

JEWISH FAMILY
AND
CHILDREN'S
SERVICE



1928
Living Our Legacy for 85 Years
2013

ANNUAL REPORT



A True Community

As last year was one of transition, this year was one of growth. The Board and the Executive Team realized that change in our world is not only constant, but accelerating, and we need to be able to manage it to our advantage. Thus, it is our responsibility to have an Agency that is prepared not only to deliver those services required in our community, but also to be able to adapt to change without interrupting the services we provide.

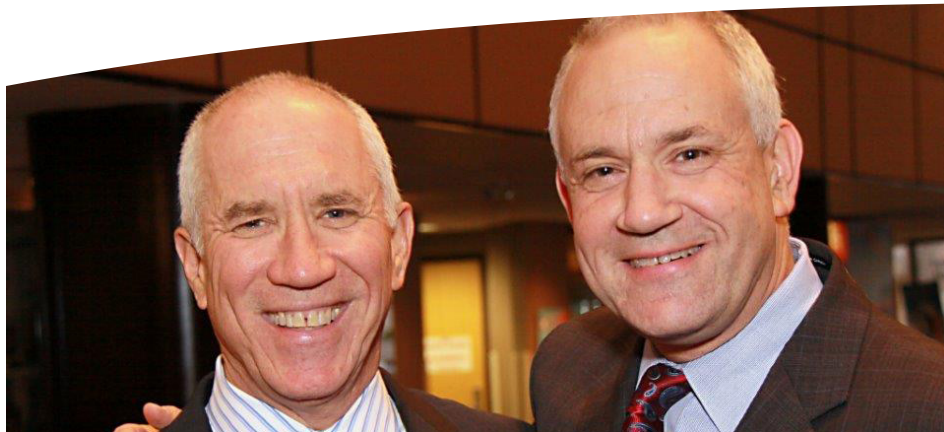
Our Executive Team was repositioned with the purpose of growth and helping us adapt to a changing world. We added a Chief Information Officer, hired a new Chief Development Officer, created a Chief Operations Officer position and hired a new Human Resources Director. While all important to improving our infrastructure, the most notable addition was the Chief Development Officer, who will work with staff, the Board, and in the community, to tell our story and ensure that we develop new sources of revenue, to augment the funds we currently receive.

Our bylaws were revised to reflect the Board structure that was put in place last year - a structure that provides Jewish Family Service with the ability to utilize the skill sets necessary to achieve the best results. The new bylaws also allow us to be prudent yet flexible in our decision making, ensuring that we adhere to proper protocol, while not encumbering the Agency with processes that can delay key decisions.

We realize we would not be able to achieve our Mission without all our supporters in the community. At the same time we recognize that we need to drive this support as best we can. It is with this in mind that this year we have begun to develop a culture of philanthropy with the Board. The Board's role as ambassadors in the community means that we have to consistently address the need to support Jewish Family Service with efforts that ensure we continue to grow in these ever-changing times.

So, please enjoy our annual report as it is your annual report. You are Jewish Family Service's partners, without whom we could not do what we do for our community.

Sincerely,



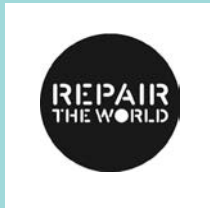
SHELDON STONE
President

PERRY OHREN
Chief Executive Officer

Highlights of the Year

THIS PAST YEAR'S HIGHLIGHTS WERE MANY AND BROAD, ALL HELPING JEWISH FAMILY SERVICE TO SERVE THE COMMUNITY MORE EFFICIENTLY AND EFFECTIVELY.

Jewish Family Service social workers have gone mobile! No longer tethered to their offices, they are able to be more responsive to clients' needs, and be more productive in the field.



Through a partnership between the Association of Jewish Family and Children's Agencies (our North American association) and Repair the World (aiming to make service a defining part of American Jewish life), Jewish Family Service received assistance to better help young adults engage in volunteering in the community.

Jewish Family Service received a significant amount of additional funding from the Claims Conference, enabling us to provide more support to help Holocaust Survivors to age in place in their homes.



Jewish Family Service has created a new program called Wellness Empowers, which helps people with Type II Diabetes to live healthy lives through education around how to manage their diabetes, coaching to create real life strategies for implementing change, and support to make these strategies permanent. This new program is being supported through a grant from Novo Nordisk.

Highlights of the Year

A new partnership with Yad Ezra has Jewish Family Service Resource Center Specialists co-located at YE so that when people are receiving food, we are able to help connect them to additional resources at JFS.



Jewish Family Service has taken a leadership role as a partner in the Senior Regional Collaborative, a group of agencies serving seniors in Wayne, Oakland and Macomb counties.

In September, JFS partnered with The Home Depot, Home Builders Association of Southeastern Michigan, Gordy Oliva Remodeling/Go Barrier Free, Elder Living Construction, Cohen Homes and Pro Carpentry to build four wheelchair ramps for individuals with disabilities. This project was completed in collaboration with United Cerebral Palsy of Metropolitan Detroit and Neighborhood Service Organization.



EHIM created a new prescription assistance software platform that Jewish Family Service will be using to help its clients access free (or low cost) prescriptions from the pharmaceutical companies.

Two Jewish Family Service therapists were certified for the treatment of social anxiety disorder through our partnership with the Andrew Kukes Foundation for Social Anxiety.





Jewish Family Service and the Council of Orthodox Rabbis brought in Rabbi Abraham Twerski, M.D., for a kickoff event at Young Israel of Oak Park, to announce our partnership -- NOAM Detroit -- which serves the Orthodox community.

Jewish Family Service is participating in the United Way's adaptation of the Arizona Self-Sufficiency Matrix, which will help and track our clients on their paths to becoming financially self-sufficient.



Through two separate grants from the Area Agency on Aging 1-B, JFS purchased technology for our Geriatric Case Managers to work remotely in the field, as well as for scholarships for Resource Center Specialists to get certified by the Alliance of Information and Referral Systems.

Jewish Family Service, Jewish Senior Life, Jewish Community Center, and JVS have partnered in the One Number for Jewish Senior Resources initiative, providing a single point of entry for all things in Jewish Senior Detroit (jewishdetroitseiors.org - 248.661.1836).

For access to all **Jewish senior resources** call

ONE NUMBER
(248) 661-1836



What We Do

The Resource Center

When someone in the community doesn't know where to turn, the Resource Center is there to help. Resource Specialists are available to assess needs, explain options, provide information, and assist with accessing services available at Jewish Family Service and elsewhere in the community.

Family Life Center

Counseling Therapists offer specialized counseling for addiction, mental health issues and family concerns. When medication is necessary, psychiatric evaluation and medication management is available.

Family Case Management Family case managers partner with individuals and families to plan solutions and implement change. Family case managers provide housing assistance, emergency financial assistance for basic needs, and access to resources in the broader community and within JFS.

Project Chessed Case managers coordinate access to health care through a referral network of health care providers and institutions that provide care to medically uninsured Jewish adults.

Legal Referral Service A program coordinator facilitates access to a network of volunteer attorneys for JFS clients who would not otherwise be able to afford legal counsel and representation.

Mentor Connection A mentor specialist matches youth with caring adults for long-term mentoring relationships based around mutual social, recreational, and career interests.

Project Build! A program coordinator organizes access to builders, remodelers and suppliers who volunteer to complete home repairs and modifications for JFS clients.

School Based Services School social workers provide social work services to Jewish Day Schools, tailoring services to the student population and school personnel to ensure an optimum learning environment.

Domestic Abuse Services Social workers provide domestic abuse education, intervention, counseling and, in cooperation with the National Council of Jewish Women, a Safe Place shelter for victims of abuse. Jewish Family Service hosts JCADA, the Jewish Coalition Against Domestic Abuse.

8,300

contacts with the
Resource Center

1,930

prescriptions subsidized
for clients through
Project Chessed

1,818

office visits
donated through
Project Chessed
volunteer physicians

Older Adult Services

- Geriatric Case Management** Geriatric Case Managers provide assessments, evaluation and coordination of ongoing support services, as well as education on aging issues for older adults and family caregivers.
- Counseling** Therapists provide counseling to help older adults and their families cope with the challenges of aging, retirement, caregiving, and bereavement.
- Escorted Transportation** Professional drivers provide individually arranged rides with door-through-door assistance for legal, medical, and immigration appointments, shopping and more.
- Holocaust Survivor Assistance** Geriatric case managers provide culturally sensitive case management services to help Survivors file claims for Indemnification and Restitution.
- Home Care** Geriatric case managers coordinate in-home personal care, homemaker services, and respite care.
- Kadima Plus** In partnership with Kadima, therapists conduct assessments and provide counseling for older adults with mental illness.
- Kosher Meals on Wheels** In partnership with National Council of Jewish Women, a geriatric case manager coordinates the delivery of meals to clients' homes. A case manager offers

ElderCare Solutions of Michigan

ElderCare Solutions of Michigan offers assessments, family consultations, crisis support and coordination of ongoing support services for older adults and their families with 24/7 care management availability.



25,317

kosher meals delivered
by Meals on Wheels
to 169 participants

725

Geriatric Case
Management
clients served

560

Holocaust
Survivors served

What We Do

Links to the Community

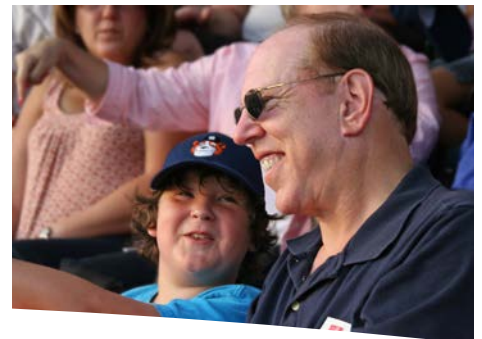
Immigration and Citizenship A case manager offers translation, pre-migration planning and support, and document preparation assistance. Teachers provide classroom and individual instruction to help new Americans prepare for naturalization.

Volunteer Services Department employees provide the coordination of friendly visitors, hospice volunteers, reading tutors, administrative assistants, citizenship tutors, Meals on Wheels volunteers, as well as coordinating seasonal community projects.

Cancer Connection A social worker provides support for those touched by a cancer diagnosis, including a mentoring program, a local resource guide, and community education. In partnership with the American Cancer Society, the West Bloomfield location hosts an American Cancer Society Resource Center.

Collaboration with Sister Agencies

In an effort to improve access and coordinate services, JFS provides space for JVS staff in JFS offices. Similarly, JFS partners with Hebrew Free Loan, Yad Ezra, Jewish Hospice and Chaplaincy Network, and several Jewish Day Schools, by co-locating JFS staff in these agencies.



58,800

hours of Home Care
to 325 clients

20

homes repaired or
provided barrier-free
modifications

Revenue & Expenses

MAJOR PROGRAMS REVENUES AND EXPENSES FOR THE YEAR ENDING MAY 31, 2013

Revenues

Jewish Federation	\$3,298,000
Jewish Federation - Affiliated	741,690
Government Grants	1,271,094
Grants	1,589,915
Fees	1,022,416
United Way	211,253
Endowments	234,900
Contributions	613,232
Contributed Rent	576,000
Investment Income	55,500
	\$9,614,000

Expenses

Home Care	\$1,810,012	18.8%
Mental Health/Addiction Recovery	1,631,344	17.0%
Older Adult Services	1,487,266	15.5%
Transportation	1,271,688	13.2%
Family Case Management	795,104	8.3%
Project Chessed	672,978	7.0%
Financial Assistance	560,000	5.8%
Outreach	442,714	4.6%
Resource Center	343,132	3.6%
Immigration & Citizenship	209,978	2.2%
Volunteers	176,254	1.8%
Mentor Connection	122,440	1.3%
Housing Assistance	91,090	0.9%
	\$9,614,000	100.0%

940

individuals received
Counseling Services

850

households received
Family Case
Management

33,000

rides to 1,000 clients

Employees

ADMINISTRATION

Perry Ohren, LMSW *Chief Executive Officer*
Shaindle Braunstein, BA
Chief Information Officer
Ellen Yashinsky Chute, LMSW, ACSW
Chief Community Outreach Officer
Shari-Beth Goldman, LMSW, ACSW
Chief Program Officer
Amy Hoffman Haimann, MHA, MBA
Chief Operations Officer
David Miller, CPA, MBA *Chief Financial Officer*
Joan Chapuseaux *Executive Assistant*

DEVELOPMENT

Michelle Malamis, LMSW
Development Associate
Lori Drucker, BS *Program Assistant*
Menachem Hojda, BSW
Outreach Specialist Project NOAM
Erin Lederman
Program Coordinator Project Build!
Shira Yechieli, LLMSW
Program Coordinator Cancer Connection

Volunteer Services

Lindsay Leder, LMSW, MPA
Department Director
Kelly Goldberg
Legal Referral Service Program Coordinator
Ariella Kaufman Rubin, LMSW
Program Coordinator

