

# Jewish Family Service OF TIDEWATER

ANNUAL  
REPORT  
2013-2014



**You never know when you'll need help,  
but you'll always know where to find it.**





## You never know when you'll need help, but you'll always know where to find it.

Jewish Family Service is here for our community in times of need. JFS has fed the hungry, cared for the sick, and protected our most vulnerable for more than 65 years. Today, JFS strengthens our community by providing essential services such as counseling, home health care, and food and financial assistance to those in need. JFS helps people overcome life's challenges to live fuller, healthier, and more meaningful lives. Annually, JFS serves more than 2,600 people of all faiths, ages, ethnicities, and incomes each year.

### Our Mission:

- To provide a full spectrum of services that promote quality of life within the philosophy and tradition of Judaism.

### Our Values:

- **Excellence in care and programming** – JFS is committed to providing our community with the highest level of care and expertise. In Home Health Care or in social services, highly trained staff and volunteers provide a level and consistency of care rarely found in other social service organizations. The agency's wide range of programs and services for individuals of every age enable JFS to offer integrated services tailored to meet each client's individual needs.
- **A commitment to Jewish values** – JFS is guided by the Jewish principles of *tikkun olam* (repairing the world), *tzedakah* (charity or justice), and *gemilut chasadim* (acts of loving kindness). As the social justice arm in our community, JFS is uniquely positioned to help those in need. The agency exists today as our community's legacy of people improving the world, one mitzvah at a time.

# Message from Our Leadership

Over the past year, JFS has continued to provide our exceptional continuum of care to many individuals throughout our community and the Commonwealth of Virginia. Our Board of Directors, employees, and many dedicated volunteers are working hard every day to ensure that JFS is positioned to thrive now and in the future.

We are honored to be the agency of choice for so many in need of home health care. Both our skilled home health care and in-home personal care programs continued to grow in the past fiscal year. We were recognized by Press Ganey, a vendor dedicated to maximizing the patient experience, with the "Guardian of Excellence Award" based on our patient satisfaction results. Our publicly reported patient outcomes information continues to validate the quality of care that is provided by our dedicated nurses, therapists and aides. We thank you for your confidence in our agency and look forward to the opportunity to exceed your expectations.

Our Personal Affairs Management Program, providing court-appointed guardian and conservator services to vulnerable, incapacitated adults, also continues to grow. We received the highest rating during our annual program review by the Virginia Department of Aging and Rehabilitative Services. Many of our traditional programs are also experiencing continued growth, particularly our food assistance programs for the community.

In light of reductions in both federal and state funding and a challenging regulatory environment, it is essential for us to continue to partner with other organizations in our community to provide coordinated care and services. Our partnerships with Edmarc Hospice for Children, Senior Services of Southeastern Virginia, the Foodbank of South-

eastern Virginia, Beth Shalom Village, the Simon Family JCC, the Hebrew Academy of Tidewater, and our area synagogues have all resulted in successful programs assisting those in need, some of which you will read about in this Annual Report.

We are extremely appreciative of the confidence placed in us by the United Jewish Federation of Tidewater, the Tidewater Jewish Foundation, the United Way of South Hampton Roads, and the United Jewish Community of the Virginia Peninsula as funding partners so that we many continue to provide innovative programs to those in need.

Whether you are a volunteer, a client, or a financial supporter, you have played a valuable role in our year. You are an essential partner, a valued member of the JFS family, and we sincerely thank you.



