 volunteers were recruited, trained and placed in several volunteer roles,

- · 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
- area at the Michael R. Zent **Healthcare Center**
- Special event volunteers to assist Wrap" and the holiday dinner for foster children.

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 exceeds behavioral health training requirements

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.

JFCS staff training given 98% compliance rating from the Arizona **Department of Health Services**

Michael R. Zent Healthcare Center is dedicated, serves as model

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 adds domestic violence support staff



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.

2016 PROGRAM IMPACT & TESTIMONIALS

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

HOMEBASED, CHILD WELFARE SERVICES, FAMILY REUNIFICATION

Last fall, the Department of Child Safety came into our lives giving us temporary custody of our grandson. We dealt with a number of organizations during this process and felt as if we weren't always treated with respect. Going through an unexpected situation like ours can be humiliating and embarrassing. The staff at Jewish Family & Children's Service, however, was absolutely outstanding and always spoke to us with the utmost respect and concern for our family's well-being. The team was caring, positive and really knew how to listen. We're happy to report our daughter has finally been given unsupervised visitation with our grandson and the two of them are now living with us. The communication, budgeting and parenting training that our daughter received is helping her become a successful single parent.

— Roberta and Ed, Family Reunification clients



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 selfesteem 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

94% of all agency clients reported that they were treated with respect and dignity

1,228 families received crisis stabilization services for their children from the Child **Crisis Hospital Team**

98% 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

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**



in need received Christmas or Hanukkah gifts

The Child Crisis **Hospital Team**

assisted

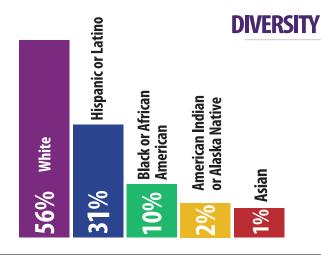


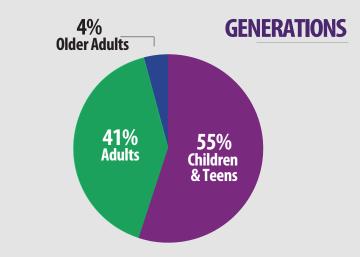
1,228

YOUTH AND FAMILIES

than in 2015

facing a behaviorial health crisis, 376 more





CORE PROGRAMS

42% Behavioral Health

36% Child & Family Solutions

20% **Jewish Community Services**

Older Adults Services

FY 2016 JFCS FINANCIAL STATEMENT

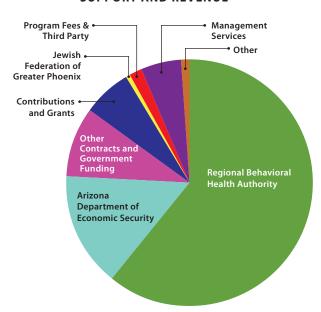
STATEMENT OF FINANCIAL POSITION

Total Expense

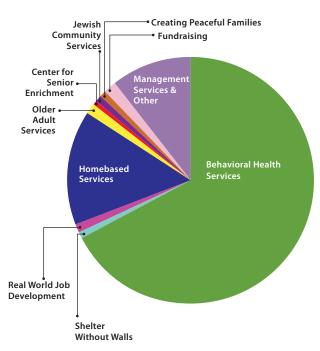
Assots		
Assets Current Assets	\$92,622	
Long-Term Assets	6,935,409	
Total Assets	\$20,428,031	
<u>Liabilities</u>		
Current Liabilities	\$7,150,254	
Long-Term Liabilities	2,544,525	
Total Liabilities	\$9,694,779	
Net Assets		
Unrestricted Assets	\$9,095,269	
Temporarily Restricted	1,637,983	
Total Net 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 Jewish Federation of Greater Phoenix	3,067,911	6.52
Program Fees & Third Party	302,000 791,937	0.64 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 Homebased Services	554,200 6,958,914	1.18 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
11 12 12 6 11	(*****	
Unrestricted Deficit	(\$296,010)	
Temporarily Restricted Total Change in Net Assets	332,531 \$36,521	
Expense Summary		
Program Services	\$40,757,058	86.71
Administration	5,456,825	11.61
Fundraising	791,815	1.68
Total Evnence	\$47 005 608	100 00

\$47,005,698 100.00

SUPPORT AND REVENUE



EXPENSE BY PROGRAM



2016 FRIENDS OF JFCS



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



Barranco Group



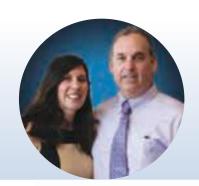
Jayne Plotkin and Christine Leva, It's a Wrap



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



Stephanie Thier, Meri Friedman, Jen Kirshner



Susan and Jay Fruchtman



Michael R. Zent Healthcare Center Dedication



Rich Kasper and Diane Eckstein





Lynn Kahn, It's a Wrap



Jeanne and SteveWinograd, Mitch and Debbie Stillman, Richard Epstein and Judy Ackerman at the Family Friends of Distinction event



Javier Favela, Mary Jo Whitfield, Robert Meza



Tricia Beran, Terri Jonas



Kathy Rood, Enid Seiden, Stephanie Jacobson



Transition Age Youth Graduation



Rabbi John Linder and Dick Gottlieb, Brighter Tomorrow Luncheon



Paul Stander and Stuart Lazar, Brighter Tomorrow Luncheon





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 through September 30, 2016

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gifts of \$250,000 +

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Arizona Republic/12 News Season for Sharing Child Abuse Prevention License Plate Program **DBL** Distributing Cindy Lubin and David Lorsch Nina Mason Pulliam Charitable Trust Lenore and Eugene* Schupak

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gifts of \$250,000 +

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Family Philanthropist

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Thunderbirds Charities

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gifts of \$10,000 +

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Arizona Republic/12 News Season

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Child Abuse Prevention License Plate Program

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Mercy Maricopa Integrated Care

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Ron Zent

Dorothy Zusman

* Of Blessed Memory

LEGACY SOCIETY MEMBERS

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.

Gifts and commitments through September 30, 2016

Judy Ackerman

Phil Adelman

Anonymous (9)

Janet Arnold

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Tricia and Andy Beran

Carmela and Michael Blank

Adam & Cindy Brooks and Family

Francine Coles

Corinne F. Ehrlich R

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Helen Pezdirtz

Muriel Ross* R

Susie and Bob Roth

Lenore and Eugene* Schupak

Ruth and Edward* Schwarz

Carol and Ken Seidberg

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Paula and Arlie Sherman

Clara D. Stander*R

Susan A. Stander

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Naomi* and Gerald Weiner

The Wexler Family Foundation

Barbara and Barry Zemel

Michael R. Zent*R

Laura Ziff

*Of Blessed Memory

R Realized



"I live in Chicago and my 86-yearold 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



"Our clinic provides traumainformed 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

"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



"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





"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



"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



JFCS ADMINISTRATION OFFICES

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