2019 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 impact partner of United Way 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 everyone in Greater New Orleans regardless of race, religion, disability, gender, or sexual orientation.

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 adoption homestudies and therapeutic counseling.

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DEAR FRIENDS,

As we reflect upon the efforts to serve the greater New Orleans community over the past year, Jewish Family Service (JFS) is grateful to have received support from partners like you. This vital generosity allowed JFS to carry out our mission and assist almost 4,000 people in the Greater New Orleans area while keeping services affordable.

Whether teaching adolescents the skills to prevent teen suicide, providing guidance to individuals and families facing a crisis, or helping seniors to live independently, JFS is here to accommodate those in need with dignity and compassion - as we have for over 70 years.

This is a testament to the commitment and compassion of our financial supporters, our community partners, our volunteers, and our staff. It has not always been easy. We have had to adjust our processes and make hard decisions. We have asked more from our supporters than ever before. However, the result of all that effort is undeniable.

The question is, where do we go from here?

As this year’s Impact Report is going to press, the Board of Directors is completing a 5-year strategic plan that will encompass the communities vision for this agency moving forward. Through this strategic plan, the board and staff are evaluating our programs, keeping the community’s best interests at the forefront of our decision-making process. The goal is to serve even more people in our community through affordable relevant services. As always, Jewish values are our compass for creating this vision to move us forward.

JFS continues to focus on our core community services including Counseling, Case Management, Teen Life Counts (TLC), and Lifeline. In addition, JFS recently expanded the following:

- Acceptance of Medicare, Medicaid, and additional private pay insurance carriers along with offering counseling on a sliding-fee scale based on household income.
- Consolidation of seniors services into one department in order to provide more seamless high-quality services to aging members of our community.
- Initiating the development of an age-appropriate Teen Life Counts curriculum for elementary school children.

Together, we are building a community of stronger families and healthier lives at every age. Thank you!

With every good wish,

Betsy Threepfoot Kasten  
President

Roselle M. Ungar  
Executive Director
# Financials

## Change in Net Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change in Net Assets</td>
<td>$(83,257)</td>
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<tr>
<td>Beginning of Year (1/1/2018)</td>
<td>$2,284,842</td>
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<tr>
<td>End of Year (12/31/2018)</td>
<td>$2,201,585</td>
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## Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Cash and Cash Equivalents</td>
<td>$179,030</td>
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<tr>
<td>Accounts Receivable</td>
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<td>Grants Receivable</td>
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<td>Unconditional Promises to Give</td>
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<tr>
<td>Prepaid Expenses</td>
<td>$16,213</td>
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<td>Notes Receivable</td>
<td>$13,403</td>
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<tr>
<td>Funds Held by Jewish Endowment Foundation</td>
<td>$1,924,430</td>
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<tr>
<td>Israel Bonds</td>
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<tr>
<td>Property and Equipment, Net</td>
<td>$12,780</td>
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<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>$2,247,629</td>
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## Liabilities and Net Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td><strong>Liabilities</strong></td>
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<tr>
<td>Accounts Payable</td>
<td>$7,782</td>
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<td>Accrued Vacation</td>
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<td>Jewish Federation Loans Payable</td>
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<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
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<tr>
<td><strong>Net Assets</strong></td>
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<tr>
<td>Undesignated</td>
<td>$215,431</td>
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<tr>
<td>Board Designated</td>
<td>$1,924,430</td>
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<tr>
<td><strong>TOTAL WITHOUT DONOR RESTRICTIONS</strong></td>
<td>$2,139,861</td>
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<tr>
<td><strong>TOTAL WITH DONOR RESTRICTIONS</strong></td>
<td>$61,724</td>
</tr>
<tr>
<td><strong>TOTAL NET ASSETS</strong></td>
<td>$2,201,585</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES AND NET ASSETS</strong></td>
<td>$2,247,629</td>
</tr>
</tbody>
</table>

## Revenue & Support

- **35%** Grant Income $514,936
- **3%** United Way $37,239
- **20%** Contributions $285,995
- **10%** Jewish Federation Allocations $150,300
- **16%** General & Administrative $251,609
- **8%** Fundraising $129,994
- **31%** Program Service Fees $451,631

**REVENUE & SUPPORT** $1,459,851

**FUNCTIONAL EXPENSES** $1,540,488

- **75%** Program Services $1,158,885
INDIVIDUALS SERVED

2,264 TLC Students and Adult Gatekeepers

4 Senior Care Planning

520 Lifeline

132 Case Management

84 Homemakers

329 Counseling

14 Survivors of Human Trafficking and Refugees

247 CEU Workshop Participants

222 Information & Referrals

3,816 Total Number of People Served
PROGRAMS & SERVICES

ADOPTION SUPPORT SERVICES
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. Services also include therapeutic counseling during the adoption process.

