



Annual Report 2017 – 2018  
Empowering People to Transform Their Lives



Jewish Family & Children's Services  
of Northern New Jersey



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Dear JFCS Friends and Family,

It has been a great year at Jewish Family & Children's Services of Northern New Jersey with our holistic approach to social services expanding to more people throughout our catchment area. We are humbled every day by our staff and volunteers who serve thousands of our neighbors and friends with a continuum of services that include mental health care, senior case management, emergency services, and career and afterschool programs.

Every year people in our community are confronted by many challenges — depression, anxiety, aging loved ones, unemployment, food insecurity, and much more. By empowering individuals, couples and entire families to transform their lives, we at JFCS work toward making life more manageable for them every day. We are proud of our agency's accomplishments from the past year and the impact we had on the lives of more than 3,000 members of our Northern NJ community.

Elevate, Build, Sustain: These are the motivating themes that drive all JFCS efforts to ensure that the vital and compassionate services we provide will continue for years to come. In today's environment, the demand for our client-centered mental health programs and social services is constantly increasing. Our leadership, both professional and volunteer, has been smart and deliberate in planning for and implementing growth to meet those critical needs.

The unique Preside matching challenge grant that JFCS has secured affords our agency the unprecedented opportunity to increase our capacity to meet the needs of the most vulnerable.

We are eternally grateful to our donors, staff, leadership and community partners. As you review this Annual Report, please know that it is your commitment, generosity and loyalty that enable us to fulfill our mission to strengthen and enhance the well-being and security of those who call upon JFCS. As stewards of your philanthropy, we assure you that your investment in JFCS has maximum impact on the individuals and families in Bergen, Passaic and Hudson counties who truly need our help.



Your continued kindness and support will propel the next cohort of JFCS leaders to fulfill this mission, with the same level of excellence, compassion, and dignity. Together we are all building a stronger, healthier, more secure and vibrant community for generations to come.

With all our appreciation,

Susan Greenbaum  
*Chief Executive Officer*



Debra Harris  
*President*

At JFCS, we are laser-focused on our client and community needs and building an agency that provides essential programs and services to meet those needs. Over the last year, JFCS has developed and begun to fund and execute a comprehensive capacity-growing plan.

## Preside Accomplishments

In 2018, Jewish Family & Children's Services of Northern New Jersey was grateful to be selected as one of 15 Jewish organizations across the U.S. to participate in Preside. Acceptance to Preside has afforded JFCS access to high-level education in effective governance and leadership and the ability to use our learning to elevate and build our professional and lay leadership structures. As importantly, participation in Preside includes a unique matching grant specifically targeted toward critical capacity building for our agency.

Our agency is committed to expanding and adapting in order to deliver additional services to more people in our community; this opportunity facilitates our ability to meet all of those needs with continued excellence for years to come.

As part of the Preside Grant, JFCS will receive matching funds for specific donations raised through August 2020. As of March 31, 2019, we raised over \$322,000 for our Preside program. With the matching funds, JFCS now has \$483,000 dedicated to our strategic capacity building plans.

As a result of this generosity, JFCS has already made significant progress toward our capacity-building transformation, including:

- The initiation of a professional, evidence-based strategic planning process that will result in concrete, measurable goals to be executed in the next three years.
- The implementation of electronic health records to elevate the proficiency of service delivery at JFCS.
- The establishment of our first Development Department, beginning with the hiring of a Director of Development.

By building a stronger organization and elevating its leadership and operations, JFCS will be able to sustain its vital programs and services well into the future, all in the service of addressing the constantly growing and changing needs in our community.

If you would like to learn more about how you can play a vital role in this historic capacity-building endeavor, please contact our President, Debbie Harris at [debrah@jfcsmnj.org](mailto:debrah@jfcsmnj.org).



ELEVATE \* BUILD \* SUSTAIN

This program will empower JFCS to expand its capacity to reach more people within the communities of Bergen, Passaic, and Hudson counties.



