

THE



OF GIVING BACK

JFS Annual Report 2013

# Letter from the President and Executive Director

## Dear Friends of JFS:

The theme for this year's Claire and Isadore Bernstein Award celebration was "The Joy of Giving Back." We chose this theme for a number of reasons. First, our honorees, Susan Fisher and John Waidley, serve as an example of personal excellence in the way they give back to the community. But we also celebrate the vision, passion, dedication and the endless kindness of all of you who have supported JFS over the years and helped it grow and become the agency that it is today.

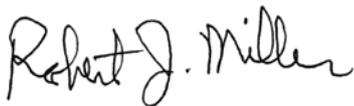
The services that JFS provides to individuals and families is our way of giving back. . . in quality, innovation, depth and breadth of our operations. When serving the community, we not only share our resources and expertise, we hold ourselves to the highest standard. At JFS we are proud to be at the forefront of our professional community.

2013 was a year of growth, and we have you: our donors, volunteers, corporate partners, and funders to thank for that. From Susan Fisher and John Waidley to everyone else who served, we were told how much joy they felt from being able to give back by assisting JFS clients, each in their own way.

- Over 200 of you served as volunteers. You served as ESL tutors, job search assistants, medical accompaniment partners, friendly visitors, event planners and assistants, committee members, board members and on the Professional Advisory Council of The Herb Amster Center.
- Because of the generosity of our donors, corporate sponsors and funders we were able to assist 4038 clients with counseling, older adult services, food from our pantry, instruction in ESL, development of employment skills, transportation, resettling in a new country and more.
- Our counseling program doubled the number of persons served, and our staff is now authorized to treat persons through most major insurance companies.
- Our staff has grown due to increases in grant funding and program expansion.

We feel privileged to be able to give back to the community and see the positive changes in the lives of our clients. Please take a few minutes to learn how JFS clients benefit when you give back by reading the stories in this report, and by viewing our most recent video. (You may scan the QR code here or view it from the JFS website: [www.jfsannarbor.org](http://www.jfsannarbor.org).)

With Gratitude,



President, Board of Directors



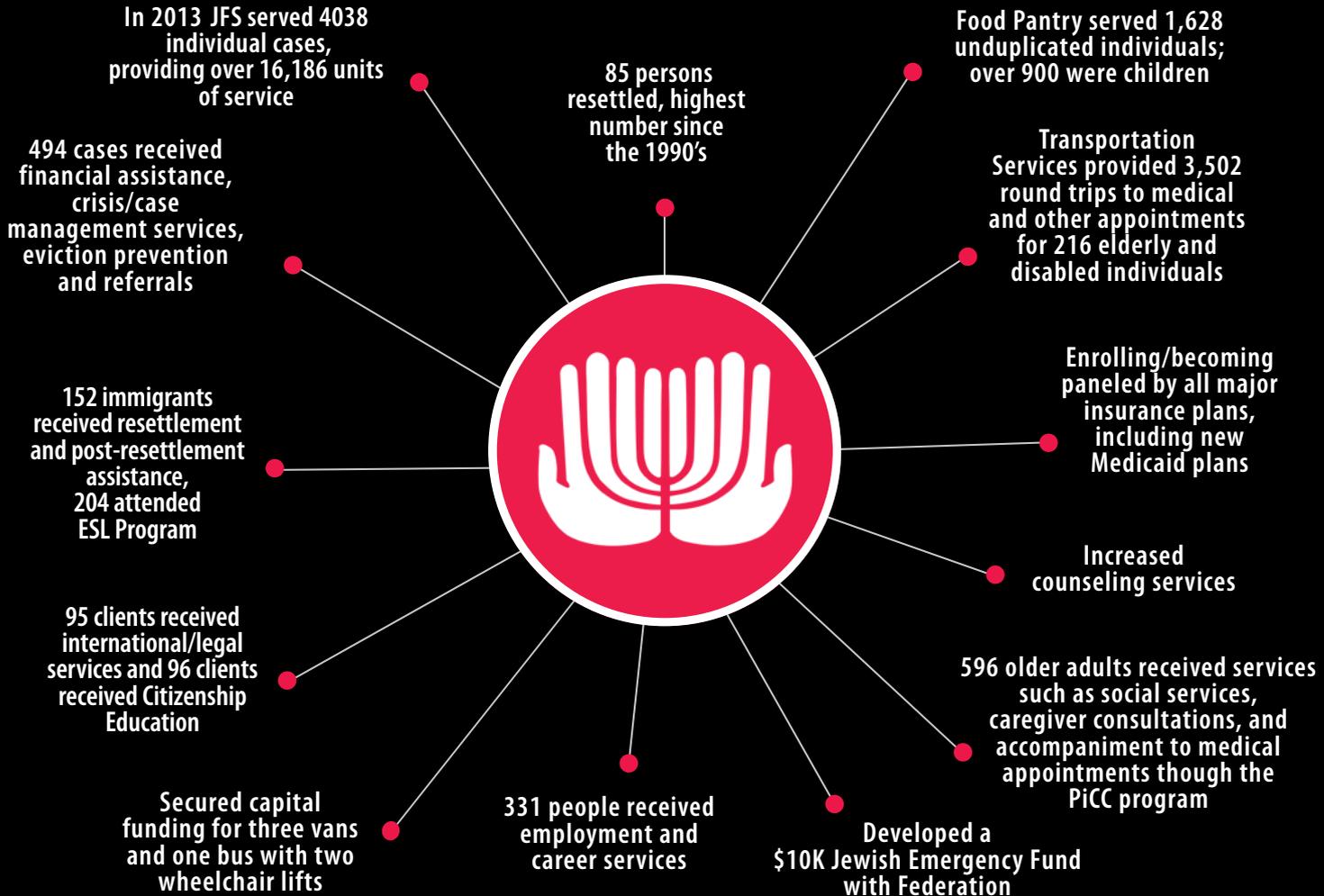
Executive Director



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# JFS at a Glance

2014 saw much growth in a range of social services with 4 core competencies: Clinical and Community Services, Employment and Career Services, Older Adults and Caregiver Support Services, and Resettlement and International Services



# Donor Stories

## Carole Rycus and Phyllis & David Herzig



**Carole Rycus** has been a JFS donor for many years. She started supporting the agency financially almost as soon as it was founded. Carole says, "I have never seen an agency that provides so many services, providing transportation, and accompanying older adults to medical appointments, visiting the elderly, helping refugees with housing, jobs and learning English. You rarely find an organization that is so inclusive and expert at serving everyone." Rycus was so impressed with JFS that after she retired from her career as a teacher, she began volunteering at JFS teaching English as a Second Language. "I'm really proud of the agency, and I think the staff is so caring." Carole continues to be a significant donor to the agency. "It's important for all of us to financially support JFS," she states. "If we don't do it, you won't find others doing it. And who would help the entire community like JFS does?"

**Phyllis Herzig**, a retired social worker, was instrumental in the creation of JFS. Very interested in the plight of older adults in the Ann Arbor Jewish community, Phyllis was on the original committee that assessed the need for an agency such as JFS in the early 1990's. She and others worked hard to document the need and she was thrilled when JFS became a program of the Greater Ann Arbor Jewish Federation in 1993. Phyllis volunteered her time and energy, donating her services as a licensed social worker, supervising staff, and helping the agency to expand and become an independent 501(c)(3) non-profit in 2004. Phyllis has been on the board for the 21 years of the agency's existence, and served as president of the JFS Board from 2010-2013. Phyllis' husband, David, was at her side, supporting Phyllis' efforts and the work of the agency the entire time.

When Phyllis and David began their financial planning, they decided to create an endowment for JFS that would support Older Adult Services. Phyllis and David said, "We created an endowment to help ensure the long-term viability of the programs we thought critical for the goals of JFS." This endowment provides annual support for services provided to low-income seniors and helps them age in place. Planned giving is very important to JFS because it provides support the agency can count on.



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# Volunteer Stories

## Karen Ehrlich and Steve Schiff



**Karen Ehrlich** is a retired English as a Second Language (ESL) teacher who has been a volunteer ESL teacher at JFS for several years. "I love working with this population," Karen said. Ehrlich finds that new refugees really need the services that JFS can provide, and that as ESL students, they really want to learn and demonstrate how grateful they are for the assistance. Ehrlich loves meeting students from many different countries. "I learn new things from each of them and it feels like we are one world together."

Karen highly recommends volunteering at JFS. "You don't need to be an ESL teacher to do this," she said. "Being a teacher helps, but you don't have to be one because the curriculum and lesson plans are all here for you." People who feel less confident about their skills are always needed as conversational partners and one-on-one tutors. "I thought a long time about volunteering in this program before I actually committed to doing it. But I'm so glad I did."

**Steve Schiff** has been volunteering with JFS for several years teaching computer skills, supporting the JFS website, and most recently, teaching English to new immigrants. He states, "There's an incredible mix of folks who take advantage of the ESL program at JFS from so many different countries I sometimes lose track. Some of the stories are heartbreaking and harrowing." Steve ties his desire to help to this: "Once all of our families were new immigrants. It's a privilege to help the newest generation of arrivals. Their drive and commitment to do what it takes to begin new lives in the U.S. is truly inspiring." He adds, "It's uplifting to see a group of people, so incredibly diverse in their religions, ethnicities and backgrounds, simply enjoying each other's company in good humor and mutual respect."

Schiff says, "It's not only the ESL program that is impressive at JFS. The organization also offers many other services to the entire community – for seniors, employment and career counseling, transportation, social service help of all varieties. For all this good work, my wife Andy and I are happy to help out financially by making sure JFS is one of the charities we include in our annual donations. We are all lucky to have JFS in our community."



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# PiCC Volunteer

**Deidre Warren**



**Deidre Warren** was working as a medical social worker when she read an article in the Ann Arbor News about JFS' medical accompaniment program for older adults. She thought, "Maybe I'll do that when I'm retired. I already do that at work." After a year of retirement, Deidre called JFS and offered her services. She has been volunteering in the program for the last three and a half years.

Now called "Partners in Care Concierge," or PiCC for short, Deidre feels it is an invaluable program. "When I was working, so many times I helped patients who were alone to communicate with their doctors. Here in Ann Arbor, the medical system is so large and complex, it can really be difficult to navigate, even if you're not elderly or alone," Warren stated.

When asked why she does it, Deidre says, "It's gratifying to help seniors who are cut off from family, either by distance or psychologically, and be the person in their life who can help them get their needs met." Deidre facilitates communication with the physician during the appointment, writes everything down and reviews it with the older adult. In some cases, Deidre has been called in because a local family member can't take any more time off work for fear of losing their job. She added, "You're not only helping the older generation, you're helping the "Sandwich Generation" too."

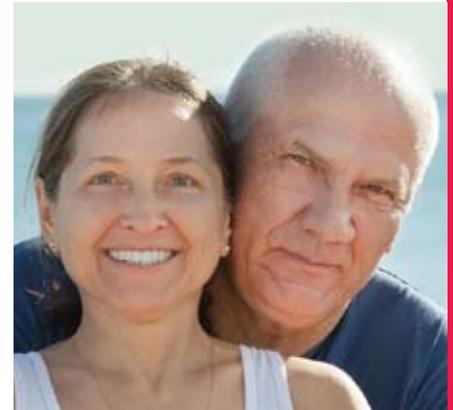
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# Client Stories



**Sharon** is a divorced mother of two school-aged children. Despite working two jobs, her annual income is less than \$15,000 for a family of three, which is well below the poverty level. Her jobs offer minimal benefits and no paid time off. She and her ex-husband share custody of the children, and because he was laid off, she receives no child support. Recently diagnosed with cancer, Sharon had to take significant time off work for medical treatments. As a result, she was unable to meet her expenses. Sharon's water was shut off by the city. JFS successfully advocated for funds to pay her water bill and restore water service to her home. The JFS social worker assisted Sharon in obtaining the public benefits to which she was due. Sharon also received assistance in obtaining camp scholarships for her children so they could have something fun to do while she was ill. Six months following assistance from JFS, Sharon is in remission from cancer, is current on her utilities and is stably housed in the same location with her children.

**Michael and Judy** are in their late fifties. Judy is a classroom aide and has no summer income. Michael had just been hired at a minimum wage job after being unemployed for a year, when he suffered a serious fall that resulted in multiple injuries and became unable to work. The couple fell behind on utility payments and their power was shut off. Without electrical power, Michael was unable to use the breathing machine that he required as a result of his injury. Michael and Judy asked JFS for help. Their JFS social worker successfully advocated for funds to restore power to their home and helped them develop a budget to adjust to their new, lower income. They used the JFS food pantry and were connected to additional services to help stretch their dollars even further. With JFS's help, Michael and Judy's situation has stabilized.



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# Client Stories

## Dorothy and Jack



**Dorothy** began receiving JFS services in June 2008. Though still driving and living independently, Dorothy was suffering from depression. A recent bout required a hospital stay for treatment. Dorothy's children lived out of town and rarely contacted her. The JFS social worker identified poor financial management skills and isolation as contributing factors to Dorothy's depression. Arrangements were made to bring in a payee service to assist with financial stabilization, a friendly visitor to decrease isolation and counseling to assist Dorothy in managing her depression. Dorothy continues to receive assistance from JFS, which has allowed her to age in community. She receives food pantry deliveries, transportation services and utilizes the Partners in Care Concierge program to help her manage her health care. Although she initially resisted assistance, Dorothy says "I couldn't stay in my own home without JFS."

**Jack's** wife of 45 years recently passed away. Despite his children's efforts to help, Jack became despondent, was not eating well or taking care of himself or his home. Jack's daughter called JFS and requested a Caregiver Consultation. She met privately with the JFS social worker who recommended an in-home evaluation. After meeting with Jack, the social worker suggested that he see his physician to evaluate his general health and depression. She also suggested that Jack resume some of his usual activities. He had regular calls and visits with his social worker to update his progress. Jack's physician recommended a trial of medication to relieve his depression. With reminders from family, Jack resumed a few activities and began to feel better. He moved to an active seniors apartment so he could have meal service and didn't have to be alone all the time. After a few months Jack was able to handle living his new life. Jack's daughter said "I'm so glad JFS was there to help us when we needed it. I would recommend their services to anyone who needs help with an older person."



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# Client Stories

## Akram



**Akram** and his family (a wife and two sons) are refugees from Iraq who resettled in the area through JFS in 2009. In Iraq, Akram was a chemical engineer who had a second degree in biology and was also a French language instructor. When the family arrived in the U.S., JFS assisted them in finding housing, with obtaining furniture and kitchen items, applying for benefits and securing food from the JFS food pantry.

Akram was very motivated to improve his situation here. He enrolled in English as a Second Language classes and the PATH employment program at JFS. His goal was to find employment and learn English well enough that he could apply to an undergraduate program. Akram spent most of his time searching and applying for jobs as well as receiving assistance with his resume.

After three months Akram found himself preparing for his first job interview in the U. S. To his surprise, it was with JFS in the Transportation Services department as a driver. Akram worked part-time hours with JFS Transportation Services while he was a part-time college student. He explains “I was so surprised and thankful to receive a chance to work in the U.S. and with JFS, because they are very kind, supportive, and understanding of my school schedule.” Akram’s work includes transporting older adults to medical and other appointments.

Akram graduated from Eastern Michigan University with a degree in Biology in April 2014. He is currently studying to take the MCAT (medical college admissions test). He has applied to a program to become a Physician’s Assistant. His alternate plans are to get a master’s degree in biology. Akram will continue to drive for JFS until he gets admitted to his program so that he can gain full-time employment in the field of his dreams. He said, “I am so grateful to JFS for everything they have done to help me and my family.”