Lawrence Steingold, JFS President

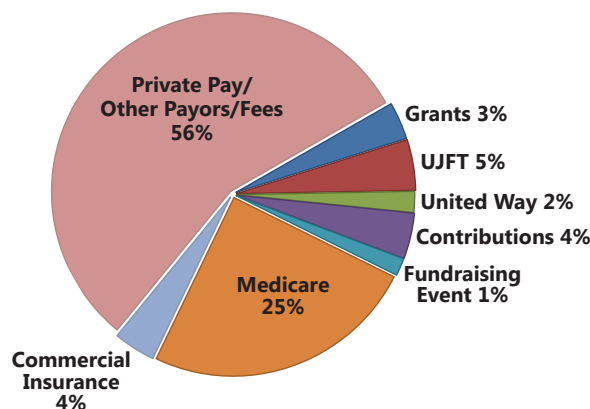


Betty Ann Levin, JFS Executive Director

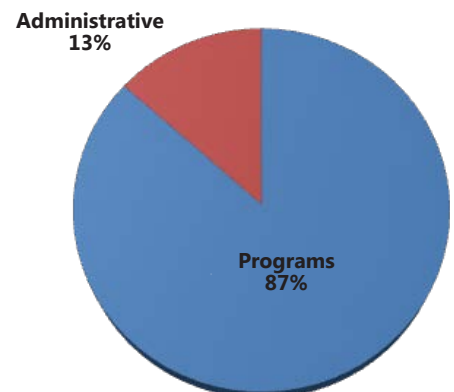
## Financials At a Glance

Financial information is derived from fiscal year ending June 30, 2014, financial statements audited by Wall, Einhorn & Chernitzer, P.C.

**Revenue \$7,554,178**



**Expenses \$7,517,207**





# The Jewish Family Service of Tidewater Foundation



**JFS** has partnered with the Tidewater Jewish Foundation in the **Create a Jewish Legacy** initiative, which is designed to help individuals and families support the Jewish causes they care about, building a strong, vibrant community, now and in the future with bequests for permanent endowments. It promotes the message that all of us – regardless of age, wealth, or affiliation – have the ability to make a difference for future Jewish generations.

A strong endowment ensures that JFS will be able to offer vital services for generations to come. Endowment funds in the JFS Foundation are held and managed by the Tidewater Jewish Foundation.

## FREDA H. GORDON *Hospice & Palliative Care* OF TIDEWATER

### *Embracing Every Moment.*

**F**reda H. Gordon Hospice & Palliative Care of Tidewater (HPCT) was formed in 2012 as a partnership between Beth Sholom Village and JFS. Named in memory of Freda H. Gordon\*, the hospice is dedicated to providing comfort and dignity so that people can spend their last days the way they began – surrounded by loved ones and supported by community. HPCT received state licensure in May 2012 and was fully accredited by the Joint Commission in November 2012.

Jessica Willingham, RN, BSN, the HPCT Administrator, has developed this partnership into a successful agency caring for those at the end of life. “As a hospice nurse, I have always enjoyed the one-on-one care with patients and families,” says Jessica. “Not many people get to be a part of something from the ground up. Over the past two years we have touched the lives of over 300 individuals and their families while successfully carrying out our mission to provide the comprehensive physical, emotional and spiritual care, promoting the highest quality of living for those suffering from a life-limiting illness.”

HPCT’s vision is to exceed the expectations of patients and families in providing outstanding care, and to encourage patient choice, resulting in improved quality of life. The hospice team is committed to providing comfort and dignity through physical, emotional, and spiritual support.



*\*Of blessed memory*



# Home Health Care:

*Maintaining  
Quality of Life  
at Home*

*With your help,  
we made a difference:*

Nearly **800** individuals  
in our community received  
skilled home health services  
from JFS Registered Nurses  
and Physical Therapists.

Every 2 weeks, Certified  
Nursing Assistants and  
Licensed Practical Nurses  
provided over **5000**  
hours of in-home personal  
care to individuals in our  
community.

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## Skilled Care

Nursing  
Home Health Aides  
Physical, Occupational  
and Speech Therapy

## Private Care

LPNs and  
Certified Nursing Assistants  
2 hours to 24 hours  
1 day a week to 7 days a week  
FREE ASSESSMENT

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## End of Life/Palliative Care



Family, friends, and staying active. That's what Sylvia Neff thinks is the key to living to 100. And she should know – she turned 100 on December 30, 2014. Her dining room table was covered with birthday cards, including one from President and Mrs. Obama.