# Memorable Events

**2018** Throughout the year, JFCS engages the Northern New Jersey community through speaking events, workshops, volunteer activities, and exciting fundraising events. Below are some highlights from 2018:



- JFCS opens Fair Lawn Food Pantry — March, 2018
- Carolyn Enger presents multi-media program exploring identities before, during and after the Holocaust — May, 2018
- Wheels-for-Meals Ride to Fight Hunger raises \$100,000 for JFCS Food Assistance Programs — June, 2018
- JFCS Annual Meeting honors outgoing President, Shira Feuerstein and inaugurates Debbie Harris as President of the Board — June, 2018
- Israeli Scouts visit Café Europa — October, 2018
- JFCS supports the NJ community during the Pittsburgh Strong vigil at the JCC — October, 2018
- Annual Gala honors Shira Feuerstein, Jayne Petak, and Alan Scharfstein — November, 2018
- Re-Launch Career Services hosts Interview Workshop — November, 2018
- Teens from Temple Sinai volunteer by unloading Trader Joe's food donations — December, 2018
- Café Europa Chanukah Party — December, 2018
- Yavneh Academy Middle School holds food drive — December, 2018

## 2019 Electronic Health Records

Imagine the amount of paperwork involved with managing over 1,000 clients monthly. That was the situation at JFCS until this past February. With a goal of elevating the adeptness of service delivery at JFCS, we have updated to customized Electronic Health Records (EHR).

Our EHR has already been a game changer for the agency. In addition to making billing easier and faster, the new system has greatly improved the efficiency of recording client information in all of our departments. We are now able to quickly add data to a client's file and have better access to that data both remotely and onsite. JFCS continues to follow HIPAA protocol to ensure that only necessary staff can view sensitive client information.

The new system is generating a positive impact on staff, clients, and the environment. Billing for clinical services will run more efficiently, reducing staff hours spent on this exercise. Clinicians have more data at their fingertips, and can be more responsive to our clients. In addition, the

reduction of paper and storage space can provide a long-term cost savings to the agency and reduce our paper waste. With community support, JFCS will continue to effectively optimize its operations for the betterment of our clients and the community.



**EHR has already been a game changer for the agency.**

# Ride to Fight Hunger

**On Sunday, June 17th, over 200 riders, hikers, and volunteers participated in the 8th annual Wheels for Meals, Ride to Fight Hunger at the Jewish Home at Rockleigh.**



With this team effort, the Ride brought in over \$100,000 to support our Meals-on-Wheels program and the JFCS Food Pantries.

With new bike routes, ranging from 3 to 50 miles, our cyclists (and hikers) made their way through the beautiful Hudson Valley, raising awareness and

funds to fight hunger in our community. Through our community efforts Jewish Family & Children's Services of Northern NJ can provide even more meals and food to needy families in the coming year.

Through generous support, these loyal sponsors are making a significant impact on hunger in their communities: Becton Dickinson, Diamond Chemical, Eastwick College, Holy Name Medical Center, Lawrence B. Goodman & Co, Optima Fund Management, Oritani Bank, Stop&Shop, ShopRite, and Tapestry.

Teams of energetic Bike Riders also fundraised to propel JFCS to the six-figure revenue. Those inspiring teams included Team Triple Chai, Team David Feuerstein, Team Temple Israel, Team Joanie K & Sue ZQ, and Team South Africa.



**We hope to see you again on June 23, 2019 for our 9th Annual Ride to Fight Hunger event.**

## 2018 Gala **On Sunday, November 18th, Jewish Family & Children's Services held its annual Gala at Edgewood Country Club in Rivervale, NJ.**

The event honored three distinguished leaders including Shira Feuerstein (Past President of JFCS), Jayne Petak, and Alan Scharfstein. The three honorees share in our mission by donating time and money to serve those in need, by



**We thank all our generous supporters who contributed to making our 2018 Gala a huge success.**

dedicating themselves to Jewish values and by exhibiting generosity of spirit.

After enjoying delicious hors d'oeuvres and being entertained by the Acoustic NRG band, guests listened to a short program about the impactful community programs accomplished by JFCS.

The professional staff related stories from clients who came to JFCS looking for help with anxiety, unemployment, and elder care for a Holocaust Survivor who was emotionally impacted by the Pittsburgh Synagogue attack.

As the Jewish Standard reported, "JFCS clients often are the people who are invisible in the community — they might have lost their jobs... they might be stuck in abusive relationships, or prisoner to depression, or be caregiving to so many people — elderly parents, young children, relatives with overwhelming needs — that they are in desperate need of care themselves."

# Empowering Our Clients to Transform Their Lives

At JFCS, we pride ourselves on our ability to help clients by providing information, advocacy, and therapy to better understand their current situations and empowering them to make positive changes in their lives.

