

Connections

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Building Community

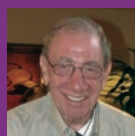
Michael R. Zent Healthcare Center now provides behavioral health services with primary medical care for patients in Maryvale

Kehila. This Hebrew word represents one of the core values of Jewish Family & Children's Service (JFCS) – **building community**. And that is exactly what JFCS is doing in Maryvale, a community with the highest concentration of Medicaid recipients in Maricopa County and a **critical shortage of primary care physicians**.

Read more on the next page. ■



■ **Read more...**



Special thanks to our generous capital campaign donors.

■ See inside.



Check Out JFCS 2015 By The Numbers.

■ See back.

70% of patients have at least 1 medical condition

cover story continued...

JFCS is celebrating the opening of a new integrated medical and behavioral health center in the underserved Maryvale neighborhood of Phoenix. Over its 17 years of operation, the former clinic in Maryvale had reached a crisis due to overcrowding and inadequate space. The new Michael R. Zent Healthcare Center, named in honor of the highly regarded JFCS CEO who passed away earlier this year, will be able to serve a growing number of 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.**

“We are pleased to see the vision that we’ve been working on for several years come to life,” said Mary Jo Whitfield, Interim Deputy CEO of Behavioral Health at JFCS. “Now we have the ability to meet the total healthcare needs for all

Now we have the ability to meet the total healthcare needs for all patients who come to the Maryvale clinic — not just behavioral health patients.

**— Mary Jo Whitfield,
Interim Deputy CEO at JFCS**



patients who come to our Maryvale clinic — not just behavioral health patients.”

The new Michael R. Zent Healthcare Center expands services to an additional 2,000 clients per year, increasing the number of patients served from 6,500 to 8,500 annually. At least 4,000 of these clients are children. The new center was designed specifically to provide both medical and behavioral health services in an



8,500 individuals are served in Maryvale; 50% are children



Patient Spotlight: Meet Vanessa

Vanessa* is a 10-year-old girl who has been in the Arizona foster care system since she was 6 and removed from her home in Maryvale when both her parents were incarcerated. Vanessa was referred to JFCS by the Arizona Department of Child Safety and has been a patient at the Maryvale clinic for the past two years for depression and other trauma-related symptoms. She is also at high-risk for developing diabetes.

To address Vanessa's whole health needs, she is now seeing a primary care physician at the clinic in addition to her therapists. Her care coordinator recently approached her with the idea of enrolling in Girls on the Run, an innovative health program offered at the Michael R. Zent Healthcare Center that serves girls ages 8 to 12 with behavioral health concerns plus a need for improved physical health. She agreed and is now training with a team for a 5k race, learning about proper nutrition and developing good physical exercise habits. But perhaps most importantly, she's developing a support system with the other girls participating in the program.

**Name and image have been changed to protect patient privacy*

environment where clinical and support staff work together, sharing treatment information electronically to determine the best course of action for each person's health.



"True to the man himself, the center is cutting-edge and it services a community in need," said Dr. Mario Lippy, co-director of the clinic. "Dr. Zent was very involved with the Latino community – he spoke Spanish and grew up in Tempe – and many of our patients are Hispanic. He wanted to provide whole healthcare to a population that has complex behavioral health and medical issues in order to improve their lives."

Services at the Michael R. Zent Healthcare Center emphasize prevention and early intervention to stop the development of chronic illness and acute conditions that can lead to unnecessary hospitalization and emergency room care.

Additionally, a staff clinician is co-located in the Arizona Department of Child Safety office that serves Maryvale, which has the state's highest rate of children removed from the home due to serious abuse and neglect. As a result, the Michael R. Zent Healthcare Center serves a large number of Maryvale children in foster care who have severe trauma symptoms.

