



2017

IMPACT REPORT

OUR MISSION

Jewish Family Service of Greater New Orleans is a social service agency dedicated to preserving, strengthening, and enhancing the well-being and self-sufficiency of individuals and families at every stage of life.

Jewish Family Service is a constituent agency of the Jewish Federation of Greater New Orleans and a community partner of United Way of Southeast Louisiana.

OUR HISTORY

Jewish Family Service (JFS) was initially created when the Jewish Children's Home closed in 1948. JFS became a separate organization, with its own 501(c)(3) status granted in 1976, and opened its doors to people of all faiths in 1982. JFS now serves Greater New Orleans regardless of race, religion, disability, gender, or sexual orientation. Services are available through private insurance and on a sliding fee scale, based on household income.

Jewish Family Service is a "whole person environment." JFS strengthens the community by helping families and individuals reach their full potential through various programs and services. These include providing individual and group counseling, educating our young people about depression and suicide prevention, promoting independence for the elderly, providing case management, and assisting in adoptions.

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LETTER

FROM THE PRESIDENT & EXECUTIVE DIRECTOR



Dear Friends:

Thank you for your partnership with Jewish Family Service (JFS) this past year. **Together, we impacted the lives of more than 4,800 individuals, families, seniors and teens that needed help!** After 69 years of operation, JFS proudly continues to provide compassionate care at affordable rates to everyone. The core community services JFS offers include Counseling, Case Management, Teen Life Counts (TLC), Homemaker, and Lifeline. Notable accomplishments of this past year include:

- **Senior Care Assessments** were launched to provide seniors a greater range of care and referrals as needed.
- The Agency increased the number of **health insurance providers** in order to expand the number of clients we serve while reducing their out-of-pocket expenses.
- **The Behavioral Health Intern Training Center** flourished in its second year of operation; hiring a full-time supervisor, increasing the number of participating masters-level social work and counseling interns to nine, and serving a growing number of clients.
- **Continuing Education Workshops** for professionals plus community groups, continue to meet monthly in our new conference room at the Metairie Center.

Our vision for the coming year is one of stability and sustainability. Senior Services will continue to be strengthened to further support the independence and safety of older adults aging in place. The Teen Life Counts program will expand its adult "Gatekeeper" component to train a greater number of school faculty and staff members to support teens in crisis, in response to recent state legislation enacted to further reduce teen suicide.

We are grateful for your generous continued support to ensure in the coming year that thousands more vulnerable people receive the dignified help they need from Jewish Family Service. **Thank you!**

President
Larry Manshel

Executive Director
Roselle M. Ungar

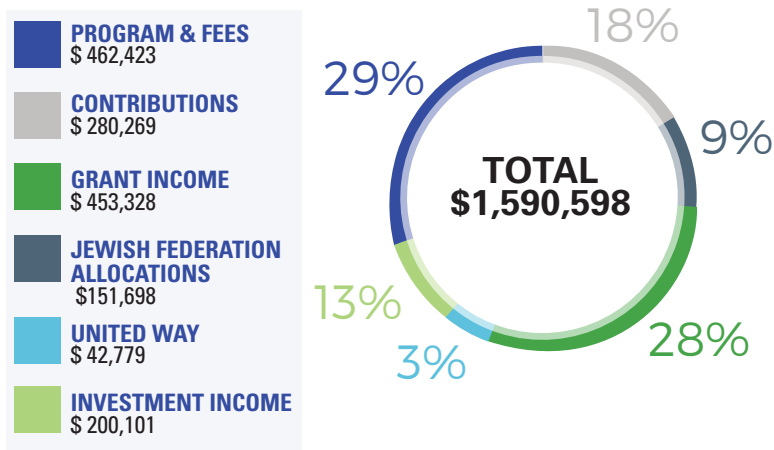


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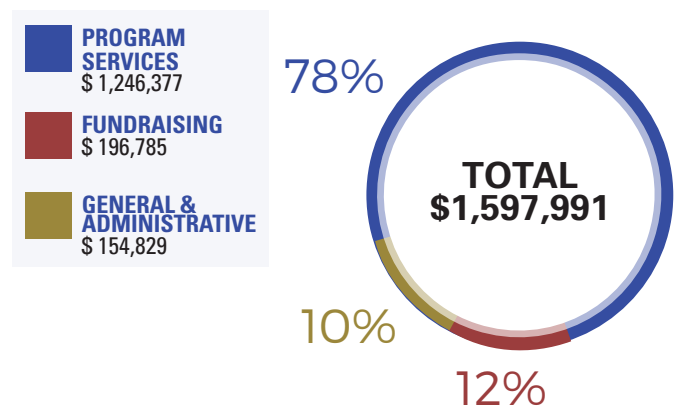
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FINANCIALS

REVENUE & SUPPORT



FUNCTIONAL EXPENSES



CHANGE IN NET ASSETS

Change in Net Assets	\$ (11,028)
Beginning of Year (1/1/2016)	\$ 2,319,243
End of Year (12/31/2016)	\$ 2,308,215

ASSETS

Cash and Cash Equivalents	\$ 121,468
Accounts Receivable	\$ 16,659
Grants Receivable	\$ 24,783
Unconditional Promises to Give	\$ 39,898
Prepaid Expenses	\$ 30,725
Notes Receivable	\$ 15,923
Funds Held by	
Jewish Endowment Foundation	\$ 2,098,224
Israel Bonds	\$ 6,000
Property and Equipment, Net	\$ 9,355
TOTAL ASSETS	\$ 2,363,035

LIABILITIES AND NET ASSETS

Liabilities

Accounts Payable	\$ 7,454
Accrued Vacation	\$ 30,456
Jewish Federation Loans Payable	\$ 16,910
TOTAL LIABILITIES	\$ 54,820

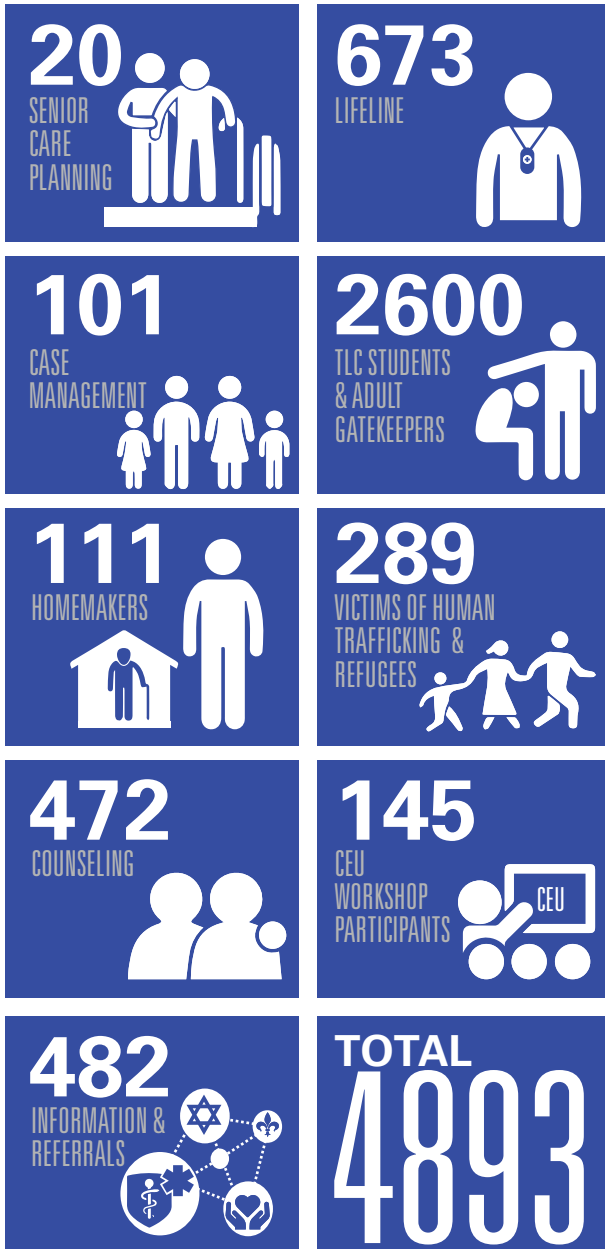
NET ASSETS

Unrestricted - Undesignated	\$ 153,093
Unrestricted - Board Designated	\$ 2,098,224
TOTAL UNRESTRICTED	\$ 2,251,317
Temporarily Restricted	\$ 56,898
TOTAL NET ASSETS	\$ 2,308,215
TOTAL LIABILITIES & NET ASSETS	\$ 2,363,035



PROGRAMS & SERVICES

INDIVIDUALS SERVED



COUNSELING

JFS has licensed, professional staff specialized in working with children, adolescents, adults, and couples. Counselors provide guidance and support on how to cope with interpersonal and family issues. Counseling services are offered in Metairie and on the Northshore through private insurance and on a sliding fee scale, based on household income.

Carol* has lived in the same house for more than 40 years. It is where she and her late husband raised their daughter Abby,* and Carol now lives alone on a limited budget. Abby paid her weekly visits but worried about her mother's safety. Whenever Abby attempted to discuss the possibility of her mother selling her home and moving into an assisted living facility, Carol dismissed the idea and insisted on her continued independence. She remains determined to stay there as long as possible with her cherished dachshund.



CAROL

Abby discussed her concerns with a friend who recommended a medical alert button. After reviewing her options, she was most impressed with the personalized, local service provided by **JFS Lifeline**. Carol was enrolled and began wearing her personal emergency response button at all times – even in the shower.

Three months later, Carol suffered a mild heart attack while home alone and pushed her Lifeline button to summon help. Abby was called and grateful to learn that her mother was on transport to the hospital by ambulance. Abby rushed to meet her and was relieved that her mother quickly got the help she needed to make a swift recovery. Carol soon returned home.

Carol and her entire family are pleased with the reliable service **Lifeline** provides to support her continued independence.

***Names were changed in order to protect client privacy.**

The Behavioral Health Intern Training Center serves additional clients by training masters-level Social Work and Counseling graduate students from area universities. A full-time Intern Supervisor now manages the program which has grown to 5-8 interns at any given time.

CASE MANAGEMENT

Professional Case Management staff is highly trained to help clients and their families meet life's challenges with compassion and objectivity.

INFORMATION AND REFERRAL

JFS provides current information and referrals regarding a wide variety of mental health resources and social services available in our community.



PROGRAMS & SERVICES

LIFELINE



Lifeline is a personal emergency response system providing subscribers assistance 24-hours a day, 7 days a week for emergency services. The system is easy to use and designed to reduce the risks of living alone. In the event of a fall or an emergency, immediate help is available at the push of a button. No contracts are required. Customized plans are available, including wireless GPS technology.

HOMEMAKER

The JFS Homemaker program provides in-home assistance for disabled or older adults. Since 1975, JFS homemakers have helped people with tasks of daily living, and ensured both the safety and independence of individuals aging in their homes. Homemakers are sensitive to each client's needs and conduct visits either once a week or twice a month for a period of 2.25 hours.

Visits are set for a regular time each week and there are no age restrictions. The cost is on a sliding fee scale, based on household income.

SENIOR CARE PLANNING

This program assists families with older adults who are facing transition and possibly in need of specialized care. Clients confer with a Senior Care Planner who provides information and resources for home-based services, caregiver support, financial planning, residential care options and more. The program is offered on a sliding fee scale, based on household income.

SENIOR CARE ASSESSMENTS

Senior Care Assessments were launched this past year to determine the unmet needs of senior clients and provide them helpful information and referrals. Professional staff conducts assessments during on-site home visits which includes a questionnaire, discussion, and observation of a client's ability to complete daily activities. Where health or safety concerns are present, appropriate information and referrals are provided

Brian* witnessed his father struggle with depression and substance abuse when he was young. He blocked out the worst of painful childhood memories including verbal abuse from his father when he was intoxicated. Brian prayed his past would not affect him and took strides to distance himself from his family. For years he relished life as a dedicated husband and father with a steady job. This included steadily saving for his son's Hebrew lessons and future bar mitzvah.



BRIAN

Brian's mental health faltered after learning of his father's death, and he plunged into a deep depression. Withdrawn from his family and friends, Brian lost motivation to do much more than stay in bed and sleep. As a result, he lost his job and talk of divorce loomed. His wife urged him to get help but the family's limited budget went towards the mortgage, utilities and groceries in place of his treatment. Soon the family was broke and facing eviction.