Below is feedback that clients welcomed JFCS to share:

## Michael: Emergency Services Client

“As a father of two toddlers and a newborn, I came to JFCS because I was feeling desperate with no place to turn. My wife, Sarah, was suffering from severe post-partum depression. She could not care for herself, let alone our babies. And I felt forced to take a leave of absence from my job to care for the kids.

Without any income or local family to lean on, we needed help quickly. JFCS immediately provided us with food and diapers from the pantry and provided us with childcare resources. Once those urgent needs were met, Sarah began counseling to address her overwhelming feelings of sadness and guilt. We are now rebuilding our lives, our finances, and our family. Sarah is getting the treatment she needs, and I am back at work.”



*“JFCS was able to provide us with the help we desperately needed.”*

## Judith: Kosher Meals-on-Wheels Client

“I am 76 years old and divorced, living alone in a garden apartment and not in very good health. Last autumn, I had a bad fall and broke my ankle. I called JFCS because I had no way of getting food nor was I able to stand long enough to cook. Because it was urgent, I was visited the next day by Patty Stoll who assessed my situation and also brought me a box of meals. I was incredibly grateful for the quick action, as the next week JFCS was able to start bringing me meals on a regular basis. Now, I have developed congestive heart failure and am unable to walk without becoming short of breath. I don't know what I would have done without JFCS.”



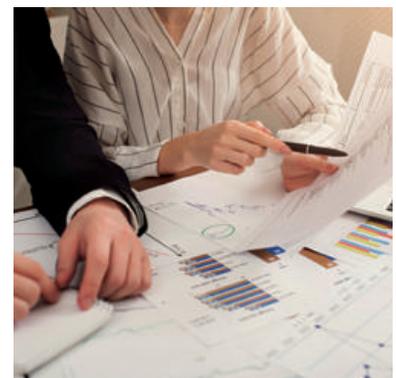
*“I am so grateful for their nutritious meals which enable me to remain in my home.”*

## Toni: Re-Launch Career Services Client

“Working with Sandra in the JFCS Re-Launch Career Services program was invaluable. Since we completed my resume I replaced my old resume with the new version, and I have received so many calls that I had to start turning down interviews!

In a very short time I received two job offers and I accepted a position at a company in Parsippany. My resume is awesome.

Just by the nature of reorganizing the content on my resume, my target position surfaced. Not only am I making good money, but I have gained significant work-life flexibility by cutting my commute in half.”



*“I am so appreciative of their assistance and support.”*

# Mental Health/Support Groups

JFCS continues to see increasing numbers of clients seeking our help for issues of emotional distress, including mental illness, isolation, loneliness, depression, and anxiety. Client numbers continue to grow with an increase of 24% over the last 12 months. The largest increase in the agency's client base is children and teens.



JFCS is committed to developing the most highly skilled clinicians, and to that end, has invested in a new training program to ensure that staff receives continuing education on topics most relevant to the community we serve.

In addition, the agency continually works within our local community, including Synagogues, Jewish Day Schools, and Public Schools to better understand unmet mental health needs.

In addition to meeting clients as individuals, couples, and families, JFCS has launched and grown several support groups this year:

- The weekly Bereavement Group provides an opportunity for widows and widowers to share with others who have also experienced a loss. Members gain support and coping strategies as they navigate through this challenging time.
- The JFCS Social Skills Groups are professionally run therapy groups designed to help children develop and become proficient with social skills in a variety of settings. Parents are an integral part of the groups program.
- The Art of Aging is an eight-week workshop presented on-site in various community settings such as synagogues, libraries and senior centers. The group discusses topics such as positive aging, forgiveness, legacy, and mindfulness.

Through individual and family counseling, support groups, or community events, JFCS brings a unique voice and expertise to those in need.

Every year JFCS delivers impactful programs and services to our friends and neighbors.

**80,000+**

**Hours of Home Care for Holocaust Survivors**



**48,000+**

**Kosher Meals-on-Wheels Delivered in Bergen, Passaic, and Hudson Counties**



**150+**

**Clients for Re-Launch Career Coaching**

# Seniors/Holocaust Survivors/Kosher Meals-on-Wheels

Care Managers work with seniors and their caregivers to provide resources, information, and assistance applying for in-home services to help clients remain in their homes as long as possible. These services include at-home meal delivery through Kosher Meals-on-Wheels, a Friendly Visitor program, coordination of home health aide services, and caregiver support.