Sylvia was born in Manhattan but has lived in Hampton Roads most of her life, moving to Norfolk so that all her family would be together. She lived in the same house in Roland Park for more than 45 years until four years ago when she moved to The Talbot on Granby because she didn't want to live alone.

Sylvia started doing ballet at age six, and she loved to sing and act. She performed locally doing musicals such as *Li'l Abner* and *Fiddler of the Roof* and taught dance lessons to pay for her singing lessons. Still today, at 100, she stays active, joining in the exercise classes at The Talbot and even does zumba...from her chair. She eats dinner every evening with her friends at the Talbot and remains an active member of Temple Israel.

Valerie Brown, an aide with JFS Home Health Care, goes to Sylvia's apartment every day at eight o'clock in the morning. Valerie helps Sylvia bathe, decide what to wear, and get dressed. Valerie will also take her to doctor's appointments when her daughter is unable. "Valerie is great," says Sylvia. "She takes care of me and helps me do the things I can't do by myself anymore."



*Helping seniors  
maintain their  
independence*

*With your help,  
we made a difference:*

Last year, JFS provided  
over **1,000** total trips for  
senior adults in our community  
for medical appointments and  
social activities at the Simon  
Family JCC.

Volunteers and JFS staff  
delivered almost **9,000**  
Meals on Wheels to the elderly  
and homebound in Norfolk  
and Virginia Beach.

## Older Adult Services

**A**t 94, Joe Harowitz is remarkably lively, talkative, and full of stories. Joe was the oldest resident of Talbot Park Apartments in Norfolk, living there since 1967. However, due to physical limitations, Joe recently moved into assisted living at The Terrace at Beth Sholom Village, where he is able to maintain his social network and continue with his daily activities.

Before Joe moved to assisted living, JFS provided him with Meals on Wheels and transportation to doctors' appointments and to the JCC, where he was a regular fixture. JFS also assisted Joe in expediting his move into his new apartment. Joe continues to receive case management services from JFS.

Joe has a great sense of humor and has the gift of putting a smile on everyone's faces. He continues to share wonderful stories of his life experiences, which have provided him with many pleasant memories. Among his many accomplishments, Joe was recently honored by the Masons for 70 years of service.

When asked how he manages so well on his own, he remarked, "I've always lived by myself, so I know how to do it. I'm lucky to have friends and an agency like JFS to help me maintain my independence."

Although Joe is no longer able to be involved in many of the activities he enjoyed, such as helping out as the assistant Gabbai at Temple Israel, he has no complaints. "I've lived a good life. I feel lucky to have good friends and a community that cares about me."



# Personal Affairs Management (PAM) Program



*Helping Hands,  
Helping Hearts*

Neglected by their parents, Felicia\* and her siblings were removed from their home at a young age and placed in foster care. They spent their childhood moving from foster home to foster home. Felicia has a mild intellectual disability and chronic mental illness, and was often hostile and lashed out in anger at others. Due to these behavioral issues which became more severe as she grew older, she was removed from several of the foster homes and forced to transfer schools.

At age 18, Felicia was placed under the guardianship of JFS. Nikcole, her case manager, dealt with many of Felicia's behavioral problems including running away from school. As Nikcole spent more time with Felicia, she saw a marked improvement in her behavior. Felicia graduated from high school and was able to move from foster care to a sponsored residential home. Just recently, Felicia moved to a shared supervised independent apartment and is enrolled in a pre-vocational program. She is doing so well in this program that a vocational training school program for individuals with disabilities is being explored, with hopes that Felicia will one day be able to live independently. Nikcole continues to work with Felicia and often takes her shopping and on other outings.

*\*Name changed to protect client confidentiality.*

*With your help, we made a difference:*

The Personal Affairs Management program provided court-appointed guardianship and conservatorship to almost **700** incapacitated, vulnerable adults in our community last year. These are the most vulnerable, at-risk members of our communities, many of whom are elderly and/or disabled and are often targets of abuse, financial exploitation, and neglect.