On the brink of hunger and homelessness, Brian arrived at JFS asking for help. In need of immediate assistance, he received **intensive case management** to fill a medical prescription, pay rent and utilities, and buy groceries. Brian worked with his case manager during the following months to steadily accomplish steps to turn his life around, including taking his daily medication, securing a new job, and meeting regularly with a therapist and psychiatrist.

Through the compassionate care JFS provided Brian in his greatest time of need, he has stabilized and has begun to mend things with his family. The family looks forward to celebrating his son's bar mitzvah together.

***Names were changed in order to protect client privacy.**

which may be of help – such as resources for sitters, transportation, medical equipment/home modifications, and emergency response systems.

U.S. COMMITTEE FOR REFUGEES AND IMMIGRANTS (USCRI)

Post Release Service to Unaccompanied Minors. The USCRI program serves foreign-born children who are fleeing dangerous situations in their home countries and arrive in the United States as unaccompanied minors. Clients are referred by



PROGRAMS & SERVICES

USCRI, and are typically in need of services including: safety assessments, securing school placement, counseling, legal support, and evaluation of caregiver.



TRAFFICKING VICTIM ASSISTANCE PROGRAM (TVAP)

The TVAP program serves foreign-born victims of sex and labor trafficking. Clients are referred by USCRI or self-referrals. They are provided comprehensive case management including legal support, housing, clothing, food, safety, medical services, ESL, and counseling.

TEEN LIFE COUNTS

Established in 1984, Teen Life Counts (TLC) is a school-based suicide prevention and awareness program. Experienced mental health professionals and trained volunteer educators teach the TLC suicide prevention program in area public, private, parochial and charter schools.

Students in the TLC program learn how to identify warning signs of depression and suicide, how to talk to a troubled friend, and where to go to get help. They are also taught the importance of breaking a secret to save a life and the danger of alcohol and substance abuse by those who are depressed or suicidal. TLC also provides training to adults, "Gatekeepers," who are trusted school faculty and parents.

JFS is proud to continue a second year of partnering with area universities to recruit masters-level social work students to serve as TLC Volunteer Educators.

BIKUR CHAVERIM

Bikur Chaverim, which literally means "Visiting Friends," is a volunteer-based program designed to bring support and companionship to those who are isolated.

GROUPS

JFS Counseling Groups provide support and education to attendees. JFS has expanded the variety and frequency of

Her eight year old grandson was traumatized and it broke her heart. Rebecca* and Gil* were left to raise Adam* since losing his mother to drug addiction months ago. He was still angry, frustrated, and hurt that his mother was gone and he was forced to live in a strange, new household with aging grandparents. Unable to find the words to express his rage, Adam often lashed out with screams and kicks when his grandmother tried to comfort him. Rebecca was also hurt and angry but tried to hide it. She got little help from Gil who was disabled and unable to keep up with Adam. Overwhelmed caring for both of them, her mind was full of worry and she could barely sleep through the night. Would Adam ever heal and become a happy child? How long could she manage her emotions? How much longer could their limited budget support the three of them? What would happen if she became ill?



The Rabbi noticed her changed demeanor and recommended Rebecca look into family counseling services at JFS. Putting her grandson first, Rebecca enrolled Adam in weekly therapy. By his fifth session of play therapy, he had undergone a remarkable change. Adam was more verbal, calmer, and cooperative.

The transformation in her grandson made Rebecca realize she might also benefit from counseling. No longer able to tamper her feelings of anger and frustration, she felt near her breaking point. JFS Counselors provided Rebecca and Adam the professional guidance and support needed to strengthen their family. Rebecca qualified for discounted fees based on the sliding-fee scale, which allowed both family members to get the help they needed to enhance their relationship.

*Names were changed in order to protect client privacy.



PROGRAMS & SERVICES

groups offered. Twelve were held during the past year, and included Girl Power, Caregiver Support Group, Parenting Teens, and Cognitive Behavioral Therapy.

JEWISH COMMUNITY

The **Catch-A-Cab** program is designed to supplement the cost of transportation for members of the Jewish community who are 65 years of age or older. Participants receive discounted coupons for use with local taxi companies. There is no financial pre-requisite to participate.