For families who live far from their senior relatives or who want more hands-on support, the JFCS Private Care Management program offers more intensive services. Private Care Managers work with the senior client and family members to establish

a care plan that most often includes attaining a home health aide, social programs like Adult Day Care, home safety measures, housekeeping, and food deliveries.

Through funding from the Claims Conference, JFCS covers additional services for Holocaust Survivors to keep them safe in their own homes — services such as dental services, personal/nursing care, housekeeping, medical supplies, and adult day care.



Holocaust Survivors from all over Northern NJ come together twice each month at the JFCS Café Europa. Survivors meet, eat, and interact with volunteers and each other. Each event includes a kosher lunch and musical entertainment or visits from special guests. This year,

these special guests included the Israeli Scouts of Tenafly, Eastern Christian High School and the Flames of Giving program of Women's Philanthropy of JFNNJ.

Our Kosher Meals-on-Wheels program continues to expand as well. With the addition of Hudson County recipients, JFCS will now deliver over 48,000 meals to homebound seniors each year. Dedicated volunteers have been delivering meals with JFCS for many years, and they love to interact with their seniors. They find it to be incredibly rewarding and their clients are grateful for these meals. Not only is the nutrition important, but the visit each week is something that they look forward to.



**36,000+**

**Hours of Psychotherapy  
for Individuals & Families**



**41,000+**

**Hours of Volunteer Work**



**1,000+**

**Students Served in  
Club Ed Afterschool Program**

**600+**

**Food Pantry Visits  
for Those in Need**

# Emergency Services/Food Pantry

JFCS continues to receive an increasing number of calls from community members requesting food assistance and financial aid. Our food pantries have been inundated with clients, making almost 600 visits to the pantries last year.

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This year through Catholic Charities of the Archdiocese of Newark (CCAN), JFCS is now receiving monthly donations from Trader Joe's of approximately 500 pounds of fresh produce and meat. CCAN saw an opportunity for more effective fresh food distribution throughout the Northern NJ community. Generous volunteers help pick up these shipments, unload, and sort this bounty.

We are fortunate to have incredible volunteers and donors who help keep our pantries stocked with food and personal care items. Thank you to all the school groups, synagogues and individuals who ran food drives and helped struggling community members. A special thank you to Congregation Ahavat Achim of Fair Lawn, The Elisabeth Morrow School, the Orthodox Union, Shevet Metzada, Temple Sinai of Bergen County, Tenafly Chabad Academy, Yavneh Academy, the Jewish Federation of Northern NJ, and all the other individuals who have donated and volunteered in our food pantries.



## Volunteers



Where would we be without our energetic, compassionate volunteers? JFCS benefits in almost every area of our organization from those looking to give back to their community. From our Kosher Meals-on-Wheels drivers, to those who help serve lunch to Holocaust Survivors at Café Europa, to those running food drives to stock our food pantries, to visitors of homebound seniors, and to Homework Helpers at Club Ed. JFCS would not be able to provide as many services as we do to the community without our beloved volunteers.

**We are so grateful for your passion and contributions.**

# Club Ed Afterschool Program



Club Ed provides afterschool programming for public school children in Northern New Jersey and continues to grow each year with over 1,000 students in the programs. The Club Ed professionals engage children academically with homework assistance and enrichment, physically with sports and recreation, and emotionally through a holistic approach that works with children and families when situations demand additional attention.

What makes the Club Ed Afterschool Program unique is its connection with JFCS. Through its distinctive approach, Club Ed and JFCS work with schools, parents, and children to support them when challenges arise.

An example of this approach occurred last year within one of our Club Ed programs. A group of second-grade girls was experiencing “mean girl” behavior issues. Those behaviors were exhibited both during the school day and the after-school program. Club Ed came together with the principal, teachers, guidance counselors, and clinical social workers from JFCS. Through a collaborative effort, the team met regularly with the girls, providing them with positive words, behaviors, and other tools to use (instead of mean words) when they were personally feeling insecure, frustrated, or sad.

Club Ed afterschool programs have a positive impact on kids and give parents the peace of mind to allow them to focus on their jobs knowing their kids are well-supervised and having fun.



