A Day in the Life of JFS

Jewish Family Service

2009/5769
Annual Report
A Message From the Chairs and the President & CEO

There’s no such thing as a normal day at Jewish Family Service. We aid people at the most unsettled moments of their lives, and that means innovating, supporting, and reaching out to anyone and everyone we can think of until the problem is solved — or en route to getting solved.

Still, while we serve nearly 22,000 people each year and touch the lives of hundreds of volunteers and donors, we find that many people who may be deeply familiar with one or two JFS programs don’t realize the extraordinary breadth of what we do.

Based on interviews with staff members and volunteers, in this annual report you will find stories from an ordinary day at JFS — ordinary in some ways, yet extraordinary to the people we serve who are facing a crisis or are in need of a helping hand at a given moment. And yet, in one respect, each day at JFS is like every other: it’s filled with the inestimable variety that goes with being human.

However, all that we do in a given day could not be realized without the help of our dedicated board, staff, donors, volunteers, and community partners. While you may think your contribution is simply ordinary, remember that it has an extraordinary impact on those we serve. Thank you so much for your support!

B’shalom,

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Outgoing Board Chair

Steve Kris
Incoming Board Chair

Yana Vishnitsky
President & CEO
An Ordinary Extraordinary Day

3:00 a.m.
The Denver Police Department calls Care Manager Mirella Schreiber asking if they can break her client's door in. After falling in the bathroom, the elderly Holocaust survivor managed to place a call on her emergency response device. But because she refused to give Mirella a key, the police are stranded outside the apartment. Mirella says “yes,” the client is found unhurt and helped into bed, and Mirella visits her later in the morning. “She has nieces in Sweden and England, but never had children, so I take that role on,” says Mirella. “Sometimes it takes the client a long time to agree to accept help, but slowly and surely we are reaching the point where things are falling into place.” The client then gives Mirella a key.

5:30 a.m.
The lights go on at the JFS Group Home on South Holly Street, a kosher facility that is home to eight adults with developmental disabilities. As the residents wash, dress, and eat breakfast in shifts, it feels like a real family, including a bit of bickering like siblings! While the residents treat each other and the staff as family, one resident who works at SHALOM Denver and volunteers at JFS feels like anything associated with JFS is home and part of his extended family. After their morning routine is complete, the residents commute by RTD paratransit to work and various recreational sites around Denver. The staff stays behind, with one retired resident, to do paperwork, meal planning, and shopping for the week.
Driver Robert Roth starts his rounds of supermarkets, bakeries, and other food retailers, collecting donations for what may be JFS’s best-known offering, the Weinberg Food Pantry. He’s back by 9, when volunteers arrive to unload and shelve the food. The Pantry opens at 10, though individuals and families have filled the lobby since 8:30. “You never know what’s going to happen. Someone is crying; children are laughing; someone plays the guitar; it’s just random,” says Amy Halperin Wood, Family Safety Net program director. “People say, ‘I’ve never done this before, I’m so embarrassed,’ they cry, they’re grateful. One man was so hungry he couldn’t wait, and started eating a jar of peanut butter right then and there and cried.”
8:00 a.m.

Workers — including some from the Group Home — arrive at SHALOM Denver, the west side warehouse where 90 adults with disabilities, as well as welfare-to-work clients referred by the city, do assembling, packaging, and mailing tasks for paying business customers. “Everybody is working on improving their work habits and social skills,” says Arnie Kover, director of disability services. “There’s a lot of support and nurturing at SHALOM. It’s a pretty unique workplace.” Those with disabilities put in six hours, while the welfare-to-work clients do a traditional eight hours.
8:30 a.m.

The phone starts ringing — and basically never stops — at the Emergency Assistance Program, which provides limited financial assistance and case management to Denver area families and individuals. “Lately we receive more than 400 calls each month for rent and utility assistance,” says Amy Halperin Wood. “Somebody lost a job and has to make tough choices — to pay rent or feed their children. Of those families who call, we can only help about five to six percent — we run out of funds within the first few days of the month and have to put out a message saying we are out of money. The numbers are common among prevention agencies, but horrifying, really. Job loss, foreclosure, inability to pay medical bills and provide for their families — these are the common struggles we see — and try to address — day in and day out.”

