

# Connections

*Your Donor Newsletter*



## Complete Care

**The JFCS Glendale Healthcare Center now offers integrated healthcare, including primary medical care and behavioral health services**

In March 2018, the JFCS Glendale Healthcare Center, located at 5701 W. Talavi Blvd., became the second JFCS healthcare clinic to offer fully integrated healthcare services, including primary medical care and behavioral health services. Now, both the JFCS Michael R. Zent Healthcare Center in Maryvale and the Glendale Healthcare Center offer a "whole health" approach to patients.

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# A WHOLE HEALTH APPROACH

*“Our integrated healthcare clinics represent an opportunity to address social detriments that hinder access to quality care... Through health literacy and our outreach efforts, we believe that our patients will achieve an improved quality of life over time with a whole health approach.”*

*-Mary Jo Whitfield,  
Vice President of  
Behavioral Health*



In Arizona, behavioral health has historically been a carved out benefit that is separately managed by Regional Behavioral Health Authorities (RBHAs). Because of this structure, up to four different healthcare systems might be necessary for an individual with a serious mental illness to obtain healthcare: the AHCCCS acute health plan for physical health services; the RBHA for behavioral health services; Medicare for persons with mental illness who are dually eligible for both Medicaid and Medicare; and Medicare Part D for medications.

“Navigating the complex healthcare system is one of the greatest barriers to obtaining medically necessary healthcare,” said Mary Jo Whitfield, Vice President of Behavioral Health at JFCS. “For Arizonans with mental health issues, obtaining needed healthcare has been challenging and further complicated by concerns around poor medication management and stigma, sometimes causing many individuals to forgo physical healthcare. Because many persons with mental illness also experience other chronic conditions, management of diseases like diabetes or hypertension has also been historically poor.”

To help address these issues, JFCS and other behavioral health partners have collaborated with AHCCCS to create a more streamlined system that reduces barriers

*From left: Doug Summers, Co-Director of Behavioral Health, Suzanne Dunham, Registered Nurse, Nikolina Elez, Family Nurse Practitioner, Jack Pullins, former Clinical Manager, and Devon Garza, Clinical Manager at the JFCS Glendale Healthcare Center's new primary care wing.*

to care for patients and focuses on a whole health approach, also known as integrated healthcare.

JFCS' Glendale Healthcare Center served 5,441 patients in 2017, and is now able 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.

### FOCUSING ON PATIENT EDUCATION

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

Research shows that individuals with behavioral health and substance abuse disorders may die decades earlier than the average person — mostly from untreated and preventable chronic illnesses like hypertension, diabetes, obesity and cardiovascular disease, that are aggravated by poor health habits such as inadequate physical activity, poor nutrition, smoking and substance abuse.

"This is where patient education is critical," Whitfield said. "Many clients are stuck in what is called the symptom cycle. If they suffer from depression, they may struggle to focus on eating well and exercising to reduce their diabetes symptoms. And an inability to control a chronic condition like diabetes can feed a person's depression, leading to a vicious cycle."

In addition to working with doctors to treat a patient's physical and mental health needs, JFCS has implemented a series of wellness classes that help people manage chronic conditions, learn new skills and develop healthier habits. These classes are taught in a supportive group setting and focus on nutrition, exercise, health management, decision-making and goal setting.

JFCS' goal is to replicate the integrated care approach at its two remaining healthcare clinics in Maricopa County by 2020. "Our integrated healthcare clinics represent 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 our patients will achieve an improved quality of life over time with a whole health approach."

## HEALTH NAVIGATORS GUIDE THE WAY



*Health Navigators Thomas Johnson, Andrea Schubert, Claudia Becerril and Devon Garza (supervisor).*

Based in all JFCS healthcare centers, Health Navigators are responsible for serving as client advocates and coordinating patient care with primary care providers, behavioral health clinicians and specialists. These professionals help remove personal and environmental obstacles to healthcare access, and they provide intensive one-on-one services for each client.