THE BEHAVIORAL HEALTH INTERN TRAINING CENTER
This training center allows JFS to serve additional clients by training masters-level Social Work and Counseling students from area universities. A full-time Intern Supervisor manages the program which trains between 3-7 interns per semester.

CONTINUING EDUCATION WORKSHOPS
JFS offers high quality continuing education workshops on relevant and innovative topics for social workers, counselors, and mental health professionals in the community. These sessions are open but 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.

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 our office in Metairie. Certain Medicare and Medicaid plans are accepted along with private insurance. A sliding fee scale, based on household income, is also available. Services in Spanish are also available.

GENERAL CASE MANAGEMENT
General Case Management staff assist clients and their families with medical, psychological, legal, financial, and crisis intervention issues.
GROUPS
JFS Counseling Groups provide support and education to attendees. JFS has expanded the variety and frequency of groups offered. Groups held this past year include Girl Power, Caregiver Support, and Bereavement. JFS has also held Counselor-in-Training Sessions at the Jewish Community Center in Metairie.

HOMEMAKER
The JFS Homemaker program provides in-home assistance for disabled or older adults. JFS homemakers help people with tasks of daily living, such as housekeeping and transportation. This program ensures both the safety and independence of individuals aging in their home. The cost for this service is on a sliding fee scale, based on household income.

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

LIFELINE
Lifeline is a personal emergency response system providing subscribers assistance 24-hours a day, 7-days a week. This system is easy to use and designed to reduce the risks of living alone. In the event of a fall or emergency, immediate help is available at the push of a button. The subscriber is able to delegate initial points of contact (a neighbor, family member, friend) as opposed to immediately triggering EMS, avoiding unnecessary trips to the ER.

SENIOR CARE ASSESSMENTS
This service was launched to determine the unmet needs of senior clients and provide helpful information and referrals. Professional staff conducts assessments during on-site home visits which include a

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I hadn’t considered counseling as an option. I thought it was financially out of reach, but since finding JFS, I now have access to an affordable and compassionate counseling service.

—Maria O.
questionnaire, discussion, and observation of a client’s ability to complete daily activities. Appropriate information and referrals are provided when a health or safety concern is identified.

**SENIOR CARE PLANNING**

This program assists families with older adults who are facing transition and possibly in need of specialized care. Clients meet with a Senior Care Planner who provides information and resources for home-based services, caregiver support, financial planning, residential care options and more.

**SURVIVORS OF HUMAN TRAFFICKING**

Free case management and counseling services are available for survivors of human trafficking, of all ages, living in the Greater New Orleans area. They are provided comprehensive case management including legal support, housing, clothing, food, safety, medical services, ESL, and counseling. *This program is made possible with funding provided by Covenant House.*

**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 students how to identify warning signs of depression and suicide, how to talk to a troubled friend, and where to go to get help. TLC goes into public, private, parochial, and charter schools in the Greater New Orleans area.

**UNACCOMPANIED MINORS**

Post Release Service to Unaccompanied Minors. This 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 the US Committee for Refugees & Immigrants (USCRI) and are typically in need of services such as securing school placement, counseling, legal support, and caregiver evaluation. *Program is available through funding from USCRI.*
WORK IN THE JEWISH COMMUNITY

BIKUR CHAVERIM
Meaning “visiting friends” Bikur Chaverim is a volunteer-based program designed to bring support and companionship to those who are isolated.

CATCH-A-CAB
Through the generosity of the Adele Cahn Catch-a-Cab Designated Fund at the Jewish Endowment Foundation, 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.

FINANCIAL RESOURCE CENTER
The Jewish Family Service Financial Resource Center (JFSFRC) offers small grants to Jewish individuals and families in crisis.

JEWISH COMMUNITY DAY SCHOOL PARTNERSHIP
Jewish Family Service offers workshops for parents, classroom sessions with students in all grade levels, one-on-one sessions with students, and consults with faculty and administration. Thanks to funding from the Oscar J. Tolmas Charitable Trust during this past year, a JFS part-time counselor was on-site at the school three days per week.

