



JFSC

**Annual Report
2019**



Mission

JFSC strengthens communities by providing social services to individuals and families based on our values of compassion, social justice and improving the world.

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Roxanne Droppo

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Basic Needs	Older Adult Outreach
Resettlement and Integration	Post War Survivor Services
Home Support	Volunteer Services
Shalom Bayit	Counselling



Message from Roxanne Droppo, Executive Director and Max Feldman, Chairman of the Board

2018 has been a significant year for JFSC as the economic downturn in Calgary continues to impact our communities. As a result, JFSC focused on strengthening our service delivery model and funding priorities. JFSC provided services to 1,173 individuals, children and families with the intention of increasing healthier housing and living conditions, strengthening emotional and mental resiliency, stabilizing financial challenges and providing a sense of belonging to those in need.

In addition to identifying goals and impact measures for each of our programs, JFSC set our strategic priorities for 2019 through to 2021. Our commitment is to ensure we have clear, measureable outcomes for service provision using best practice research and tools; ensuring financial optimization for a sustainable future; strong leadership to initiate, lead and strengthen relationships and collaborations; recognizing and facilitating outstanding contributions from our staff and volunteers and ensuring all systems, processes and controls are in place for operational efficiency and effectiveness. As we continue to navigate through the challenges of unpredictability and a forever changing world, it is important we stay true to our mission and values and the best way to do that is by focusing on our impact, being transparent, accountable, ethical and innovative.

In the interest of improved operational efficiency and effectiveness, we expanded our home support services on a fee for service basis to the community at large due to increased inquiries for home care support services. Our home support staff are certified Health Care Aides and are supervised by a Licensed Practical Nurse as meeting the unique needs of a growing seniors population is a priority for JFSC.

During the past year we also developed multiple operational plans including our strategic plan, business plan, communication strategy, accessibility plan, cultural competency and diversity strategy, technology and systems plan, volunteer program strategic plan and a

quality improvement plan. Structure in each of these areas allows for accountability, priority, and performance measures. A risk management plan is currently in development.

Consistent with our efforts to increase collaboration with other organizations we co-sponsored an event with Canadian Friends of Hebrew University. Dr. Yoram Yovell from the Hebrew University of Jerusalem provided an evening of thought provoking information on “what makes people happy.” I am sure that each attendee could relate to the research findings. We are hopeful that this partnership opportunity will springboard future sessions and research to support our work at JFSC.

During the past year we explored our branding and marketing strategies in order to enhance our funding opportunities. As a result, JFSC has updated our logo and added a tag line “Enhancing Lives, Strengthening Communities”, consistent with our Mission and desired impacts.

As we reflect back over the past year, we are reminded of the importance of the work we do because of the favorable impact on our clients. Our client survey results are universally positive. One example is Mary, an 89 year old Senior who lives alone, has limited mobility and has no family living in Calgary. Mary states the highlight of her week is when JFSC staff bring her a food hamper and take the time to ask her how she is doing. Mary reports she gets through the long days and even longer nights knowing JFSC staff will be checking in on her. Mary is one of many seniors who is isolated and has limited resources. JFSC works to ensure all the “Mary’s” feel a sense of belonging and connection to JFSC and the community.

On behalf of the Staff, Board of Directors, and individuals we serve, thank you to all of our donors, funders and volunteers! Your support is very much appreciated. Without such support the programs and services described in this report would not be possible.

Max Feldman,
Board Chair

Roxanne Droppo,
Executive Director

What our clients have to say

95%

of our clients report that they are treated with dignity and respect at JFSC

92%

of clients feel a sense of belonging from our staff and volunteers

92%

report their concerns are addressed in a timely and helpful manner

91%

identify the services and care received meet their needs

95%

of clients would recommend JFSC to their family and friends

Highlights - A Year in Review



"Sharing Our Memories", a storytelling project for Holocaust Survivors, documented and published 22 Holocaust Survivors' stories to ensure their brave journeys were shared, commemorated and archived. The project also intended to bridge the gap between generations, provide and raise awareness for other ethno-cultural communities and explore the impact of trauma through the eyes of the participants.



Our golfers getting tips from golf pro Lisa Longball at the 4th Annual Martin, Staniloff and Thal Charity Golf Classic. With 17 sponsors and 104 golfers, the event raised \$39,628.21 to support JFSC's programs



Wynne Thal is recognized for her immense contributions to ensure that our clients have access to food and basic needs. Our food pantry is renamed "Pooh's Corner" to honor her dedication to community



Birdies for Kids raises \$53,961.40 for child and youth programs



May 9th celebration honoring war veterans



Our clients in the Resettlement and Integration program make a trip to the zoo.



Santa's Secret Service delivers gifts to our seniors

Innoweave

The Leadership team began a six-month process to better articulate the ultimate goals that JFSC strives to reach with our clients. This process also allowed us to explore how JFSC can tell a collective story of impact through the work of all the staff and volunteers in our organization.



Our Board Member Kristen Joffe receives the Shem Tov award for her volunteer contributions to JFSC



Our seniors visit the new Calgary Central Library



Shabbat Services at Chinook Care Center with Cantor Russ



Our team with gifts donated by the community for families in need during our annual Toy Drive

Older Adults

Our Older Adult Outreach Team supports seniors to connect with programs and services that promote healthy aging, community inclusion and independence. JFSC Outreach Team works to address the unique needs of every senior with the goal of successful aging in place.



"I wouldn't be where I am today without my worker. I am stable. My worker helped reduce my stress and helped me navigate through a complex benefits/pension system."

Our Impact

Our team provided direct support to 337 Seniors through our Older Adults Outreach program

1,490 Older Adults participated in our outings, social and educational events

256 seniors received gifts through the Seniors Secret Holiday program

JFSC Older Adults team received 1,559 calls from community members for referrals and advice

Meet the Team



Albina Gerov



Megan Hincks



Angela Michal Israel



Sarah Crosby

Success Story

Ellen, a JFSC client, was recently told that she would have to leave her home of 40 years as her lease was not being renewed past August. Ellen shared with her worker that she was in a very dark place emotionally and having thoughts of ending her life. In addition to needing to move, she was also dealing with multiple stressors, including physical pain from working part-time several days a week to supplement her pension income. She shared her worst fear was that at almost 80 years of age she would wind up homeless. Our team provided supportive counselling and safety planning with Ellen as well as helped her navigate finding a new home and the resources to assist with the move. Ellen is now settled in her new home and shared she is "no longer feeling thoughts of hopelessness and ending her life due to the support from JFSC".

Claims Conference & Home Support

JFSC Home Support program focuses on helping individuals with physical and/or emotional limitations that impact activities of daily living. We believe that every individual should have the opportunity to remain as independent as possible and have the right supports at the right time.



Success Story

In summer 2018 Calgary was hit by severe thunderstorms, and lots of roofs were damaged. Don approached his Case Manager and asked for translation and assistance in filing the damage claim to the insurance company. During the conversation with the insurance agent, Don was informed that his policy was modified, and his roof was no longer insured due to its age.

Don was not aware that the insurance policy was changed and was concerned as he did not have the financial means to pay for the repairs. His Case Manager sent an application for Emergency Assistance through Claims Conference and contacted Alberta Fire and Flood for the quote review and possible discount.

Through JFSC's advocacy efforts, Alberta Fire and Flood Company covered half of the repairs, with the Claims Conference Emergency Fund covering the other \$2565. Don was relieved to have the financial support to be able to fix his home and appreciative of the efforts of the team to help him navigate this unexpected event.

Our Impact

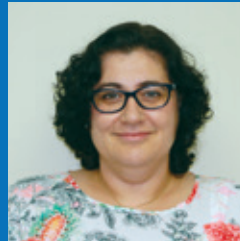
132 Holocaust Survivors were provided with support to maintain their quality of life.

114 individuals received Home Support allowing them to successfully age in place and reduce the dangers associated with living alone.

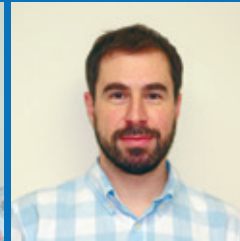
86 clients received emergency assistance to address financial barriers that they were experiencing.

Claims Conference
& Home Support

Meet the Team



Michaela Refael



Greg Storozhakov



Yana Barton



Antonina Taskaev



Natalia Rusu

Resettlement & Integration & Basic Needs

The Resettlement and Integration program recognizes that moving to a different city or country can be overwhelming. Our team ensures that you have the necessary supports and services in place to assist with the transition.

Our Basic Needs program is designed to address the effects of poverty by supporting individuals with food security and housing supports.



Success Story

Beth, a single mother of 2 children, arrived in Calgary over two years ago and accessed JFSC's Resettlement and Integration program. Beth was able to first address her family's immediate needs through JFSC programs and then was further supported by staff to navigate post-secondary education. Beth has since graduated from college and has secured full-time employment in a childcare setting, allowing her to provide for her family and become a strong member of our community.

Our Impact

Pooh's Corner (Food Pantry) provided 129 individuals and families with basic needs support 1,404 times to address food security in their home

26 clients accessed housing supports and resources to create healthier living conditions

97 new Canadians were provided with assistance to transition into community

80 individuals and families received Rosh Hashanah packages

Our Holiday Toy Drive brightened the holidays for 96 families and over 170 children

Meet the Team



Inessa Kessel



Shalom Bayit

Shalom Bayit works towards establishing peace in the home, one of the highest values of Judaism, by addressing issues related to domestic violence, child abuse, sexual abuse, dating violence and bullying in the Jewish community.



Success Story

Alice contacted our agency after moving to Calgary to escape years of physical and emotional abuse by her husband. She did not know anyone in Calgary and moved here with her two children without any financial support. Through her connection with JFSC, Alice overcame immense challenges as she began to establish a sense of safety and stability. At her own pace, Alice rediscovered her voice, inner strengths, confidence, through navigating a path that often full of obstacles.

Alice considers JFSC her family and indicates that she feels very fortunate to have found our agency and to receive “human support”. Alice now considers herself an “empowered, motivated, and inspiring woman” and is pursuing an entrepreneurial venture with a mission to empower others that have gone through similar experiences to hers.