Health Navigators assist JFCS clients by:

- ▶ Coordinating physician visits and other medical appointments
- ▶ Encouraging a stable and regular relationship with a primary care provider
- ▶ Assisting clients in obtaining preventative screenings (including cholesterol, diabetes, heart disease, asthma and breast cancer)
- ▶ Offering self-management workshops and educating clients around nutrition, healthy habits and physical activity
- ▶ Providing education about medical conditions and recovery strategies
- ▶ Arranging transportation to and from medical services
- ▶ Accessing and maintaining insurance coverage
- ▶ Facilitating communication with healthcare providers

# CREATIVE AGING PROGRAM EXPANDS



By 2020, it is predicted that 1 in 4 Arizonans will be over age 60. JFCS is at the forefront of offering exciting new ways to keep older adults active and engaged. Creative Aging classes are participatory arts classes for adults age 60 and older offered at various locations throughout the Valley by JFCS. Part of a national movement, Creative Aging is based on understanding the vital relationship between creative expression and quality of life.

*Participants enjoy an Israeli Dance class session, new to Creative Aging this year and led by Nancy Stone (center front).*

JFCS Creative Aging programs offered this spring include Senior Chorus, Voice Lessons, Israeli Dance, Storytelling and Classic Jewish Films. Launched as a pilot project in 2017 and funded with the generous support of Barbara and Barry Zemel as well as a grant from the Arizona Commission on the Arts, the program served 84 individuals ranging in age from 63 to 94. JFCS secured additional funding from the Jewish Community Foundation of Greater Phoenix to move Creative Aging from a pilot to a full 30-week program starting in fall 2017.

“We engage professionals in the arts field who work with our older adults to do meaningful and fun projects,” said Janet Rees, Creative Aging Coordinator at JFCS. “Today’s seniors are not necessarily our grandparents’ seniors. They want to do meaningful things and remain active for as long as possible.”

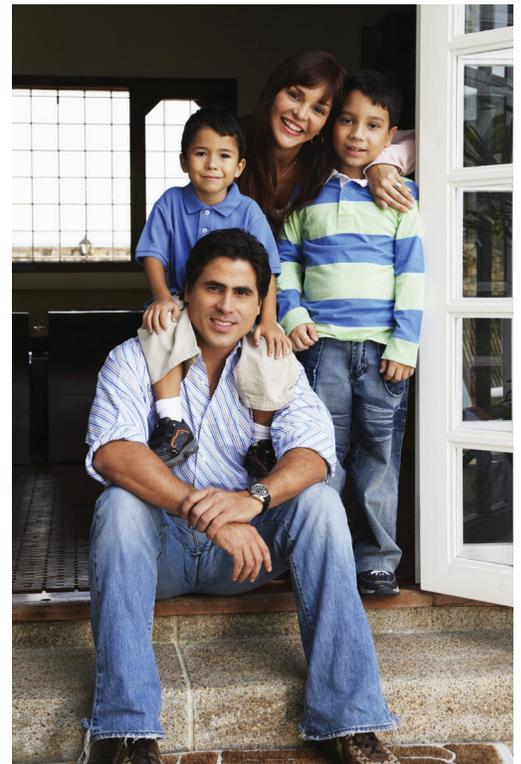
Research by the National Institute on Aging and the National Endowment for the Arts demonstrates that participating in creative arts as one grows older helps improve aging-related health conditions, including cognitive decline and dementia.

For more information, contact Creative Aging Coordinator Janet Rees at 480.599.7198 or email [SeniorConciergeServices@jfcscz.org](mailto:SeniorConciergeServices@jfcscz.org).

## COACHING CLUB AFFECTS POSITIVE CHANGE IN YOUTH

In 2017, the JFCS Coaching Club was created and implemented as part of a behavioral health expansion. The program provides short-term behavioral coaching services for JFCS youth ages 17 and younger. In its first year, 172 individuals were served. The children and families who participated learned to change their negative behaviors through behavioral modification strategies.

JFCS staff worked alongside parents to better understand the reasons for their children’s behavior, and then helped them implement strategies that improve negative behaviors. JFCS has seen children and parents come together and stay committed to working on their relationships. With a very focused approach, positive transformations were achieved in as few as 90 days.



# JFCS JOINS MEMORY CAFÉ MOVEMENT

Started in Amsterdam in 1997, the Memory Café movement has since spread across the U.S. The events allow those with memory loss, mild cognitive impairment or dementia to come together, socialize and engage in a variety of activities built around a monthly theme.