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# Leadership

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## JFS Executive Committee

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Robert Miller,  
*President*

Marjorie Checkoway,  
*Vice President,  
Community Outreach and  
Development*

Nanette Gill,  
*Vice President, Governance and  
Strategic Planning*

Donna Winkelman,  
*Vice President, Personnel and  
Accreditation*

Leslie Kamil,  
*Secretary*

Susan Fisher,  
*Treasurer*

Phyllis Herzig,  
*Immediate Past-President*

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## JFS Board Members

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Ellen Abramson\*

Herbert Aronow

Patty Benson

Mark Berg

Anna Frushour

Mike Fried\*

\*Joining in 2014

Charles Garvin

Steven Gerber

Helen Kaplan

Marian Krzyzowski

Sonya Lewis

James Miller

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## Executive Director

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Anya Abramzon

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## The Herb Amster Professional Advisory Council

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Norman Herbert, Chair

David Barfield

Alan Cotzin

Phyllis Herzig

Steve Klein

Scott Kellman

Marian Krzyzowski

Judie Lax

Robert Miller

Bruce Moyer

Chuck Newman

Ed Pear

Joshua Pokempner

Tom Porter

Anya Abramzon,  
*JFS Executive Director*

Elina Zilberberg,  
*JFS Associate Director*

Sarah Okin,  
*Director, The Herb Amster Center*

# Amster Center

## 2014 Update on The Herb Amster Center



**The Amster Center's** main objective is to enhance economic stability for JFS, for the benefit of our clients and our community at large. To that end, the Center has enhanced its opportunities for earned revenue for JFS by building upon existing expertise, thereby reducing JFS' dependence on grant and foundation funding. Successes include:

**Behavioral Health Services:** JFS, positioned to be an important provider of mental health services by being credentialed under insurance plans serving consumers in Washtenaw County, now accepts BCBS, Medicare, McLaren Health Plan, Molina and Meridian Health Plan (Medicaid), and Carebridge EAP. The list continues to grow.

**Transportation Services:** JFS secured contracts to expand transportation services; when not needed for transporting older adults and people with disabilities, CareVans are used to generate earned revenue, bridging the gap between grants and what's needed to run the program. JFS is transporting homeless youth to/from Ann Arbor public schools daily.

**Corporate Training:** JFS and the Amster Center developed a dynamic offering of customized training programs across a wide-range of topics (including cultural sensitivity and diversity training) to companies from a wide variety of sectors to help these local businesses support their employees. These training programs not only enhance business productivity and employee talent, but also support the nonprofit activities of JFS at the same time; holistically improving our community by supporting the individuals within it.

**Partners in Care Concierge:** PiCC, a medical appointment accompaniment service, increases older adults' access to and efficient use of healthcare. A grant from Blue Cross Blue Shield enabled the Center to hire a grant writer to assist in the development of the framework for a demonstration project that will result in obtaining empirical evidence of PiCC's positive impact on how and if older adults access healthcare. We have partnered with the Michigan Public Health Institute on this initiative to ensure statistically significant research.

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



# Corporate Partners

Zingerman's



**We partner with JFS because of their long-standing history in the community, their commitment to partnering with other agencies in the area, and their organizational strategy to continually adapt their practices and agency initiatives to meet the changing needs of vulnerable folks in our area.**

At Zingerman's, we commit to giving back to our community - and we strive to do it as strategically as possible - and so our philanthropic initiatives are well served by our partnership with JFS. Also, we are happy clients of services offered by JFS and have many employees whose lives have been positively touched by the people in the agency. Our mission includes our charge of "showing love and care in all our actions to enrich as many lives as we possibly can." Our partnership with JFS allows us to participate in the work they do that serves a broad spectrum of needs, including the needs of seniors, immigrants and refugees, and families who observe religious dietary laws.