9:00 a.m.

On Tuesdays, the principal of Denver Academy of Torah (DAT) greets JFS psychotherapist Arleen Gershen with a week’s worth of behavioral issues or other situations requiring a good listener and a sharp therapist. JFS’s KidSuccess program also provides counseling at a number of public schools, but at DAT, “there are different cultural things that come into play,” Arleen says. As a member of JFS’s counseling team, Arleen spends the rest of the week providing psychotherapy to individuals, families, and couples who struggle with depression, anxiety, marital problems, and mental disorders — who have limited ability to pay for services — at the JFS Counseling Center.
10:00 a.m.

Yvonne Sylvan, care manager, receives a call from a woman undergoing treatment for breast cancer inquiring about services that the Another Pair of Hands program can offer. She makes a home visit to assess needs and comes up with a care plan, which includes a home care provider every two weeks to do light housekeeping and light meal preparation. Yvonne works with the client and the JFS scheduler to find the best day and time for the home care provider to come. “The home care provider will offer support so the client can spend what little energy she has left with family rather than on chores,” says Yvonne.

11:00 a.m.

Laid-off church administrator Michael Titus, one of JFS’s 700 volunteers, helps run a citizenship class for immigrants, many of whom are speakers of Russian and Farsi, and most of them the parents of grown children who preceded them to America. “My day is not always necessarily filled, but it’s always fulfilled,” says Michael, who also volunteers at the Food Pantry. “Everybody that I’ve encountered has a dream of America, and part of that is to be a citizen. Seeing a couple of the students from last term become citizens was very rewarding!”
12:00 p.m.
A cab pulls up to JFS headquarters and drops off a family of Bhutanese refugees. Mom was referred by Denver Health for a mental health assessment; the kids unexpectedly came along for the ride. Inside, a JFS therapist, aided by a freelance interpreter, assesses the client, paying particular attention to whether she suffered any traumas en route to becoming a refugee. The kids, who are old enough to be separated from Mom during the assessment, wait in a playroom. JFS has exceptional expertise at providing bilingual, bicultural psychotherapy utilizing interpreters.

1:00 p.m.
Someone’s asking Alison Joucovsky where he can get dental care: “Dental care is a huge problem because nobody pays for it. The only thing Medicaid and Medicare pay for is to have teeth pulled out.” It’s just one unmet need JFS’s Colorado Senior Connections program encountered when it opened field offices at several low-income senior residential complexes. The government and a housing charity provide partial rent subsidies, but no support services. “We’ve done many Medicaid applications and provided other referral services for people who didn’t even know they were eligible,” says Alison — also exercise classes, trips, help with shopping and cleaning, even emergency dog-walking. “The only programs that were consistent before we got there were Bible studies. We’re making a real difference in these seniors’ lives!”
Once a month on a Saturday, Sheldon Spector visits two memory care facilities in Aurora to conduct Shabbat services. An ad salesman by profession, Sheldon became a volunteer para-chaplain to help JFS reach Jews living in places — typically nursing homes, but also sometimes prisons — where there are so few Jews that no religious services would otherwise be available. “It’s to let them know they haven’t been forgotten, to provide a Jewish link,” Sheldon says. “It is remarkable to see that people with dementia become lively and remember the Jewish songs and rituals during the services. Often the family members also benefit, because it gives them the encouragement and support they need as caregivers.”