JFCS Memory Café offers a meeting place for those with memory loss and their caregivers to connect with others to socialize and participate in therapeutic arts activities. New this year, these cafés are held in central Phoenix and are open to the community. Memory cafés have highlighted music, dance, drumming and visual arts.

Socialization is a key component to the cafés, as they are meant to be a place to relax, meet others and have fun.

“Memory Cafés have a positive impact in the lives of those on both sides of the care partnership,” said Jewish Social Services Manager Kathy Rood. “The Café provides an opportunity to be in a fun and relaxed group setting with the knowledge that one is safe and that there is respect for differences, as well as freedom from stigma.”

A diagnosis of dementia is not required to attend the Memory Café sessions, but space is limited and RSVPs are required. To learn more, call Kathy Rood at 602.452.4627 or email [kathy.rood@jfcsaz.org](mailto:kathy.rood@jfcsaz.org).

*Memory Cafés are an addition to JFCS Older Adults programming.*



## JFCS CENTER FOR SENIOR ENRICHMENT KEEPS SENIORS ACTIVE

The JFCS Center for Senior Enrichment is a daytime program that is geared toward engaging the senior community. The Center offers a wide range of classes from exercising to discussion groups to hands-on activities, such as artwork, gardening and service projects. The JFCS Center for Senior Enrichment is the only Jewish senior center in the Metro Phoenix area, but its doors are open to community members of all faiths. For more information, contact 602.943.2198.

*Community members enjoy an art session at the JFCS Center for Senior Enrichment.*

# DONOR SPOTLIGHT



*The BHHS Legacy Foundation funded the JFCS Michael R. Zent Healthcare Center capital campaign with a \$60,000 grant in support of JFCS' first integrated healthcare clinic.*

**Our foundation focuses on four key areas: increasing access to healthcare; improving community health; expanding Arizona's healthcare workforce; and strengthening the community.**

**~Mary Thomson,  
Senior Vice President,  
Program Development for  
BHHS Legacy Foundation in the  
Phoenix Region**



## BHHS LEGACY FOUNDATION

As part of its ongoing effort to improve the health and quality of life for those in the community who are most in need, the BHHS Legacy Foundation has been a key supporter of JFCS in recent years. The BHHS Legacy Foundation was funded from the sale of Baptist Hospitals and Health Systems in 2000 so that proceeds would continue to help those in the areas that the facilities serve — Greater Phoenix and the Tri-State region, including Bullhead City, Fort Mohave and Topock, Ariz., as well as Laughlin, Nev., and Needles, Calif.

Last year, the BHHS Legacy Foundation provided a \$112,500 grant to expand health literacy services for three JFCS clinics, including the Michael R. Zent Healthcare Center, Glendale Healthcare Center and Avondale/West Valley Clinic. Because the clinics deliver a “whole health” approach to care, new opportunities for care coordination that maximize the capacity for self-care, chronic disease management and avoidance of health risk behaviors were identified with the goal of patients realizing their full potential as healthy members of the community. BHHS Legacy grant funding directly supported:

- ▶ Cost of uncompensated care (including laboratory and pharmacy costs) to low-income and uninsured patients.
- ▶ Health literacy patient activities, training and certifications at all three clinics.

In 2015, the Foundation also supported the JFCS Michael R. Zent Healthcare Center capital campaign with a \$60,000 grant in support of JFCS' first integrated healthcare clinic. That funding provided:

- ▶ Publications for clinical staff specific to integrated care and a whole health approach to care.
- ▶ Staff trainings and certifications on health literacy and trauma informed care.
- ▶ Monthly subscription costs of health information exchange (HIE) fees needed to support coordination of care and exchange client information.
- ▶ Cost of uncompensated patient services, pharmacy and labs.

Last year, in addition to JFCS, more than 115 organizations and programs received over \$4.3 million in funding from the BHHS Legacy Foundation. For more information on the foundation, visit [www.bhhslegacy.org](http://www.bhhslegacy.org).

# STRATEGIC PARTNER SPOTLIGHT

## Jewish Community Foundation of Greater Phoenix, Life & Legacy program



*Richard Kasper,  
President and CEO,  
Jewish Community Foundation*

### **What is the goal of the Life & Legacy program?**

Life & Legacy is a four-year partnership program between the Harold Grinspoon Foundation (HGF) and the Jewish Community Foundation of Greater Phoenix (JCF) to promote after-lifetime giving and endowment building through 12 local Jewish organizations.

Life & Legacy provides training, monetary incentives and support to motivate Jewish organizations to secure legacy gifts, steward donors and integrate legacy giving into the philanthropic culture of the local Jewish community.

### **What has been accomplished over the past three years in Phoenix?**

For JFCS, the Life & Legacy program has streamlined and simplified the legacy giving program for the organization,

but most importantly, for its donors. Planned giving cultivation does not need to be complicated. JCF has provided training, encouragement and constant collaboration, enabling the JFCS team to truly embrace these conversations with donors. The cooperative style of the Life & Legacy program has created friendships and partnerships with other local organizations enabling them to work together to create a culture of philanthropy in Greater Phoenix.

Locally, the \$1.2 million investment from HGF and JCF and its supporters benefits 12 community partner organizations, including JFCS, which have secured 668 legacy commitments to date, representing \$22.6 million in estimated future values and \$329,215 that has already been realized and invested at the Jewish Community Foundation of Greater Phoenix.

"JFCS has been a leader of the group from the very beginning," said Richard Kasper, President and CEO of the Jewish Community Foundation of Greater Phoenix. "JFCS was one of the most successful organizations in terms of recruiting donors and formalizing gifts. It's a tribute to JFCS' leadership, stewardship efforts and focus on the future."



**Jewish Community  
Foundation**  
OF GREATER PHOENIX

*For more information on the  
Life & Legacy program,  
contact Gail Baer, Associate Vice President of Philanthropic Services at JFCS,  
at 602.452.4698 or [gail.baer@jfcsaz.org](mailto:gail.baer@jfcsaz.org)  
Richard Kasper, President and CEO of the Jewish Community Foundation,  
at 480.699.1717 or [rkasper@jcfphoenix.org](mailto:rkasper@jcfphoenix.org)*



## TAKE THE CREDIT!

JFCS is a Qualifying Charitable Organization for the Arizona Charitable Tax Credit.

Make a donation (\$400 for individuals; \$800 for married couples) to JFCS online at [jfcsaz.org/taxcredit](http://jfcsaz.org/taxcredit).

List JFCS as your qualifying charitable organization and the dollar amount of your donation on AZ Tax Form 321 when you file your taxes.

Questions?

Call **602.279.7655**.

Your donation of \$400 or \$800 will help pay for:

- ◆ Appropriate clothing for interviews and internships for youths
- ◆ Workshops to stop substance abuse and family violence
- ◆ Emergency dental care for a child who has been abused and neglected
- ◆ School application fees for survivors of domestic violence pursuing higher education
- ◆ Bus passes for parents who need to bring themselves or children to therapy appointments

# GET INVOLVED



## LOOKING FOR A JOB?

In today's competitive job market, it is critical to be prepared with the tools necessary to land an ideal job. Jewish Career Services provides assistance to Jewish individuals who are recently unemployed, soon to be unemployed, or underemployed. A JFCS career coach assists individuals in creating a professional resume and provides coaching on crucial job search skills, such as career assessment, networking, interviewing and salary negotiation. There is no charge for the program. For more information, contact 602.452.4627.

## JOIN A JFCS SUPPORT COUNCIL

Want to get more engaged with JFCS? Want to meet front line staff and hear moving client success stories at our Close Encounter Dinner events? Want to learn how your gift can really make a difference in the lives of those we serve? And, do you want to see how increasing your gift will increase JFCS' ability to impact more people in need by helping us meet our challenge grant?

When you join, you can also direct your gift to the program areas of your interest: helping victims of domestic violence; getting foster youth access to education and job readiness skills; and providing help to Jews in need within our community.

For a minimum of \$1,500 a year, you are invited to our Close Encounter Events where you have dinner and conversation with our JFCS social services staff. Here you can learn more about what is going on in the organization; how your gift is spent; and how successful we are with our programs. To learn more about JFCS Support Councils, call Gail Baer, Associate Vice President of Philanthropic Services, at 602.452.4698. To register for an upcoming event, visit [jfcsaz.org/supportcouncilsvp](http://jfcsaz.org/supportcouncilsvp).



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