



# Jewish Family Service

OF TIDEWATER



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

Annual Report • 2015 – 2016



For over 70 years, Jewish Family Service of Tidewater (JFS) is where our community turns in times of need. We feed the hungry, shelter the homeless, care for the sick, and protect our most vulnerable. We are guided by the Jewish principles of *tikkun olam* (repairing the world), *tzedakah* (charity or justice) and *gemilut chasadim* (acts of loving kindness) and exist today as our community's legacy of people improving the world, one *mitzvah* at a time.

We strengthen our community by providing essential services that help people overcome life's challenges to live fuller, healthier and more meaningful lives. Each year, we serve more than 3,000 individuals, including children coping with the loss of a loved one, families facing financial crisis, individuals recovering from surgery, and older adults suffering from a debilitating illness. We offer services that promise elevated quality of life within the philosophy and tradition of Judaism.

JFS is unique because we provide a continuum of home-based solutions as well as unparalleled caring, support, and resources to meet the needs of our community. JFS is committed to providing our community with a level and consistency of care rarely found in other social service agencies. Our wide range of programs and services enables us to offer integrated services tailored to meet each client's individual needs regardless of faith, age, ethnicity, and income. We provide:

- Skilled home health care
- Private duty home care
- Counseling for individuals and families
- Adoption Resources
- Personal Affairs Management (PAM)
- Services to the developmentally disabled and chronically mentally ill
- Care navigation and acculturation
- Food and financial assistance services
- Meals on Wheels
- Transportation for older adults
- Volunteer services



# Message from our leadership

It has been an exciting year at JFS and we are honored to continue to be your Jewish communal agency of choice in regard to your home health and social service needs. As you will see as you peruse this Annual Report, our dedicated team reaches out into our community in so many ways and makes a substantial impact through our continuum of home-based services.

We are pleased to report on improved financial performance in fiscal year ending June 2016. Our skilled home health care agency served a significantly higher number of patients as hospitals, physicians and community members trust in the quality care provided by our registered nurses and therapists, as validated by publicly reported patient outcomes and satisfaction results. In light of ongoing efforts nationally to reduce Medicare expenditures while ensuring quality care, we continue to work with local hospitals and physicians on seamless transitions from the hospital setting directly to home health care.

Our Personal Affairs Management (PAM) program also experienced continued growth as we continue to safeguard the incapacitated, vulnerable members of our community through guardian and conservator services. As always, all of our services continue to impact those in need in our community.

Our relocation from Grayson Road to the main building of the Sandler Family Campus in May 2016 now allows for all of our services to reside under one roof. This has positively impacted not only communication and processes across JFS programs but also our ability to more effectively partner with



other agencies on Campus to provide integrated services and programs to our community.

Speaking of partnerships, we were thrilled this fiscal year to welcome Dr. Steven Nissen of the Cleveland Clinic as our keynote speaker for our 12<sup>th</sup> Annual Spring Into Healthy Living. Many of you heard Dr. Nissen's wonderful presentation at the Chrysler Museum's Kaufman Theater and also joined us for our 12<sup>th</sup> Annual Run, Roll or Stroll at the Oceanfront.

None of this would be possible without your support and confidence. Our employees and volunteers, in partnership with members of the Board of Directors, donors, and advocates in the community, allow us to continue to make a greater impact every day.

Special thanks to the United Jewish Federation of Tidewater, the Tidewater Jewish Foundation, the United Jewish Community of the Virginia Peninsula and the United Way of South Hampton Roads who continue to be committed and vital funding partners.

Your support of JFS over the past year has been essential and is greatly valued. Thank you for your commitment to our agency, our community and being part of the JFS family.

*Jeff Cooper*      *Betty Ann Levin*

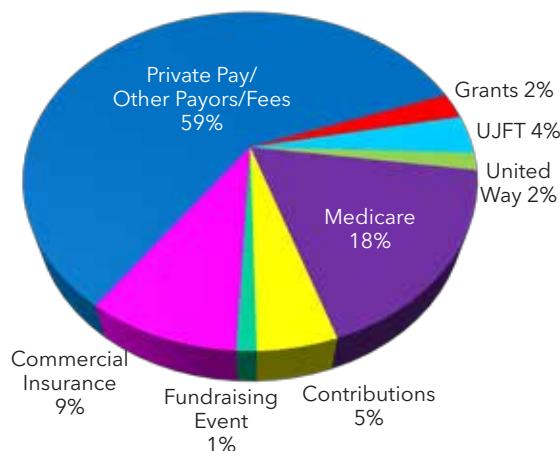
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JFS President

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JFS Executive Director

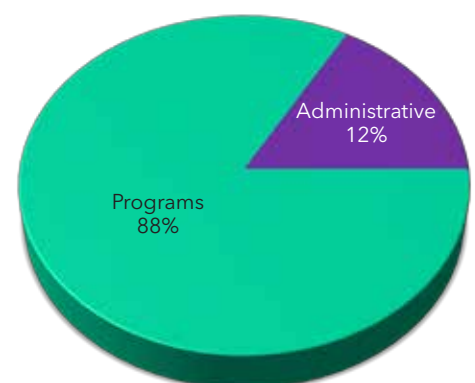
## Financials at a glance

Financial information is derived from fiscal year ending June 30, 2016, financial statements audited by Wall, Einhorn & Chernitzer, P.C.

**Revenue \$8,496,820**



**Expenses \$8,276,217**



# *A holistic approach to care...*

## *"JFS was a lifesaver."*

### **How JFS home health care and transportation services helped one man after surgery**

Rob\*, a 72-year-old Virginia Beach man, ended up in the hospital with a serious blood infection after a fall and had to have back surgery. His doctor recommended JFS to provide physical therapy and skilled nursing care when he returned home. "After I left the hospital, JFS was a lifesaver. My wife works all day and I was home alone, unable to care for myself. The JFS nurses and therapists who cared for me were wonderful," said Rob.



Once Rob was able to attend physical therapy outside the home, he called JFS transportation services for help. "I couldn't walk, much less think about driving, so I needed help getting to therapy. My driver, Gail, was amazing. She would put my walker or wheelchair in the van, and help me get in the van and to my appointments." At the therapy office, Gail would wait for Rob and then help him get back in his home.

Rob said, "It amazes me, for as little as I paid, how I got such tremendous service from JFS. I can tell that for JFS, it's about taking pride in what they do and helping and serving others. I appreciate what JFS did for me; JFS was a real blessing to me." Rob now is able to walk with a cane and drive himself to therapy. •

"Jewish Family Service was a lifesaver for me in 2014 and later to my wife in 2015. We were scheduled for total knee replacement surgery, the get-go, we could not have it. We received the best of care, from the hospital by Julie Van Gorder (nurse) and JFS. We are continuing care with our physical therapist."

We were so happy with JFS that we recommended JFS to two of our friends. One was pleased, he chose JFS again for his surgery. Replacement recently. Every one of us recommends JFS to my friends. It's the best." – Ray and Crystal

## *"You gave our daughter a safe place to land..."*

### **How JFS Personal Affairs Management (PAM) helped a family reconnect**

A local hospital contacted JFS to provide guardianship services to Belinda\*, a homeless 56-year-old woman who had suffered a stroke. She had been addicted to drugs and alcohol for years and also diagnosed with cancer. Her condition was serious and her prognosis very poor.

Although Belinda had parents and sisters out of the area who cared very much for her and wanted her to live with them, she was homeless by choice. Her family honored her wishes to stay in Tidewater and relinquished their rights to her. Throughout Belinda's illness, Rachael, the JFS case manager, stayed in constant touch with the family and gave them updates on her condition. Thankfully, the family was able to spend Belinda's final days with her.

After Belinda's passing, her family said, "We're grateful you were Belinda's guardian through all of this. We were witness to so much kindness and caring and were amazed by the organization of Jewish Family Service. You made our daughter's last days on earth safe and peaceful. This has helped us in getting through this." •

*"JFS has proven to be exceptional in the care of our patients. Home health care was a lifesaver for us."*

– Michael Romash, MD, Sports Medicine



*"JFS helped me in so many ways..."*

#### **How JFS helped a local woman by providing multiple services**

Sophia\* is an 82-year-old Jewish woman who immigrated from Hungary in the early 1950s. She is a talented artist who is very independent and well-educated. Other than a niece in the area, Sophia has no family to support her. She attended a presentation at her senior apartment complex about a program that assists older adults with the application process to qualify for SNAP (food stamps). JFS received a grant from MAZON, an organization that funds Jewish responses to hunger, to provide this program in 2016. At the presentation, the JFS case manager and Sophia discussed how she would benefit from other services offered to older adults through JFS.

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... early 2016 when both of us  
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... iends. One of them was so  
... n when he had his other knee  
... time I get the chance, I rec-  
... s - quite simply you, JFS, are

Sophia was very eager to receive help from JFS and was enrolled in a program which provided food and financial assistance and services for older adults. In April, Sophia had hip replacement surgery. When she returned home, JFS provided her with a home health aide and began Meals on Wheels, which she still receives today. JFS continues providing Sophia with transportation to her medical appointments, a case manager to help her sort through her mail and bills, and counseling by a licensed clinical social worker.

Sophia said, "I appreciate all of the services JFS provided me and continues to provide for me." •

*"You want to be like everyone else, but you aren't because now you don't have a mom..."*

#### **How JFS Counseling helped a grieving family rejoin the world**

Losing your mother is hard, but it's especially hard when you're an adolescent. Fortunately for 12-year-old Leslie\*, her 10-year-old sister Tina\*, and her dad James\*, JFS was there for them during one of the hardest times of their lives. Susan\* - Leslie and Tina's mother and wife of James - died of cancer after a long-fought struggle. During their mother's illness, the two girls started going to JFS for counseling. They shared their worries and fears with the counselors, including fears their father would get sick, too.

After Susan's death, all three continued to come to JFS for counseling. James shared his concerns about losing his wife and soulmate, and now struggling as a single father of two young girls. Tina participated in JFS' annual Grieving Children's Art Show and put her feelings into a drawing of a red heart with tears coming down the side. Tina and Leslie also attended *Peace by Piece*, a free grieving children's support group operated by EDMARC Hospice for Children in collaboration with JFS. In this group, they met other children experiencing the same feelings and realized they are not alone.



James told his JFS counselor that he credits the help he and his daughters received from JFS and *Peace by Piece* for their ability to rejoin the world and enjoy life again. "I can see them laugh," he said, "and remember the happy times we all had when Susan was alive." •

*...alth, physical therapy, and nursing have guided many speedy recoveries."*

**Medicine & Orthopaedic Center**

*With your help, we made a difference last year.*



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



**871**  
incapacitated, vulnerable  
adults in our community  
received court-appointed  
guardianship & conservatorship.  
Many of these individuals are  
elderly and/or disabled  
and are the most vulnerable,  
at-risk members of our  
community. They are often  
targets of abuse, financial  
exploitation, and neglect.

**5,500**

hours of in-home personal care  
were provided to individuals  
in our community by  
Certified Nursing Assistants  
and Licensed Practical Nurses  
every two weeks.



Nearly  
**400**  
individuals received  
counseling and  
support services for  
issues related to loss,  
transition, and healing.



**70%**  
of JFS' clients  
are not Jewish. JFS  
serves individuals of  
all faiths, races, and  
ethnic backgrounds,  
regardless of income.



**1,000**  
trips were provided for senior adults for  
medical appointments and social activities  
at the Simon Family JCC.

**7,724**

Meals on Wheels were delivered  
to the elderly and homebound  
in Norfolk and Virginia Beach by  
volunteers and JFS staff.



**100**  
Jewish individuals with a  
developmental disability or  
chronic illness received  
services from JFS.

Over  
**900**

individuals received  
skilled home health  
services from JFS  
registered nurses and  
physical therapists.



**71%**  
of JFS' clients  
are impoverished.





# Community Partners



JFS has partnered with the Tidewater Jewish Foundation to ensure that we will be able to offer vital services for generations to come. This partnership helps individuals and families support the Jewish causes they care about, building a strong, vibrant community now and in the future.

The Tidewater Jewish Foundation was recently selected to participate in the Harold Grinspoon Foundation's Life & Legacy program. This is a four-year program that assists communities, through partnerships with Jewish Federations and Foundations, to promote after-lifetime giving to benefit local Jewish day schools, synagogues, social service organizations, and other Jewish entities. JFS is fortunate to have been selected to participate in this initiative.

For more information about how to take part in the Life & Legacy program, contact Betty Ann Levin, executive director of JFS at 757-321-2222 or Scott Kaplan, president and CEO at the Tidewater Jewish Foundation at 757-965-6111.

JFS is pleased to continue to be a constituent agency of the United Jewish Federation of Tidewater (UJFT). As a recipient agency of funds raised through our community's Annual Campaign, JFS is able to continue to provide, and in some cases increase, our subsidized services to members of our Tidewater Jewish community. JFS thanks the UJFT for being a vital funding and planning partner.

If you are interested in making a donation to the UJFT Annual Campaign, please contact the UJFT at 757-965-6111.



Freda Gordon\* spent her life quietly and humbly nurturing her family and her community. Now her legacy of caring and compassion lives on through the Freda H. Gordon Hospice and Palliative Care of Tidewater (HPCT). HPCT was formed in 2012 as a partnership between JFS and Beth Sholom Village.

HPCT is dedicated to helping you navigate the myriad of choices that so often accompany living with a terminal diagnosis, treating you or your loved ones at all times with dignity, compassion and respect. When you choose HPCT as your hospice provider, you're choosing expertise and a palliative care team that is here for you – day or night. This team includes award-winning medical directors, certified hospice nursing staff, social workers, chaplains, and volunteers. HPCT has experts in pain management and symptom control to help patients enjoy a higher quality of life – giving them the ability to spend more time with the people that matter most and making every moment count.

The Freda H. Gordon Hospice and Palliative Care of Tidewater has received the Gold Seal of Approval® from The Joint Commission. HPCT has also received its Jewish Hospice Accreditation from the National Institute for Jewish Hospice. For more information about HPCT, call 757-321-2242.

*\* Of blessed memory*

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## Brightening the Holidays

Donors helped 120 local Jewish families in need by providing gifts and gift cards for their children and teens during the 23<sup>rd</sup> