

# FACES OF



JFS Annual Report 2012

# Letter from the President and Executive Director

**Dear Friends of JFS:**

**2012 was a landmark year for JFS.** As we geared up and prepared to celebrate our 20th Anniversary, the agency also celebrated many professional achievements, only a few of which we share here:

- Earning 3 year accreditation from CARF (the highest level possible) for our Outpatient Counseling, Case Management and Employment Services programs in the area of Behavioral Health.
- Obtaining additional office space to accommodate the growing counseling program.
- Receiving recognition from the Michigan Department of Adult Education as having one of the seven top-performing English as a Second Language programs in the state.
- Launching the Amster Center Development fund and forming the Amster Center Professional Advisory Council.

**2012 was also a challenging year.** Funding became increasingly unpredictable, our programs were underfunded, and we worked hard to respond to increasing client numbers and needs with fewer dollars and reduced resources.

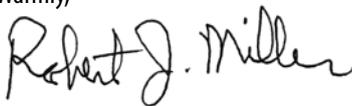
We kicked off our 20th Anniversary Campaign with a great party, "Constellation JFS," on April 21, 2013. Many thanks to those who supported JFS, either by attending the event or by sending gifts. The theme honors the constellation of people and organizations that help JFS fulfill its mission on a daily basis.

Constellation JFS was also the setting for the debut of our new video, "The Faces of JFS." To get a glimpse into the needs and the lives of the clients we serve, go to [www.jfsann Arbor.org](http://www.jfsann Arbor.org) to view it. This emotionally charged, five-minute film clearly demonstrates what we do and why we do it.

**We appreciate your help on this 20 year journey which enabled us to meet the growing needs of the community.** Many thanks to all of you: our volunteers (150 volunteers put in 20,000 hours of service), our donors, our corporate/community partners, and the collaborating non-profit organizations for helping JFS serve its clients in 2012. The support we receive from all areas of the community is instrumental to our success.

**We hope you will come with us for the next 20 years and share in our growth!**

Warmly,



Bob Miller  
President, Board of Directors



Anya Abramzon  
Executive Director

*Jewish Family Services Lives Transformed. Hopes Realized.*

# JFS at a Glance

In 2012 JFS handled almost 2,500 cases, impacting over 5,000 lives.

Assisted over 302 Employment and Career Services clients in becoming self-sufficient.

JFS served a record number of resettlement cases (90) in numbers not seen since the early 1990's and saw a 350% increase in post-resettlement cases.

The JFS Food Pantry fed 932 unduplicated clients and distributed over 15,000 pounds of food.

JFS' Resource Center Coordinator received the "Barrier-Buster of the Year" award for her outstanding work in meeting the needs of clients in crisis.

The ESL program was recognized as one of the state's seven top programs by the Michigan Department of Adult Education.

JFS received three-year accreditation from CARF International (the highest level possible) in the area of Behavioral Health).

JFS staff provided 12,957 units of service, and increased client contact hours by 20%.

Initiated a Citizenship Education program.

Served 454 older adults, increasing contact hours by over 22%.

Transportation Services provided 3,148 round trips to disabled and older adults.

Provided crisis management and/or referrals for financial assistance in 352 cases.

The number of Counseling clients grew by 50%.

Held first JFS International Thanksgiving and Citizenship Fair.



# Their Stories

## Robert



**Robert was a hard and dedicated worker.** He came early and stayed late, and rarely took a day off. Then one day he arrived at work and completely out of the blue he was fired. He was given a few hours to collect his belongings and go home. After thirty years in the same job he was unemployed for the first time in his life. He didn't know where to go or what people did when they lost their job.

### *Assisting over 300 clients a year who face unemployment*

Robert's mind began to race with all of his worries. Could he keep his home, support his family? What would he do about health insurance? How will he take care of his parents? Then he remembered JFS.

JFS was helping his parents with transportation, but he knew they offered other services as well. A few days later, Robert was a JFS client, receiving assistance from the Employment Services program. JFS helped him create a resume, apply for unemployment and other benefits, get into training workshops, and brush up on his work search and interview skills. What helped Robert most was that he had a place to go and tasks to complete to reach his goal of becoming employed.

### *Striving to approach every case in the most holistic and accommodating way.*

Robert was grateful that JFS was there for him. He wasn't drowning in self-pity, he was moving forward. In the short term JFS assisted Robert and his family with food, bills, career counseling and professional support. JFS also gave him confidence and hope for the future.