Diana Sher prepares herself for her weekly Scrabble thumping at the hands of a 94-year-old former cosmetologist. “I volunteered to be a friend to an older person and JFS was looking for someone to play Scrabble, and I said I would. I hate to take credit for doing a mitzvah because it’s really fun. She’s just a genius and I’ve learned so much from her. I’ve only beaten her three times!” says the Metro State English professor and published poet. “This is the neatest volunteer experience I’ve ever had. I love her like a mother and she’s one of my best friends now.” The client looks forward to Diana’s weekly visits — not only so she can beat her at Scrabble, but for the companionship Diana provides.
3:30 p.m.

It’s the end of Melissa LaLonde’s day... or is it? As a KidSuccess therapist, Melissa works a full day at an elementary school where she’s stationed. But, just like a teacher, when a parent drops by unannounced, she stays to talk. “The students struggle with a myriad of issues, including behavior problems, academic performance issues, depression, and/or anxiety,” says Melissa. JFS’s school therapists are there to help the kids be happier, achieve better results in school, and have a brighter future.

4:00 p.m.

“This always happens at the last minute,” says Michele Weber, care manager for JFS at Home. “The call comes in: ‘We need somebody now.’ We could get anywhere from five to over a dozen calls in a four-hour period.” Whether it’s a call from somebody getting discharged from the hospital, or a senior who is becoming more frail and vulnerable, JFS at Home care providers and case managers are there to relieve the burdens from family caregivers and provide safety and comfort. With today’s short hospital stays, in-home care is more needed than ever — but impossible to plan for. JFS at Home fills that gap by rapidly assessing a patient’s needs and abilities, and sending over a bonded caregiver. “What makes us unique is that a professional geriatric care manager will do the assessment and monitor the service, whereas most home care agencies have somebody that goes out and does the intake and that’s all they will provide,” says Cathy Grimm, JFS at Home and JFS Senior Solutions director.

4:30 p.m.

On Wednesdays, a weekly bereavement group meets. They talk about the stages of grieving, the rituals of loss, and Jewish notions of the afterlife. “People bring pictures and help the group get to know the lost one,” says therapist Arleen Gershen, who co-leads the eight-week program with Rabbi Eliot Baskin. “It’s very healing and very intense. By the end of the eight week group, the participants not only start the healing process, but also bond with the other members and leave with a great support system.”
10:00 a.m.

A DAY IN THE LIFE OF JFS

12:00 p.m. 1:00 p.m. 2:00 p.m. 3:00 p.m. 4:00 p.m. 5:00 p.m. 6:00 p.m. 7:00 p.m. 8:00 p.m. 9:00 p.m.

7:00 p.m.

Parents gather for the monthly family support meeting of one of JFS’s newest services, the Jewish Disabilities Network (JDN). Until age 21, the public school system helps people with disabilities. Then what? “Now they’re entering the adult system. They need a thorough education about what services are out there, what their family member can access, and how much of it. The JDN is a strong advocate for inclusion of people with special needs into the community,” says Arnie Kover, director of disability services. Parents of these adults with disabilities use this group as not only an outlet for their frustration, but as a supportive place to get answers, resources, and simply to know that they are not alone in their struggles.

8:00 p.m.

After her son falls asleep, Ralitsa Ranova turns on CNN to see if world events may be troubling her International KidSuccess students — largely Burmese, Bhutanese and Iraqi refugees — at their weekly groups at South High. “National clothing, culture, religion — there are many things that are part of who they are and they want to keep, but it’s also very hard when they’re in high school and they want to fit in and be like every other teenager,” says Ralitsa, a former Bulgarian TV journalist who won a green card lottery and became a social worker. International KidSuccess is offered in eight schools in Denver, Aurora and Cherry Creek School Districts.

As you can see, while the office officially closes at 4:45, the day ends much later for many of our staff members in their efforts to aid clients in need. While our caring, compassionate staff would go to the ends of the earth to solve the problems of those we serve, they know they must call it a day before today turns into tomorrow, when it all begins again!
A special thanks to all of our supporters who supported Jewish Family Service with financial or in-kind contributions which enabled us to care for our community from July 1, 2008 through June 30, 2009. Our partnership with you is an honor. Please accept our apologies for any omissions or errors in our donor list.
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Giving Your Time

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Thank you to community members who graciously volunteered their time on various agency committees from July 1, 2008 to June 30, 2009, offering their expertise in a variety of areas. We apologize for any errors or omissions.