– Robby Griswold, Community Partnerships Coordinator



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# Corporate Partners

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# Joy of Giving

2014 JFS Event



Patty Kersch hugs Anita Rackow, Susan Fisher's sister, as she arrives.



Carol Amster and Linda Bennett chat at the reception.



Congressional candidate Debbie Dingell listens to Linda Benson's concerns.



Honoree Susan Fisher and Nancy Margolis.



JFS Executive Director Anya Abramzon (left) and JFS President, Bob Miller, (far right) present the Claire and Isadore Bernstein Award to Susan Fisher and her husband, John Waidley.



JFS Outstanding Employee of the Year Jessica Vinter thanks her staff and volunteers as Emcee Nan Gill looks on.



Nan Gill thanks Carla Milarch (second from left) of Performance Network Theatre for putting together the performance as cast members and playwright Simone Yehuda (third from right) look on.



Performance Network Theatre Cast sings a selection from the play "Sweet Charity" with words adapted for JFS.



Left to right: Nan Gill, John Waidley, Susan Fisher, and event co-chairs Bette Cotzin and Phyllis Herzig pose in front of a New York skyline.

# JFS Revenue & Expenses

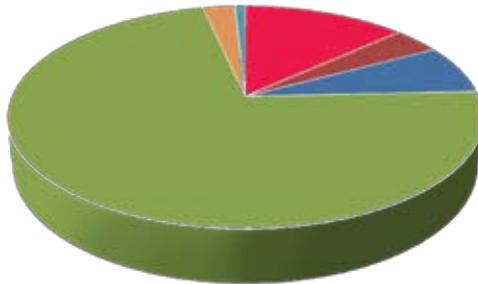
January 1, 2013 through December 31, 2013

## Total Revenue: \$1,655,910

JFS spends only 6% of its revenue on administrative expenses

■ Contributions: \$219,788	(13.27%)
■ Amster Center: \$63,547 *	(3.84%)
■ Federation Allocation: \$118,500	(7.16%)
■ Grants and Contracts: \$1,196,959	(72.28%)
■ Fees for Services: \$42,972	(2.60%)
■ Other Income \$14,144 **	(0.85%)

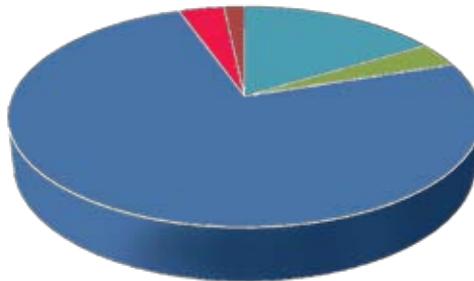
Revenue



## Total Net Expenses: \$1,487,191\*\*\*

■ Overhead: \$242,049	(16.28%)
■ Outside services: \$54,025	(3.63%)
■ Staff & Program Costs: \$1,110,805	(74.69%)
■ Fundraising: \$55,535	(3.73%)
■ Depreciation: \$24,777	(1.67%)

Expenses



## Net Income: \$168,719\*\*\*\*

\*includes \$14,941 restricted for future years  
 \*\*Endowment, In-Kind and Interest Income  
 \*\*\*Reported in accordance with GAAP per IRS standards for non-profit organizations  
 \*\*\*\*Pledges reserved for future years

## 2013 Grants:

- Ann Arbor Area Community Foundation
- Kiwanis Transportation Grant
- Federation Community Impact
- Thome
- Washtenaw United Way (Power of the Purse)
- Knight Foundation
- Washtenaw Consortium on Aging
- Dollar General Literacy Foundation
- Food Gatherers

## 2013 Contracts:

- HIAS Reception and Placement
- HIAS Citizenship
- HIAS Preferred Communities
- Coordinated Funding
- Area Agency on Aging
- PATH (Washtenaw County OCED)
- MI Department of Education
- MI Department of Transportation
- SCIP Program
- Washtenaw Health Plan
- DHS Refugee Employment



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