BRUCE LEVY MEMORIAL JFS PASSOVER FOOD BASKET PROGRAM
In celebration of Passover, JFS organizes the annual Bruce Levy Memorial JFS Passover Food Basket packing and distribution event. Dozens of eager JFS volunteers come together during this event to sort food items, pack boxes of kosher-for-Passover food, and deliver them to over 300 members-in-need in the Jewish community.

I had just come out of the hospital following another fall. I wanted to continue living on my own, but my son was nervous about leaving me alone. After doing some research, we found the Lifeline program at JFS. Even though I’d been hesitant to wear a help-button, Lifeline allows me to maintain my independent lifestyle while giving my son peace-of-mind. We both know I’ll be safe in case of an emergency.

—Pam W.
The JFS Partners in Caring Giving Society recognizes individuals, corporations, foundations and organizations whose cumulative generosity has made a significant impact on the lives of vulnerable individuals and families at every stage of their life. This listing is based on donor records beginning in 1990.

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U.S. Committee for Refugees & Immigrants

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This list represents contributions of $100 and above to Jewish Family Service from July 1, 2018 - June 30, 2019. We regret any errors or omissions in this publication. Please contact the Development Office to update your records so that we may recognize you appropriately in the future.

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- Senior Services
- Children and Families
- Other programs as specified

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

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.

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Jewish Family Service accepts charitable donations of vehicles through CARS (Charitable Adult Rides & Services), with sale 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 the “Support Us” page on the JFS website to learn more.

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Make shopping meaningful by making your Amazon purchases through the AmazonSmile portal. Go to Smile.Amazon.com and select Jewish Family Service of Greater New Orleans. Amazon will donate a portion of the proceeds from select purchases to JFS.

Thank You Volunteers!
JFS recruits dedicated volunteers who work closely with staff to ensure the best care for the people we serve. Volunteer opportunities are available for the following programs:

- Lifeline, Teen Life Counts (TLC), Bikur Chaverim, and Bruce Levy Memorial JFS Passover Food Baskets.

Interested in giving your time and talents?
Call (504) 831-8475 or send an email to jfs@jfsneworleans.org.
OUR STAFF

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
Desislava Altazova, LPC
Therapist
Stephanie Crowder, LPC, LMFT
Licensed Therapist
Fran Dinehart, LCSW
Licensed Clinical Social Worker/Case Manager
Andrea Garcia, BA
Bilingual Case Manager
Michelle Holmsatter, LCSW, MBA
Intern Program Supervisor
Laura Kulick, LCSW*
Licensed Clinical Social Worker
Bethany Linville, BA, MA
Bilingual Program Officer
Mario Figueroa, BSW
Bilingual Case Manager
Andrea Garcia, BS
Bilingual Case Manager
Ruth E. Goldberg, LCSW-BACS, ACSW, BCD
Bilingual Social Worker
Natasha Ramer
Resettlement Case Worker
Candice Rosenblum, LCSW*
Clinical Social Worker & Certified Parenting Coordinator
Ludmila Talley
Resettlement Case Worker
Margaret Winston, LPC
JCDS Therapist

LIFELINE
Jane Levine*
Lifeline Community Liaison
Jan Miller
Lifeline Office Support Staff
Kim Nonemacher
Senior Services Manager
Cortni Randazzo
Senior Services Intake & Admissions Assistant
Harrison Wool, RTA
Lifeline Field Support Staff

TEEN LIFE COUNTS
Dr. Katherine C. Godshall, LCSW-BACS
Teen Life Counts Coordinator
Melissa R. Stewart, LMSW*
Teen Life Counts Coordinator

GRANTS & COMMUNICATION
Lauren Rudzis, BA
Communications and Development Coordinator

ADMINISTRATIVE STAFF
Chase Alphonso
Client and Donor Services Specialist
Teri Conrad
Administrative Assistant
Erin Grauel, MFA*
Administrative Assistant
Sarah Viliien, BA*
Client and Donor Services Specialist

HOMEMAKERS
Shirleen Jefferson
Valerie Vaughn

2018-2019 BEHAVIORAL HEALTH INTERN TRAINING CENTER INTERNS
Ida Ansell, Angela Bacigalupo, Katherine Cantwell, Sean Comiskey, Madison Farmer, Jennifer Keith, Claire Kohne, Harter March, Cara Zajac

*Former JFS Staff as of June 30, 2019