



Jewish Family and Children's Service

CONNECTIONS

Donor Newsletter

THERAPY ANIMALS

How they are making an impact in healthcare

Alex Warren

JFCS Enrollment & Eligibility Manager
and therapy dog trainer

Wrigley

JFCS Michael R. Zent Healthcare
Center Therapy Dog





Casanova and Dazzle

JFCS Glendale Healthcare Center Therapy Dogs

The Role of Therapy Animals

Sometimes the best helping hand is not a hand at all – it’s a paw. “Studies show animal-assisted therapy specifically helps to lower cortisol levels in the brain; reduce blood pressure and heart rate, ease anxiety, and increase endorphins and oxytocin,” says Wendy Brishke, LMSW, a child clinician at the JFCS Glendale Healthcare Center who uses both 7-year-old Casanova and 2-year-old Dazzle – both Golden Retrievers – in her practice. Therapy dogs, like Casanova and Dazzle, have been used at JFCS for both children and adults since 2017.

What is a Therapy Dog?

“People often confuse therapy dogs with service dogs and/or emotional support dogs,” says Alex Warren, an enrollment and eligibility manager at JFCS as well as therapy dog owner and trainer.

A service dog, according to Warren, is trained to help people – generally one specific person at a time – with disabilities including visual impairments, mobility issues such as paralysis, epilepsy and more. “They are considered working animals, not pets, another important distinction,” says Warren, noting that is why if you’ve ever come across a service animal, you’ve likely been told not to pet or play with him or her.

An emotional support dog, says Warren, is trained to provide its owner therapeutic benefits through companionship.

“A therapy dog, however, is trained to provide support, comfort and affection to one or more individuals, or even to a group of multiple individuals,” says Warren. “You can hug them, kiss them, even cry on them.”

Wrigley

Warren's 3-year-old Golden Retriever, Wrigley, is a service dog at the JFCS Michael R. Zent Healthcare Center. He works in several areas of the clinic with children and adults – helping to do everything from ease anxiety before blood draws to comforting support groups to even calming PTSD patients. Wrigley has been known to work his way through obstacle courses of sorts to help children in their sensory integration therapy programs.

JFCS Michael R. Zent Healthcare Center co-director Diane Palacios says the dogs' impact on patients is clear. "From their facial expressions to the immediate change in their behavior, our patients physically change for the better within minutes of interaction with one of these dogs," says Palacios.

And while there are several dozen stories that come to Palacios's mind that illustrate Wrigley's direct impact, a recent teen patient with autism stands out. "He was here to meet with his practitioner for his meds, but he was unstable to the point where we thought he would need to be hospitalized," says Palacios.

"By interacting with Wrigley, this teen was able to regulate, and we were able to move forward with his service plan," says Palacios.

According to Palacios, the effect is not limited to patients.

"When a staff member lost her father-in-law, she was visually upset," says Palacios. "Wrigley sensed something was wrong and immediately instinctually went to comfort her."

Casanova and Dazzle

Casanova and Dazzle's work at the Glendale Healthcare Center is a bit more narrowly focused than Wrigley. "Casanova and Dazzle work with me in my practice to specifically help children," says Brishke. "I use them as tools with children that have trauma as well as health and mental issues."

According to Brishke, their duties differ based on the child. "For some, the dogs are meant to be a calming presence. For others, they provide a needed distraction. And for others, they – Dazzle in particular – provide a lesson in patience," says Brishke.

Brishke often uses Dazzle to show children what a particular behavior can look like to someone else. "I will have Dazzle continuously model bad or repetitive behaviors in front of a child, until the child clearly sees the behavior as annoying or frustrating," says Brishke. "Then, it becomes a teachable moment. I ask the child if there are any disruptive or repetitive behaviors he or she might be doing at home, in class or even in treatment. And it clicks."

For children in deep distress and those who have overcome severe trauma, Casanova and Dazzle are often able to do what humans cannot: get them to stay and listen. "We often see children who have lived through severe neglect, lived in multiple group or foster homes or have survived through more than any child should," says Brishke. "They may be wary of any adult, even us, at first, but they are often happy to see the dogs."

And, according to Brishke, while these children may not be readily open to services from the onset, they are willing to give it a chance if it means playing with Casanova and Dazzle.



Julio, the lizard, with Older Adults client.



Wrigley helps calm children at the JFCS Michael R. Zent Healthcare Center.



*Wendy Brishke, LMSW, CCTP, CCTSS
Child Clinician, JFCS Glendale Healthcare Center;
Dazzle (left) and Casanova (right), therapy dogs*

Transition to Adulthood Celebrates 10 Years

In 2009, the Department of Child Safety reached out to JFCS in an effort to help children in foster care and group homes as they approached adulthood.

"In response, JFCS developed Transition to Adulthood (TTA), which helps young adults with career planning, college enrollment, housing, daily living skills, finance management and behavioral health issues," says JFCS TTA Director Jessica Woodruff.