FAMILY LIFE CENTER

Sherry Gerber-Somers, LMSW
Department Director

Counseling Services

Kirsten Mack, LMSW
Director of Counseling Services
Preeti Venkataraman, M.D. *Medical Director*
Shirley Thomas, RN *Nurse Practitioner*
Maureen Bernard, LMSW, ACSW, CADC, CCS
Clinical Supervisor
Karen Bango, MA, LLP CAAC *Therapist*
Carolyn Brown, LMSW, ACSW *Therapist*
George Eshelman, LMSW *Therapist*
Melissa Farrell, Psy.D. *Therapist*
Kathryn Holden, LMSW *Therapist*
Andrea Nitzkin, LMSW *Therapist*
Carol Plotkin, LMSW, ACSW *Therapist*
Erella Reichman, LMSW, ACSW *Therapist*
Rozanne Sedler, LMSW *Therapist*
Susan Tobin, LMSW, *Therapist*
Debra Waldman, LMSW *Therapist*

Family Case Management Services

Debra Edwards, BA
Director, Family Case Management
Cheryl Berlin, BA
Hebrew Free Loan, Loan Program Manager
Cheryl Case, BS *Family Case Manager*
Elizabeth Fortuna, BA *Family Case Manager*
Julia Kessler-Hollar, LMSW
Family Case Manager

Shrina Patel, LLMSW *Family Case Manager*
Dena Peterson, LLMSW
Family Case Manager
Lana Trifanova, BS *Family Case Manager*

Bilingual Mental Health Services

Rimma Shapiro, BA, LBSW
Director, Bilingual Mental Health Services
Irina Yufa, BS *Bilingual Case Manager*

Mentor Connection

Emily Croitori, LMSW
Program Coordinator School Based Services

School-Based Services

Julie Ohana, LMSW
Director, School Based Services
Susan Goutkovitch, LMSW
School Social Worker

OLDER ADULT SERVICES

Yuliya Gaydayenko, MA, LMSW
Department Director

Geriatric Case Management

Risa Berris, BA
Director, Geriatric Case Management
Barbara Haddad, LMSW *Director, Life Links*
Sarah Allan-Huynh, LMSW, MA
Geriatric Case Management Supervisor
Melissa Lewin, LMSW
Geriatric Case Management Supervisor
Beverly King, BSW *Geriatric Case Manager, Coordinator, Computer Training*
Cathy Wasserman, BSW *Geriatric Case Manager, Coordinator, Meals on Wheels*
Robin Berman, LLMSW *Geriatric Case Manager*
Marsha Ober, MEd. *Geriatric Case Manager*
Kristina Schaefer, LLBSW
Geriatric Case Manager
Katharine Smith, LLMSW
Geriatric Case Manager
Regina Smolitsky, BA *Geriatric Case Manager*

Transportation & Translation Services

Alexander Goldberg, MS
Director, Transportation and Translation Services
Diana Mukh, BA *Dispatcher*
Elaine Polevoy, BA *Dispatcher*
Irina Fisher, BA *Translator*
Alla Molodtsova, BS *Translator*
Viatcheslav Avshalumov, BS *Driver*
Khanuk Danilov, AA *Driver*
Mikhail Feldman, AA *Driver*
Boris Golub, BS *Driver*
Suleyman Ismailov, BS *Driver*
Oleg Kausman, AA *Driver*
Vladimir Krivoi, AA *Driver*
David Leynov, AA *Driver*
Mikhail Orman, AA *Driver*

Nathan Torman, AA *Driver*
Boris Zborovskiy, BS *Driver*

ElderCare Solutions of Michigan

Erica Saum, LMSW *Department Director*
Lynn Breuer, MSW
Marketing Associate & Geriatric Care Manager
Karen Amber, LMSW *Geriatric Care Manager*
Rebecca Eizen, MBA *Geriatric Care Manager*
Christy Johnson, MA *Geriatric Care Manager*
Ileane Stone, MA *Geriatric Care Manager*
Debi Gibbs *Program Assistant*

Home Care

Motiashia Austin, BA *Program Assistant*
Louise Portis, BSW
Homecare Quality Assurance Specialist
Sherita Hemingway *Homemaker*
Celestine Keys *Homemaker*
Jacqueline Wilcox *Homemaker*