## Re-Launch Career Services

Searching for a new job can often feel overwhelming whether you are unemployed or looking to advance your career by moving to a new organization. JFCS understands these struggles and is here to help guide people through the job search process. In addition to one-on-one career coaching, Re-Launch hosts workshops to bring job seekers together and provide them with expert advice on specific topics of interest, throughout the year.

This year Re-Launch hosted a practical Interview Workshop where job seekers were led through ice-breakers, research strategies, and mock interviews. Re-Launch also hosted a LinkedIn Seminar where an expert consultant provided advice on presenting a professional profile in addition to innovative job search strategies.



# Thank You

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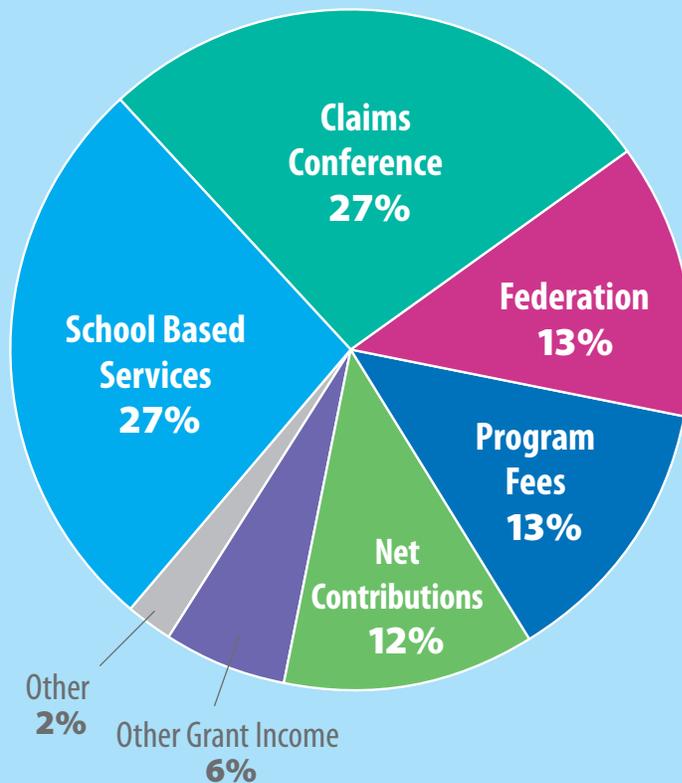
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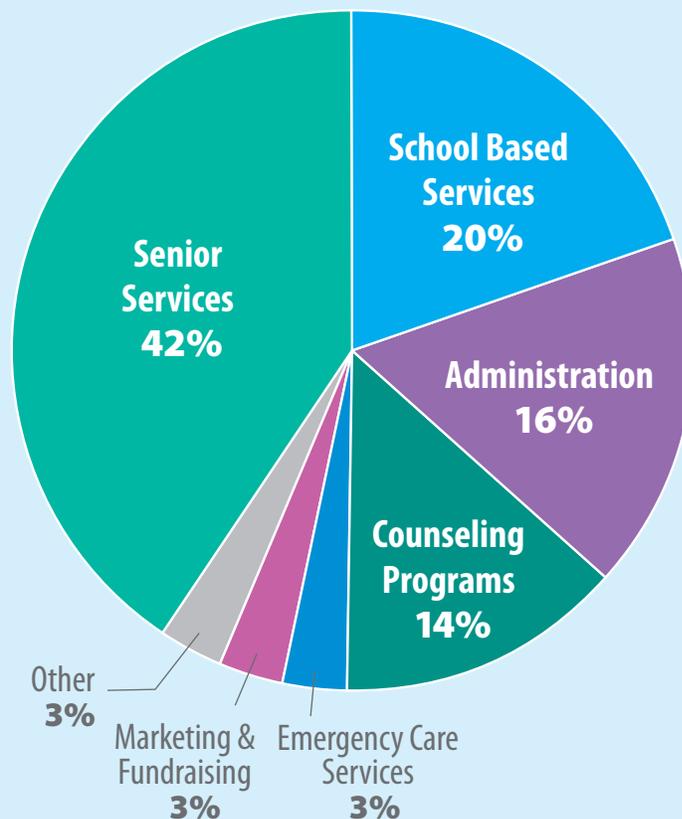
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