Approximately two-thirds of the foster-care youth referred to the Maricopa County behavioral health system are assessed and treated at JFCS, many of them at the Maryvale clinic. **There are currently nearly 19,000 children in Arizona's foster-care system.**

"Our clinic provides trauma-informed care – our staff understands how to treat an individual to

All patients have an **Electronic Health Record**



Our clinic provides trauma-informed care— our staff understands how to treat an individual to make them whole again.

**— Dr. Mario Lippy,
Co-Director, Michael R. Zent Healthcare Center**

make them whole again,” Dr. Lippy said. “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.”

JFCS’ goal is to use this clinic as a model and replicate the integrated care approach at its three other healthcare clinics in Maricopa County. “This clinic represents an opportunity to address social determinants that hinder access to quality healthcare, ranging from socioeconomic status to language barriers or lack of transportation, among other factors,” Whitfield said. “Through health literacy and our outreach efforts, we believe that patients in our clinic will achieve an improved quality of life over time.” ■



TECH CONNECTION

The new Michael R. Zent Healthcare Center features new technologies that make it easier for physicians and therapists to do their jobs while also benefiting the patients. The featured technology includes:

●
Electronic, integrated health record for all patients

●
Medical equipment that is synced with the health record

●
Integrated media projector in training room that seats 60

●
Telemedicine mobile cart

●
Mondopad touchboard for teleconferencing

●
Training rooms with video-recording capability

Capital Campaign Nearing 90% of Goal

The capital campaign to purchase, build and equip the Michael R. Zent Healthcare Center set a goal of \$3.2 million. As of the end of April 2016, the campaign has raised \$2,815,000 from generous donors.

HELP US FINISH THE CAMPAIGN!

Minimum gifts of \$2,500 will be recognized on the beautiful donor wall, designed by architect Jeff Will. Gifts of \$2,500 or more may be paid over as many as five years. However, gifts of any size are greatly appreciated.

For more information on commemorative naming opportunities at the Michael R. Zent Healthcare Center, please call Frank Jacobson, 602-567-8329, frank.jacobson@jfcsaz.org

Michael R. Zent Healthcare Center Highlights



INTEGRATED MEDICAL AND BEHAVIORAL HEALTHCARE SERVICES

Patients have one electronic health record (EHR) that documents both medical and behavioral health services, medications and treatment.



INCREASED CAPACITY

The clinic will treat up to 8,500 patients annually.



IMPROVED CARE COORDINATION

Children and youth in the foster-care system are provided Care Coordinators to ensure they receive the behavioral health, medical and dental services to which they are entitled.



ENHANCED TREATMENT FOR CHILDHOOD TRAUMA AND AUTISM

Specialized care for children identified with severe trauma symptoms and those impacted by autism spectrum disorder.



PARENT OBSERVATION AND TRAINING ROOMS

Parents and caretakers can observe and learn behavioral techniques they can use at home with their children.



INNOVATIVE TECHNOLOGY

JFCS utilizes the NextGen® EHR platform to coordinate care. The medical equipment syncs directly with a patient's EHR to upload data like blood pressure readings directly.

2015 JFCS by the Numbers

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JFCS COMMUNITY IMPACT

Lives Touched
41,341

Live at or Below the Poverty Level
97%

DIVERSITY

White
54%

Hispanic or Latino
34%

Black or African American
9%

American Indian or Alaska Native
1%

Asian
1%

GENERATIONS

Children & Teens
67%

Adults
29%

Older Adults
4%

CORE PROGRAMS

Behavioral Health
(19,297) **47%**

Child & Family Solutions
(15,365) **37%**

Jewish Community Services
(5,939) **14%**

Older Adult Services
(740) **2%**



95%
of
clients report
they were
treated with
respect and
dignity



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



2/3
of
foster-care
youth referred
to the Maricopa
County behavioral
health system
are assessed and
treated at JFCS



93%
of
domestic
violence
survivors
initiated safety
plans and
gained access
to services



93%
of
foster-care
teens achieved
their academic
or employment
goals



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

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4747 North 7th Street, Suite 100 Phoenix, AZ 85014
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