In celebration of Passover, JFS organizes an annual **Passover Food Basket Distribution**. Dozens of eager JFS volunteers come together each year to sort food items, pack boxes of kosher-for-Passover food, and deliver them to those in need in the community.

The Jewish Family Service **Financial Resource Center** (JFSFRC) offers small grants and loans to Jewish individuals and families.

ADOPTION HOME STUDIES

JFS provides adoption home studies, pre-adoption counseling, and post-placement studies. The service educates families about the adoption process and the special issues that adoptive families face.

CONTINUING EDUCATION

JFS offers high quality continuing education seminars on relevant and innovative topics for social workers, counselors, and mental health professionals in the community. These sessions are open to the general public, but are specifically offered for the benefit of colleagues and peers who are required to receive educational credit hours to stay apprised of current practices and modalities.

JEWISH COMMUNITY DAY SCHOOL PARTNERSHIP



For the past four years, thanks to funding from the Jewish Endowment Foundation and Jewish Federation of Greater New Orleans, Jewish Family Service has offered workshops for parents, taught classroom sessions with students in all grade levels, held one-on-one sessions with students, and consulted with faculty and administration. Additional funding from the Oscar J. Tolmas Charitable Trust has allowed JFS to staff a part-time counselor on site at the Jewish Community Day School three days per week.

His wife of fifty one years passed away following her battle with cancer. This left Meyer* with lingering medical debt and feelings of depression and isolation. With no relatives living nearby, he had no support system. Within six months, his formerly active lifestyle had changed dramatically. Meyer forced himself to leave the house twice a week to buy groceries on Wednesdays and attend Synagogue on Saturdays. It was there that his fellow congregants and the Rabbi noticed his sharp weight loss and depression.



MEYER

Soon his Rabbi arranged to visit with Meyer at home one afternoon. He apologized for the mess but it was evident the house was neglected and that he was starved for companionship. Before leaving, the Rabbi called Jewish Family Service and asked them to help.

Meyer consulted with JFS and confirmed he could use housecleaning help and welcomed the chance to socialize more. He also revealed his struggle to pay several medical bills. He openly shared his worries that he would be forced to skip medications and reduce groceries in order to pay those debts. It was quickly determined that Meyer would benefit from a grant from the JFS **Financial Resource Center**, to resolve the medical debt left by his late wife.

Meyer also enrolled in two JFS programs which enriched his life. First, he was paired with a volunteer friend through the **Bikur Chaverim program**. Sophia* began calling and visiting twice a month to get to know him better. The two soon discovered a shared love of classic movies and included movie rentals in their visits.

Meyer also enrolled in the JFS **Homemaker** program in order to keep on top of his house chores. His friendly Homemaker chatted with him while washing dishes, cleaning the bathroom, washing the laundry, and vacuuming each time she visited. It was a tremendous help since Meyer moved slower these days but wanted his house in order for visitors.

Four months later, his depression had lifted and Meyer awoke each morning feeling positive. The financial, social, and house cleaning services JFS provided served as Meyer's lifeline – delivering compassionate care in his time of need.

*Names were changed in order to protect client privacy.



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\$50,000 AND ABOVE

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Oscar J. Tolmas Charitable Trust
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- General/Unrestricted Fund
- Children and Families
- Older Adult Services
- Other programs as specified



MAKE A GIFT IN HONOR OF SOMEONE

You can make a difference for someone in our community with a meaningful gesture that will be appreciated by both the gift recipient and the person served by JFS.

DONATE YOUR VEHICLE

Jewish Family Service accepts charitable donations of vehicles through CARS (Charitable Adult Rides & Services), with sales proceeds dedicated to support a variety of JFS programs. CARS will help you handle all of the details of your automobile (or other motor vehicle) donation. Receive a tax credit, and avoid the hassle of advertising or haggling with a car salesman. Visit our "Support Us" online page to learn more.



GIVE A STOCK DONATION OR ISRAEL BOND DONATION

Updating your portfolio? Consider donating shares of stock or an Israel Bond to benefit JFS. Call 504-831-8475 for more information.