To hear Robert's story, scan this QR code with your smart phone.

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# Their Stories

## Eric



**17 year old Eric couldn't stand being at home.** His parents argued constantly, and he couldn't listen to it anymore. He'd take off for hours, and got into trouble that he normally would have avoided. His father moved out without warning. Eric was crushed, but felt he had to hold it together for his mother, who was devastated. A friend told them to call JFS. Together, Eric and his mom started therapy.

*With or without coverage, no one is turned away for inability to pay*

Initially, Eric sat quietly, but when he saw how counseling was helping his mother, it felt safer for him to open up. In addition, she started working with a career counselor and began smiling again. Eric's

therapist helped him deal with his legal situation and complete community service hours so he could keep his record clean.

### *Finding creative ways to combine volunteer hours and treatment*

Eric worked at the JFS Food Pantry as a volunteer, and realized that there were people in the world who were faced with greater adversities than what he was experiencing. He began to appreciate the good things in his life and he felt good giving back to the community with his time.

### *Feeding almost 1,000 people a year through our food pantry program*

When thinking back Eric said "It seemed like my family was falling, but JFS was there to catch us. I'd like to do that for someone else one day."



To hear Eric's story, scan this QR code with your smart phone.

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# Their Stories

## Amira



**Amira was living in Iraq at age 6 when her father was kidnapped.** Her mother was pregnant, ill, worried and cried constantly. When her father was freed her mother told her they were moving to America, where they would be safe.

*The only resettlement agency in Washtenaw County, we welcome all new immigrants-over 270 cases served last year*

Amira remembered how scared she and her parents were when they arrived. They were picked up at the airport by JFS and taken to an apartment the agency had arranged for them. Amira was amazed how pretty and clean it was and that it had a TV. There was even food in the refrigerator and children's books. Her parents kept asking if it was really theirs to keep.

*With the generosity of our in-kind donors, new arrivals have a place to come home to after a long journey*

Amira's family met Mira, their JFS social worker, and their translator Saana. Mira oriented the family to JFS and explained about English as a Second Language Classes and assistance from Employment Services. The family was provided with food, winter coats and met other refugee families like themselves. Both parents now have jobs, and they will start citizenship classes soon.

*From their first fearful steps on new soil to citizenship, JFS supports and guides new arrivals through all stages of immigration*

JFS also helped Amira's special needs sister find the right doctors and specialized child care. Amira says that she is happy because life is beginning to feel normal again.



To hear Amira's story, scan this QR code with your smart phone.

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# Their Stories

Jo



**Jo is an 88 year old Holocaust survivor** caring for her disabled husband. She knows what it's like to be alone.

*Helping over 500 older adults age at home with dignity and comfort*

Jo says she has always been independent and strong minded but that she's started to feel scared and forgetful lately. She said "Thank goodness for Diane, my JFS social worker." When Jo fell, Diane was there to get her back on her feet. Jo knows she can call Diane at any time. Diane makes her laugh and helps her remember what she needs to do.

*Breaking the cycle of isolation and deterioration  
Providing over 3,000 rides annually for disabled and older adults*

Jo is no longer able to drive, so JFS takes her and her husband to their appointments. Jo says the drivers are very helpful, assisting them if need be. They also participate in Partners in Care Concierge, and their "partner" helps them remember what the doctors said and lets their children (who live out of state) know if they need anything. Jo's children say they don't need to worry because JFS is there to help. Jo said she knows that one day she will have to make the decision to move out of her home one day when she and her husband need more help. But right now, because of JFS they are able to manage. Jo tells us "It's good not to be alone".

*These are just four JFS stories out of thousands. Whether it is hunger, isolation, fear of war, unemployment, homelessness, domestic violence or depression, JFS is there to provide comfort and solutions. We do it with care, respect, and love for our community.*



To hear Jo's story, scan this QR code with your smart phone.

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# Amster Center

## Official Launch of The Herb Amster Center



**Herb Amster** was a well-respected leader in Ann Arbor's business and nonprofit community. He devoted more than 10 years to JFS, including serving on its board from 2004-2010. Herb passed away in late 2010.

Herb's philosophy was simple: *"Do good things, but remember the bottom line so you can do more good things."* Herb believed in entrepreneurship, and believed that JFS should focus on its own sustainability by decreasing its reliance on unpredictable funding from grants and foundations.

In 2012, to carry on his legacy, Herb's wife Carol, along with JFS, established **The Herb Amster Center** as a strategic new division. The mission of the Center is to improve the economic stability of individuals and families in Washtenaw County by developing revenue-generating businesses that will reduce our agency's dependence on grant and foundation funding.

*It is this vision, now the embodiment of the Amster legacy, that is brought to life through The Herb Amster Center.*



# Corporate Gifts

## Our Sponsors – Making Hopes Realized 2012-2013

ABA Home Care, LLC	Haifa Falafel	Red Hawk Bar and Grill
Amanda's Kitchen	Hebrew Day School	Renaissance Charitable Foundation Inc
American Eagle Home Care	Homewatch Caregivers	Retirement Income Solutions
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Dispute Resolution Center	Others First	University of Michigan School of Social
EAT	Palio	Work
Emerson School	Paradise Asian Restaurant	Whole Foods Market
Frita Bantido's	Pfizer Foundation Matching Gifts Program	W.K. Kellogg Foundation
Google Matching Gifts Program	Pita Kabob Grill	Zingerman's
Gregory Fox Photography	Reconstructionist Havurah of Ann Arbor	

For a complete list of donors go to [www.jfsannarbor.org](http://www.jfsannarbor.org)

# 20th Anniversary

## 2013 JFS Event



Carol Amster cuts the ribbon officially launching The Herb Amster Center  
L-R, Chuck Newman, Carol Amster, Norman Herbert



Mark Bernstein and Rachel Bendit Bernstein discuss why it's important  
to support JFS



Members of the constellation JFS Planning Committee Joyce Gerber (L)  
and Fran Martin (R) enjoy the event together



L-R Debbie Dingell, Ingrid and Clifford Sheldon enjoy the festivities.



Constellation JFS Anniversary Cake from Simply Scrumptious Catering



Judie Lax speaks as Barry Nemon (rear), Jerry Lax and  
Barbara Stark Nemon look on.



L-R, Sarah Okin, Margje Checkoway, Michael Swanger and Sally Spies  
enjoy the reception



Amanda's Catering provided a delicious hors d'oeuvres and dessert buffet



The "Flash Mob", part of the Temple Beth Emeth Choir, serenades Anya  
before the program.



Hans Maier, Senior Vice President, and Tim Marshall, President, accept the  
Bernstein Award on behalf of Bank of Ann Arbor



Laurie Barnett (L), and Nancy Margolis (C) accept the Bernstein Award  
from JFS President Phyllis Herzig (R) on behalf of the Federation

# JFS Revenue & Expenses

January 1, 2012 through December 31, 2012

## Total Revenue: \$1,586,216

JFS spends only 7% of its revenue on administrative expenses

■ Contributions: \$199,958	(12.60%)
■ Amster Center: \$575,268 *	(36.30%)
■ Federation Allocation: \$103,750	(6.50%)
■ Grants and Contracts: \$645,654	(40.70%)
■ Fees for Services: \$29,889	(1.90%)
■ Other Income \$31,697 **	(2.0%)

## Total Net Expenses: \$1,371,471\*\*\*

■ Overhead: \$128,902	(9.40%)
■ Outside services: \$73,442	(5.30%)
■ Staff & Program Costs: \$1,024,361	(74.60%)
■ Fundraising: \$107,673	(7.80%)
■ Depreciation: \$37,093	(2.90%)

## Net Income: \$191,382\*\*\*\*

\*includes \$412,536 for future years

\*\*Endowment, In-Kind and Interest Income

\*\*\*These figures are reported in accordance with

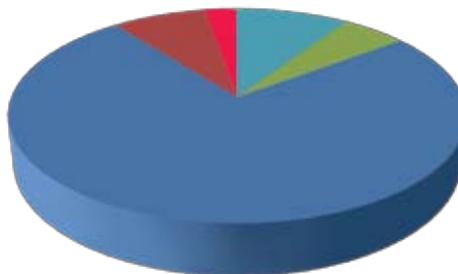
GAAP per IRS standards for non-profit organizations

\*\*\*\*Pledges reserved for future years

### Revenue



### Expenses



## 2012 Grants:

- Ann Arbor Area Community Foundation
- Food Gatherers
- Kiwanis Counseling Grant
- United Way Food Pantry Assistance
- United Way Power of the Purse
- Thome Foundation

## 2012 Contracts:

- Area Agency on Aging 1B
- Coordinated Funding
- HIAS-Citizenship
- HIAS-Resettlement
- JCC Contract
- Michigan Department of Education
- Preferred Communities
- SCIP Program
- Work Study Reimbursement



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