According to Woodruff, the program was the first of its kind in Arizona to use the Transition to Independence Process Model®, wherein the young adults are encouraged to explore their interests in five domains: employment and career, education, living situation, personal effectiveness and wellbeing and community-life functioning.

"It differs from our other program, Real World Job Development, in that it is only for young adults between 16 and 21, and it requires the individuals to directly buy in from the onset," said Woodruff. "Taking part in TTA must be their decision, not the decision of a partner or guardian on his or her behalf."

Over the past 10 years, TTA has grown from five staff and three clients to 22 facilitators and more than 285 clients.

"And while we still serve those transitioning from foster care and group homes, today we serve any young adult who can benefit from our services," said Woodruff.

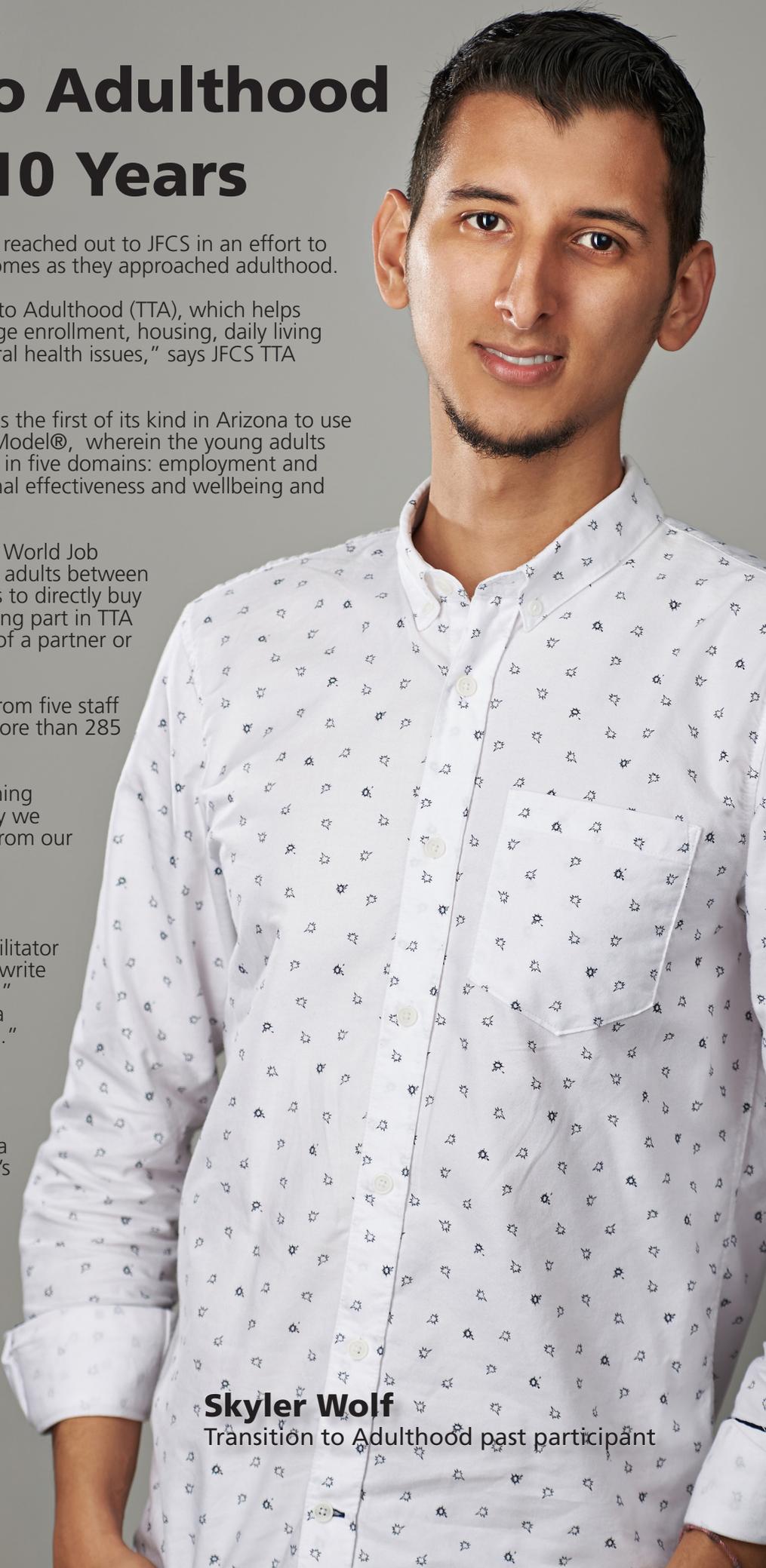
Skyler is one of hundreds of stories.

"Through TTA, I was matched with a facilitator who helped me make college decisions, write entrance essays and apply for assistance," says Skyler. "Today, I'm a student at Soka University of America, studying literature."

"Chandler, who attended bowling with TTA, benefited from the frequency of interactions with new people his age," says Woodruff. "It allowed him to build a stronger sense of social norms and what's appropriate."

She also notes Zachary.