MAKE A GIFT IN MEMORY OF SOMEONE

Pay tribute to loved ones who were an important part of your life with a beautiful expression of remembrance.

THANK YOU VOLUNTEERS



Several programs at Jewish Family Service depend upon a corps of dedicated volunteers working closely with staff in order to ensure the best care for the people we serve. JFS recruits year-round for volunteers in the following programs. Interested in giving of your time and talents? Please call 504-831-8475.

BIKUR CHAVERIM

Bikur Chaverim volunteers, called "Visitors," are paired with "Friends" who are seniors either home-bound or semi-homebound. A volunteer visits their Friend in person every other week, and calls the Friend on the weeks in between. The goal of the program is to keep older adults from becoming isolated and alone and to keep them engaged and interested. Close bonds between volunteers and seniors often form and are mutually rewarding.



TEEN LIFE COUNTS (TLC)

Experienced mental health professionals and trained volunteer educators teach the TLC suicide prevention program to students in grades 7-12 in area public, private, parochial and charter schools. Volunteer educators receive specialized training through the Teen Life Counts

Coordinator. Once trained, they participate in workshops teaching students to break the code of silence when concerned that a friend or a classmate is at risk for suicide or self-harm.



LIFELINE

Lifeline is a personal emergency response system providing subscribers access to emergency services 24 hours per day/ 7 days per week. The system is easy to use and designed to reduce the risks of living alone. In the event of a fall or an emergency, immediate help is available at the push of a button. Volunteers call clients once a month to encourage them to test their equipment to ensure everything is in perfect working order.



OUR STAFF

*Former JFS Staff member as of August 2017

EXECUTIVE STAFF

Roselle M. Ungar, CFRE

Executive Director

Rachel Lazarus Eriksen, LCSW-BACS

Director of Clinical Services

Julie Finkelstein Steinhaus

Director of Business Services

COUNSELING/CASE MANAGEMENT

Stephanie Crowder, LPC, LMFT

Therapist, Adoption Home Studies

Fran Dinehart, LCSW

Licensed Clinical Social Worker/Case Manager

Andrea Garcia, BA*

Bilingual Case Manager

Katherine C. Godshall, LCSW

Intern Program Supervisor

Laura Kulick, LCSW

Licensed Clinical Social Worker

Bethany Linville, BA, MA

Bilingual Case Manager

Kate Melman, BA, MA*

Bilingual Case Manager

Lauren Miller, LMSW*

Counselor/ Case Management

Emily G. Morgan, LMSW*

Case Management

Lisa Preminger, BA

Bilingual Case Manager

Natasha Ramer

Resettlement Case Worker

Candice Rosenblum, LCSW

Clinical Social Worker, Northshore Office

Jennifer Schneider, MSW, RSW*

Geriatric Specialist

John S. Shalett, LCSW, BACS, LMFT-S*

Intern Program Supervisor

Ludmila Talley

Resettlement Case Worker

Matthew T. Watson, M.S., LPC, NCC, PLMFT*

Clinical Therapist

LIFELINE EMERGENCY RESPONSE SYSTEM

Jane Levine

Lifeline Community Liaison

Jan Miller

Lifeline Office Support Staff

Kim Nonenmacher

Lifeline Program Manager

Harrison Wool

Lifeline Field Support Staff

TEEN LIFE COUNTS

Amanda L. Hembree, M.S., LPC*

Teen Life Counts Coordinator

Melissa R. Stewart, LMSW

Teen Life Counts Coordinator

GRANTS AND DEVELOPMENT STAFF

R. Sofya Spector, MA

Grants and Communications Coordinator

Lenna Blaser, BA*

Development Coordinator

Lauren Rudzis, BA

Development Coordinator

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Client and Donor Services Specialist

Denise Dirks*

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Erin Grauel

Administrative Assistant

Abigail Leven*

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HOMEMAKERS

Melinda Ferrell

Shirleen Jefferson

Renee Johnson*

Valerie Vaughn

2016-2017 BEHAVIORAL HEALTH INTERN TRAINING CENTER INTERNS

Sarah Applebaum, Meghan Berger, Elizabeth Black,

Katey Blagden, Taylor Bonnette, Carey Gilchrist,

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CONTACT INFORMATION

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