Doug Antonoff
Susan Barter
Rob Baumgarten
Jack Brodsky
Cary Chapman
Carol Channing
Marco Chayet
Buffy Chonchol
James Cohen
Randy Davis
Mary Duquaine
Stephen Edmonds
Lisa Engbar
Daniel Epel
Sheryl Feiler
Joyce Foster
Rabbi Selwyn Franklin
Joyce Freeman
David Friedman
Kenneth Friednash
Elaine Gampel
Carla Garrity
Leslie Ginsburg
David Goldberg
Barbara Goldblatt
Sherri Goldstein
Sheryl Goodman
Stuart Gottesfeld
Anthony Gottlieb
Chuck Gross
Lindsey Gutterman
Debra Herz
Amy Jacobs
Susan Jacobs
Jeff Johnson
Michael Kaiser
Sharon Kaplan
Sherron Kahn
Kathy Kimmel
Andrew Klein
Steve Kris
Shelley Kroitz
Bety Lehman
Howard Lerman
Della Levy
Shelley Liggert
Linda Loewenstein
Robyn Loun
Audrey Marcus
Alan Mayer
Jay Miller
Joel Miller
Perry Moss
Donald Neuman
Gail Nussbaum
Alan Oberfeld
Essie Perlmuter
Marty Pfeffer
Annette Pluss
Eric Pollock
Jeanne Portmann
Dean Prina, M.D.
Michele Right
Lynn Robinson
Susan Rosen
Jane E. Rosenbaum
Sharon Roth
Lewis Sapir
Richard Sanders, M.D.
Linda Schatz
Chet Schwartz
Dan Seff
James Seff
Julie Seff
Marian Seff
Roberta Seff
Janet Sherman
Andrea Shapull
Andy Silverman
Lani Silvers
Don Silversmith
Barry Silvestain
Ossie Sladek
Curtis Smith
Elaine Spanier
Marc Spritzer
Robert Stein
Lisa Tausig
Francine Topelson
Vitaly Vishnitsky
Carin Wagner
Larry Weintraub
Theodore Wiericki, M.D.
Mark Wood
David Zapiler
Lola Zussman
## Financial Statement

### Summary
July 1, 2008 - June 30, 2009

### Public Support and Revenue

<table>
<thead>
<tr>
<th>Source</th>
<th>Operating</th>
<th>Permanent</th>
<th>Designated for Future Periods</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foundations &amp; Grants</td>
<td>$494,091</td>
<td>$20,000</td>
<td>$1,030,363</td>
<td>$1,544,454</td>
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<tr>
<td>Government</td>
<td>2,976,961</td>
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<td></td>
<td>2,976,961</td>
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<tr>
<td>Mile High United Way</td>
<td>76,128</td>
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<td>76,128</td>
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<tr>
<td>Program Fees</td>
<td>1,041,273</td>
<td></td>
<td>6,000</td>
<td>1,047,273</td>
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<tr>
<td>Contributions</td>
<td>968,715</td>
<td>7,237</td>
<td>886,109</td>
<td>1,862,061</td>
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<tr>
<td>In-Kind Contributions</td>
<td>1,051,905</td>
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<td></td>
<td>1,051,905</td>
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<tr>
<td>Contract Sales</td>
<td>273,833</td>
<td></td>
<td></td>
<td>273,833</td>
</tr>
<tr>
<td>Other Income</td>
<td>(845,793)</td>
<td>(223,916)</td>
<td>(9,011)</td>
<td>(1,078,720)</td>
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<tr>
<td>Released Restrictions–Contributions</td>
<td>875,944</td>
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<tr>
<td>Released Restrictions–Foundations &amp; Grants</td>
<td>814,569</td>
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<td>814,569</td>
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<tr>
<td>Released Restrictions–Allied Jewish Federation</td>
<td>489,650</td>
<td></td>
<td></td>
<td>489,650</td>
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<tr>
<td>Released Restrictions–Investment/Other Earnings</td>
<td>71,492</td>
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<td>71,492</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td>8,288,768</td>
<td>(196,679)</td>
<td>(338,194)</td>
<td>7,753,895</td>
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</tbody>
</table>