Our Impact

95 children and youth participated in our outreach community education programs

126 community members were provided with training related to recognizing and addressing child abuse, bullying and domestic violence

18 clients were provided with counselling to improve their emotional and mental resilience

8 clients were provided case management support to address domestic violence in their home

Meet the Team



Tanya Muschanov

Counselling

Success Story

Jennifer sought counselling at JFSC for depression, generalized anxiety and panic, and feelings of low self-esteem. She spoke of struggling in her relationships, including with her fiancé. Jennifer shared she'd had a poor response to medication in the past, and how she was hoping to learn new ways of coping and managing so she would feel better.

Therapeutic goals were established, and information was provided to help Jennifer understand depression and anxiety, rational vs. irrational thinking, the interactions between thoughts, feelings, body sensations, and behaviour, and the role of boundaries in relationships. She learned and practiced new skills, and Jennifer focussed on how to understand and work through barriers that arose as she began to integrate these skills into her life.

After 12 sessions, Jennifer noted that her mood had been steadily improving. She shared that her perception of herself had improved, she was now more mindful of her thoughts and feelings, and found she was able to intervene in negative thought or feeling cycles earlier. Jennifer added that she had gained the clarity to make some important changes in her friendships and other relationships.

Our Impact

93 clients accessed counselling services to increase their emotional and mental resilience, improve their housing and living conditions, address their financial security and increase their sense of belonging

Our department transitioned to a new model of service delivery, focusing on referrals to our community partners and support navigating appropriate resources.



Volunteers

Success Story

"I really enjoy volunteering at the care centers. My husband made banana bread and one of the seniors asked for the recipe. She was appreciative of our efforts to make the program great. I think the music is an important part of the program the seniors enjoy singing along to the songs and getting out of their rooms. The prayers and educating seniors who are not Jewish on the Jewish experience is also a pleasure to share Judaism values with the seniors."

The impact of volunteerism can have as large of an effect on the volunteer as those receiving our services. One of our volunteers commented "What I've seen as very gratifying is that the volunteers seem to gain energy and insight from their interactions with our seniors. I feel the engagement on both sides has helped the volunteers and participants in their feelings of fulfillment and expressiveness."

Our Impact

Number of community volunteers: 91

Number of volunteer hours: 1,209

Volunteers contributed
217 hours to teach language
skills to 1,910 participants

Meet the Team



Jamie Rose

Awards and Certificates of Appreciation

Board Chair's Award:

Beth Ordman and Bev Silverstone

An individual who had devoted countless hours as a Volunteer to assist the Agency in its work.

Bernard Laven Program Development Award: NCSY/Calgary Kollel Youth Group

An individual, organization or business in recognition of extraordinary efforts to develop, enhance and support the Agency's programs.

Martha Cohen Outstanding Volunteer Award: Ralph Zackheim

A volunteer who has contributed outstanding service to the Agency over the past year.

Ruth Carnat Community Service Award: Louwell Ogbinar

An individual who has directly served the needs of JFSC through outstanding personal effort.

Rosslyn Steinberg Personal Initiative Award: Justin Charbonneau

An individual who demonstrates outstanding personal initiative by creating and supporting new programs to meet the needs of JFSC vulnerable populations.

Anna Steinberg Outstanding Immigrant Award: Michaela Refael and Marina Serebryansky

An immigrant who has demonstrated outstanding achievement in resettlement and integration and is currently contributing back to the community:

Certificates of Appreciation:

Brenda Lieberman
Joy Feldman
Sheila Katz
Olena Mynak

Funders



Claims Conference
ועידת התביעות
The Conference on Jewish Material Claims Against Germany



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JEWISH COMMUNITY
FOUNDATION OF CALGARY

JFSC is proud to be selected as a Community Partner to participate in the LIFE & LEGACY program.



Jewish Family Service Calgary, along with 9 other local Jewish organizations, has partnered with the Harold Grinspoon Foundation to promote after-lifetime giving to

benefit the Calgary Jewish community.

Your legacy gift helps us build and maintain a strong and sustainable Jewish Family Service Calgary, continuing our critical role in the community from this generation to the next.

We are excited to announce that we have received 15 Letters of Intent, promising after-lifetime gifts from our generous supporters! We wish to thank Jenny Belzberg, The Charbonneau Family, Kim & Peter Cohos, Joy Feldman, Max Feldman, Maxine & Milt Fischbein, Peta Glezerson, Dr. Benjamin Grintuch & Jaclyn Horne-Grintuch, Josh Inhaber, William Katz, Elaine & Stuart Myron, Roslyn & Daniel Oppenheim, Beth & Rob Ordman, Alex Osten, Leonard Seidman & Kimberly Rothenberg and an anonymous donor. We are truly grateful for your support!

You too, can be remembered forever in the Jewish community with a gift in your will, retirement account or life insurance policy. For more information, please call our office at 403.287.3510 or email info@jfsc.org

Todah



Rabah

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* Deceased

We sincerely apologize to anyone who may have been inadvertently missed from the donor list

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