Citizenship & Immigration Services

Anna Torman, BA
Citizenship and Immigration Specialist

PROJECT CHESSED

Shaindle Braunstein, (CIO) BA *Department Director*
Sarit Flascher, BS, MS *Director of Operations*
Megan Pudlik, MSW *Care Coordinator*
Olga Semenova, MPH *Care Coordinator*
Alla Shapiro, BA *Care Coordinator*
Linda Klein *Program Assistant*

RESOURCE CENTER

Erica Saum, LMSW *Department Director*
Molly Suhr-Krycka, MSW
Resource Center Supervisor
Michal Shlom, BS *Resource Specialist*
Jodi Smith, BS *Resource Specialist*
Karina Vaks-Johnston, BBA
Resource Specialist

FINANCIAL SERVICES

Cindy Stronach, MS *Accounting Supervisor*
Ludmila Tolkachier
Coordinator, Financial Services
Samantha Nguyen *Cash Receipts Specialist*
Paula Lambert, AB *Accounting Assistant*

INFORMATION SYSTEMS

Kathleen Thompson *Director*
Glen Thompson *Help Desk Support Specialist*
Collin Young, BA *Help Desk Support Specialist*

ADMINISTRATIVE SUPPORT AND OPERATIONS

Cheryl Jennings, BS *Director, Human Resources*
Aldrine Walton *Billing Specialist*
Anna Donovan *Program Assistant*
Sharon Kent *Coordinator, Oak Park Site*
Stacey Schulz *Administrative Assistant*
Elizabeth Orman *Receptionist*
Trenese Brooks *Office Assistant*

OFFICERS AND EXECUTIVE COMMITTEE

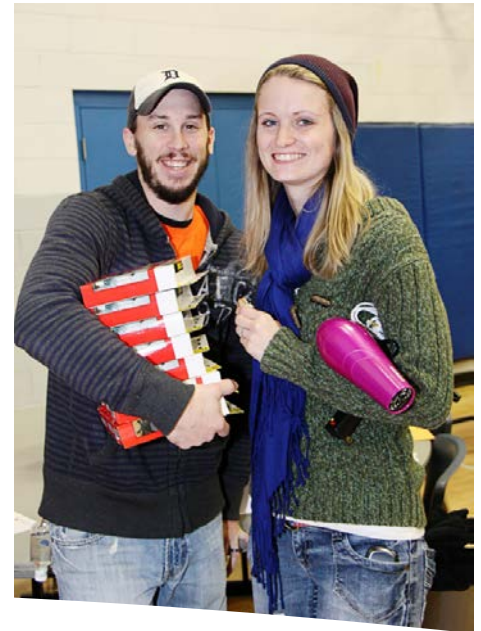
Sheldon Stone
President
Wendy Eisenshtadt
Vice President
Jennifer Lerner Friedman
Vice President
Lorie Kessler
Vice President
Jack Kaufman
Secretary
Don Rochlen
Treasurer
Mark Milgrom
Immediate Past President
Richard Frank
Member at Large
Todd Franklin
Member at Large
David Grant
Member at Large
Todd Schafer
Member at Large

BOARD

Jeff Aisen
Roz Blanck
Richard Cherkasky
A.J. Falik
David Fink
Cheryl Guyer
Robyn Lederman
Elissa Miller
Patti Nemer
Francine Newman
Melissa Orley Lax
Patti Phillips
Merle Schwartz
Paul Silverman
Nancy Solway
Karen Sosnick Schoenberg
Julie Teicher
Deborah Tyner
Rachel Wright

PAST PRESIDENTS

Susan Citrin
Albert M. Colman
Marvin C. Daitch
Sandy Muskovitz Danto
Marcy Feldman
Janice B. Friedlander
Joseph Garson
Edward D. Gold
Amy Hoffman Haimann
Merle Harris
Edythe Jackier
John E. Jacobs
Terran Leemis
John D. Marx, D.D.S.
Helen D. Shevin
Gilbert B. Silverman
Bernard H. Stollman
Brent S. Triest
Stewart Weiner
Kathleen Wilson-Fink
Betsy G. Winkelman



For more information visit jfsdetroit.org

Jewish Family Service is dedicated to helping individuals and families cope, survive and thrive in an ever-changing world. We are focused on the needs of the Jewish Community, while providing services to all.



Graham & Sally Orley and
Joseph & Suzanne Orley Building
6555 West Maple Road
West Bloomfield, MI 48322

jfsdetroit.org
(248) 592-2300
Follow us on Facebook at
facebook.com/JFSDetroit



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