## Counseling/ Food & Financial Assistance:

*Providing a Lifeline  
to Families in Need*

Rachel\* and Brian's\* life was going great. They had been married for three years, had great jobs, and had family living nearby. But within a few short weeks, their lives were torn apart. Both of Rachel's parents ended up in the hospital at the same time and they died just a few days apart. Because Rachel had spent so much of her time at the hospital, she was laid off from work. Unfortunately, this happened at the same time Brian's company closed. At age 30, they both found themselves out of work, without health insurance, and desperate.

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*"JFS was a lifeline for  
us at a very difficult  
time in our lives."*

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Rachel was having trouble coping with the sudden loss of her parents, so she came to JFS for counseling. JFS also helped her and Brian apply for food stamps and other benefits at Social Services. Rachel and Brian were able to receive food directly through JFS' Milk and Honey food assistance program. They received financial help for living expenses and also received meals during the holidays through the JFS holiday outreach programs.

Rachel and Brian are slowly getting back on their feet thanks to the help JFS provides through generous donor support.

*\*Names changed to protect client confidentiality.*

*Young Donors  
Reach Out  
to Help Those  
In Need*



## Clinical and Adoption Services

Adoption Services • Special Needs Services • Family & Child  
Counseling • Financial Assistance • Substance Abuse Counseling •  
Food Assistance • Dozoretz Center for Family Healing •  
Jessica Glasser Children's Therapeutic Pavilion





## Adoption Services:

*Bringing families  
together*

**S**usan\* and Timothy\* had been married for five years, had always loved children, and longed to be parents. Unable to get pregnant on their own, they consulted doctors and spent countless hours and thousands of dollars on infertility treatments with no success. Devastated by their situation, they started to think about adoption and called JFS for answers.

The JFS adoption staff explained the complicated process of adoption, answered their questions, and laid out a clear picture of the process for them. After their adoption home study was completed, they learned that a very distant relative knew of a young woman looking for a good home for her unborn baby. They met with her and immediately felt connected and positive.

Three months later, on January 13, their beautiful baby Kaitlyn\* joined their family through adoption. JFS then guided Susan and Timothy through adoption post placement supervision and adoption finalization. “JFS was professional and helped us understand the process from beginning to end. We thank JFS for their understanding and compassion. We are so thrilled to have our beautiful Kaitlyn to make our family complete,” said Susan. Baby Kaitlyn is doing well and Susan and Timothy are adjusting to sleepless nights and loving every minute of parenthood.

*\*Names changed to protect client confidentiality.*

## *With your help, we made a difference:*

Over **400** impoverished Jewish individuals in our community received food and/or financial assistance.

Over **100** Jewish individuals with a developmental disability or chronic mental illness received services last year.

Over **300** individuals in our community received counseling and support services for issues related to loss, transition and healing.



# JFS Holds Jewish Community Genetic Screening

More than 160 members of our community participated in the Tidewater Jewish Genetic Screening, held in December 2013 at the Sandler Family Campus, followed by a make-up day for college

local synagogues.

The screening tested for 19 preventable genetic disorders, including Tay Sachs, Canavan, Niemann-Pick, Gaucher, Familial Dysautonomia, Bloom Syndrome, Fanconi Anemia and Cystic Fibrosis. In the Ashkenazi population, those of Eastern European descent, it has been estimated that one in four individuals is a carrier for at least one of these conditions. During our local screening, it was found that 35 percent of those tested were carriers for at least one of these conditions. If one parent is a carrier

of a condition, his/her child has a 50 percent chance of being a carrier of that condition. Additionally, 20 additional individuals were found to have an “atypical” result – meaning he/she is not a carrier but genetic screening for

future generations is recommended.

Other interesting statistics from the screening included the fact that only one married couple was found to be carriers of the same condition. Also, the number of carriers exceeded the expected frequency for some of the conditions, including the following: five individuals were carriers for Canavan disease, compared to the expected frequency of one in 55, and 12 individuals were carriers of Gaucher disease, compared to an expected frequency of one in 15.