"Zachary experienced both bowling and visiting the Arizona Science Center through TTA, which helped him feel part of something and make connections in a safe environment," says Woodruff. "He was feeling isolated due to the challenges of being in a blended family."



Skyler Wolf
Transition to Adulthood past participant



Giving People Strength

When Rabbi Tracee Rosen graduated with a degree in Jewish Studies and an MBA, the Conservative movement, which she felt closest to, was not ordaining women. So she pursued a career in banking instead.

“But knowing I could be of service to the Jewish community, I gave up my 13-year banking career and took four years of full-time study to become ordained.”

Through her involvement with the Board of Rabbis of Greater Phoenix, she became familiar with the JFCS chaplaincy program and its desire to expand services to the West Valley.

When JFCS secured funding from the Molly Blank Fund of the Arthur M. Blank Family Foundation, she happily accepted the opportunity to join the organization.

According to Ellie Schwartzberg, LPC, Vice President of Older Adults and Jewish Community Services for JFCS, visiting rabbis bring comfort to patients and their families during their stay in a hospital. “Our rabbis provide a great service to our community. This expansion means that JFCS now provides support to patients and their families at 26 hospitals Valleywide.”

According to Rabbi Rosen, many of the families that are visited by a JFCS chaplain have no formal connection with the local Jewish community.

“We are there to show our love and support and it helps to give people strength in difficult times.”

Rabbi Tracee Rosen
JFCS Chaplain

DONOR SPOTLIGHT

Janice Dinner



Janice Dinner has long understood the importance of tikkun olam, repairing the world. And while she and her husband, Dean, were raising three children and both having busy careers, it was often difficult to make additional commitments to the community.

“My kids are grown and out of college now, so when an opportunity presented itself to serve on the Jewish Family & Children’s Service governance board, I was excited and honored to serve.”

In this role, Dinner will be collaborating with other members of the governance board to carry out JFCS’ important mission to strengthen the community by providing quality behavioral health and social services to people of all ages in accordance with the Jewish value system that cares for all humanity.

“I had been aware of JFCS for many years and have always had an appreciation for the depth of services the organization provides to our community. The needs of our community continue to evolve and JFCS is at the forefront, providing much-needed services in such areas as behavioral health and support to kids in our foster systems and to victims of domestic abuse.”

Dinner is the Senior Associate General Counsel for Banner Health as well as the General Counsel for Sonora Quest Laboratories, LLC, Laboratory Sciences of Arizona and Banner—University Health Plan. In addition to her board role at JFCS, she is also the president of the Arizona Association of Healthcare Attorneys and serves on the board of directors at the Southwest Center for HIV/AIDS and Temple Chai.



A Guide To Arizona's Charitable Tax Credit

There are approximately 900 nonprofit organizations throughout Arizona that are eligible for tax credit contributions in 2019, including Jewish Family & Children's Service. Through the program, the Arizona Department of Revenue provides a dollar-for-dollar credit on your state income tax for anyone who makes contributions to these qualifying organizations. The maximum credit allowed is \$800 for couples filing jointly and \$400 for single filers.

These organizations provide a wealth of services to our communities – immediate and basic needs for Arizonans who receive temporary assistance for the most needy families, Arizonans that are low income, or children who have a chronic illness or physical disability. These social service programs rely on individual contributions each year.

Please consider taking advantage of this credit in 2019. On behalf of the nonprofit community, and the individuals and families we serve, thank you for your support and commitment to the good work we all do in our communities.

Should you have questions regarding your charitable contribution eligibility for the credit, please consult your tax advisor.

www.jfcsaz.org/taxcredit



JFCS Leadership

JFCS Governance Board

Paul E. Stander, M.D., MBA, Chair
Carol Kern, Immediate Past Chair
Larry Lytle, Vice Chair
Noel Williams, Secretary
Vicki Cabot
Janice Dinner
Jay Fruchtman
Rabbi John Linder
Pam Meyer
Robert Meza
Karen Owens
Jeffrey Packer, D.O.
Michael Seiden
Edna Sitelman, Ed.D.
Richard Wolf

Emeritus Board Members

Lenore Schupak
Carol Seidberg

Executive Leadership Team

Lorrie Henderson, Ph.D., MBA, LCSW
President & CEO
Gail Baer
Vice President of Philanthropic Services
Pamela Brotman, LISAC
Vice President of Quality Management
and Compliance
Mark Callesen, M.D.
Chief Medical Officer

Teresa Celaya-Garner
Chief Financial Officer

Kevin Rhode, MBA, PMP
Chief Technology Officer

Ellie Schwartzberg, LPC
Vice President of Older Adults and
Jewish Community Services

Linda Scott, MSW
Vice President of Child & Family
Solutions

Gwynn Simpson, MSW
Vice President of Human Resources

Mary Jo Whitfield, MSW
Vice President of Integrated Health



4747 North 7th Street, Suite 100, Phoenix, AZ 85014 • 602.279.7655 • www.jfcsaz.org



Strategic partner of the Jewish
Federation of Greater Phoenix



Accredited by the National
Council on Accreditation of
Services for Family & Children