### Expenses

<table>
<thead>
<tr>
<th>Service</th>
<th>Operating</th>
<th>Permanent</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>Counseling Center</td>
<td>1,370,832</td>
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<td>1,370,832</td>
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<tr>
<td>Senior Solutions/Care Connections</td>
<td>1,321,578</td>
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<td>1,321,578</td>
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<tr>
<td>Volunteer Services</td>
<td>58,021</td>
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<tr>
<td>New American Support Services</td>
<td>215,644</td>
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<td>215,644</td>
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<tr>
<td>Family Safety Net</td>
<td>1,563,583</td>
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<td>1,563,583</td>
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<tr>
<td>Disability Services</td>
<td>2,389,192</td>
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<td>2,389,192</td>
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<tr>
<td>Boulder JFS</td>
<td>77,670</td>
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<td>77,670</td>
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<tr>
<td>Healing Services</td>
<td>149,066</td>
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<td>149,066</td>
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<tr>
<td>JFS at Home</td>
<td>501,415</td>
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<td>501,415</td>
</tr>
<tr>
<td>Management &amp; General</td>
<td>832,992</td>
<td></td>
<td>832,992</td>
</tr>
<tr>
<td>Fundraising</td>
<td>958,328</td>
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<td>958,328</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td>9,438,321</td>
<td>0</td>
<td>9,438,321</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government 36%</td>
<td>Disability Services 25%</td>
</tr>
<tr>
<td>Contributions 22%</td>
<td>Counseling Center 15%</td>
</tr>
<tr>
<td>Foundations &amp; Grants 16%</td>
<td>Family Safety Net 16%</td>
</tr>
<tr>
<td>Program Fees 13%</td>
<td>Senior Solutions/Care Connections 14%</td>
</tr>
<tr>
<td>In-Kind Contributions 13%</td>
<td>Fundraising 10%</td>
</tr>
<tr>
<td>Allied Jewish Federation 6%</td>
<td>Management &amp; General 9%</td>
</tr>
<tr>
<td>Contract Sales 3%</td>
<td>JFS at Home 5%</td>
</tr>
<tr>
<td>Mile High United Way 1%</td>
<td>New American Support Services 2%</td>
</tr>
<tr>
<td>Other Income -.9%</td>
<td>Healing Services 2%</td>
</tr>
<tr>
<td></td>
<td>Volunteer Services 1%</td>
</tr>
<tr>
<td></td>
<td>Boulder JFS 1%</td>
</tr>
</tbody>
</table>
Thank You to Our Family of Community Partners

who help make all our good works possible!

Disability Services: Aish Denver • Allied Jewish Federation • ARCs of Denver, Jefferson, Adams, Arapahoe Counties • B’nai Brith Youth Organization • Catholic Charities • Colorado Association of Private Resource Agencies • Colorado Non Profit Association • Denver Chamber of Commerce • Denver Department of Human Services • Denver Employment Alliance • Denver Options, Inc. • Denver Workforce Centers • Developmental Disabilities Resource Center • Developmental Pathways • Hillel of Colorado • Home Base Treatment and Counseling Services • Imagine! • International Association of Jewish Vocational Services • Jefferson County Department of Human Services • Jewish Community Center • Job Start • Keshet of the Rockies • Mayor’s Office of Economic Development, Division of Workforce Development • North Metro Community Services • Purchasing Partners of America • Project Wisc • RTD/Access-a-Ride • State of Colorado Division of Developmental Disabilities • State of Colorado Division of Vocational Rehabilitation • Shwayder Camp • West Metro Chamber of Commerce

Family Safety Net: Allied Jewish Federation • Albertson’s • AmeriCold • Berkshires at Lowry • Beth Evergreen • B’nai Chaim • B’nai Havurah • Braddock Financial Tabor Center • Calvary Baptist Church of Denver • Catholic Charities • CHOICES • The Church of Jesus Christ of the Latter-day Saints • Colorado Academy • Colorado Coalition for the Homeless • Commodity Supplemental Food Program (CSFP) • COMPA Ministries • Congregation Beth Shalom • Congregation Emanuel • Congregation Rodef Shalom • Congregation Shar Chadash • Denver Department of Human Services • Denver Public Schools • Denver Rescue Mission • Denver’s Road Home • DenUM • Dish Network • DPI Specialty Foods • East Denver Orthodox Synagogue • Emergency Food & Shelter Program (EFSP) • Food Bank of the Rockies • Gold Star Sausage • Graland Country Day School • Great Harvest (Colorado Blvd.) • Hebrew Educational Alliance • Heebonism • Holland & Hart • JCC Preschool • Keller Williams Realty • King Soopers (Belcaro, Hampden, and Reclamation) • Lockheed Martin Operation Santa Claus • MetroCareRing • Mountain City Meats • 9 Cares Colorado Shares • Otten Johnson Robinson Neff & Ragonetti • Panera Bread Company • Pizza Hut (Yale Ave., Leetsdale Dr., and S. Quebec) • Proctor Companies • Safeway (S. Havana) • South Denver Fencing Academy • Stillman’s Food • Sunflower Market (Colorado Blvd) • Temple Sinai • The Emergency Food Assistance Program (TEFAP) • Tyson Foods • University of Denver • Westin Tabor Center • Whole Foods (Tamarac and Cherry Creek) • Zera Abraham

JFS Counseling Center: Cherry Creek Schools • Colorado Refugee Service Program • Denver Academy of Torah • Denver Public Schools • Hebrew High • Jewish Community Center • Lutheran Family Services • Naropa Institute • Rocky Mountain Cancer Center • Rocky Mountain Rabbinic Council • University of Colorado Health Sciences • University of Denver

JFS Senior Solutions and Care Connection: Allied Jewish Federation • Brothers Redevelopment Inc. • Catholic Charities • DRCOG (Denver Regional Council of Governments) • Dominican Sisters • GLBT Community Center • Home Health Agency • Kaiser Permanente • Lutheran Family Services • Seniors Inc. • Shalom Park • St. Anthony’s Passport Program • Volunteers of America • New American Support Services: African Community Center • Allied Jewish Apartments • Alois May Library • Colorado Department of Health Care Policy and Financing • Colorado Refugee Services Program • Colorado Center on Law and Policy • Colorado Legal Services • Denver Police Department • Departments of Human Services of Colorado • Ecumenical Refugee Service • Emily Griffith Opportunity School • Hebrew Immigration Aid Society • Jewish Community Center • Immigration and Naturalization Services • Lutheran Refugee Services of Colorado • Office of Economic Development • New American School • Refugee Health Program of Colorado • Senior Answers and Services • Shalom Park Nursing Facility

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Mission Statement:
To restore well-being to the vulnerable throughout the greater Denver community by delivering services based on Jewish values.

JFS is a nonprofit, nonsectarian human service agency, and an equal opportunity employer.
JFS is a beneficiary of funding from Allied Jewish Federation and Mile High United Way.

**Graphic Design:** Hal Aqua, aquastudio.net

**Photography:** William Green Photography and Howard Lutz

Thank you to Eric Hübler for conducting interviews and copywriting.
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www.jewishfamilyservice.org

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www.shalomdenver.com

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Email mlobato@jewishfamilyservice.org

Boulder JFS
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Tel 303-415-1025
Fax 720-565-0421
Email jlaner@jewishfamilyservice.org or reinfeld@jewishfamilyservice.org