All individuals identified as carriers received personal contact and consultation/follow-up (if they chose) with the genetic counselors from the EVMS Maternal Fetal Medicine Department. All individuals who were tested received a letter and a copy of the results in the mail.



students in January. The screening was a partnership between JFS, Eastern Virginia Medical School (EVMS), the United Jewish Federation of Tidewater's Maimonides Society and Young Adult Division (YAD), as well as our

## Thank You to Our Volunteers!

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Over 450 runners and walkers gathered on Sunday, May 4, 2014 at 24<sup>th</sup> Street Park, Virginia Beach for JFS's 10<sup>th</sup> Annual Run, Roll or Stroll. The event, which included an 8K run, 5K run/walk and 1 mile run/walk, is held every year as part of the agency's Week of Healthy Living.

The Week of Healthy Living continued on Wednesday evening, May 7, with a program on *Advances in Cancer Immunotherapy*, in partnership with the Maimonides Society of the United Jewish Federation of Tidewater. Dr. Evan Lipson, a melanoma specialist with Johns Hopkins Kimmel Cancer Center, shared the innovations that have been made in

immunotherapy research and he fielded questions from the audience.

The week concluded on Thursday, May 8 with a presentation by Dr. Kris Kennedy on *The Art and Science of Healthy Eating*. Dr. Kennedy discussed ways to eat "cleaner," mainly by cutting out processed foods.



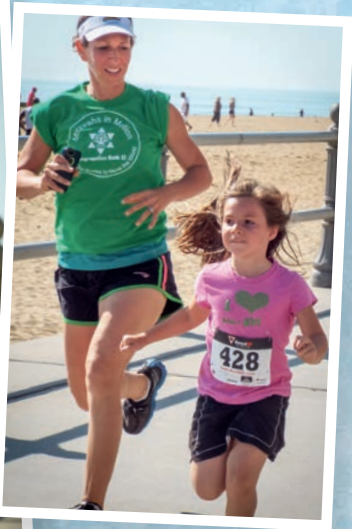
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# 800

Number of total participants and volunteers in the week's health-related programming.

# 456

Attendance at the 10<sup>th</sup> Annual Run, Roll or Stroll on Sunday, May 4, 2014.

# \$118K

Dollars raised through the Week of Healthy Living to support JFS programs and projects.

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## Chanukah Gift Program

JFS's 21<sup>st</sup> Annual Chanukah Gift Program was a huge success. Each year, JFS reaches out to local Jewish families in need with gifts and gift cards for their children and teens.

In 2013, a total of 122 different families, consisting of 304 people, benefited at Chanukah due to the kindness of local community donors. Specific gifts and gift cards were provided to 43 local Jewish families with children/teens, consisting of 92 different children and teens. Throughout 2014, these same families continued to benefit from the donations given at Chanukah, as JFS provided gift cards towards medication, food, gas, clothing, and school supplies.





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## Touching Lives Through Helping Hearts

In 2013, the Helping Hearts project provided area indigent adults with bags filled with a stuffed animal, toiletries, knitted winter wear, socks, and other treats. Many of the recipients live off of \$30 per month, and have little or no family or friends to see during the holiday months. The bags of goodies serve as a way to let these people know they are not alone and to spread a little cheer. A number of these individuals are part of the JFS Personal Affairs Management (PAM) program for incapacitated adults.

To raise money for the project, JFS held a fundraiser at California Pizza Kitchen in October 2013. Volunteers from the community also gathered one evening to help JFS staff stuff the bags.



*You never know when you'll need help, but you'll always know where to find it.*



Jewish Family Service of Tidewater

**Main Office: 757-321-2222**

**Home Health Care: 757-489-3111**

**Counseling: 757-459-4640**

260 Grayson Road  
Virginia Beach, VA 23462

**Personal Affairs Management:  
757-938-9130**

5000 Corporate Woods Drive, Suite 300  
Virginia Beach, VA 23462

**Peninsula Office: 757-223-5635**

401 City Center Boulevard  
Newport News, VA 23606

[www.jfshamptonroads.org](http://www.jfshamptonroads.org)



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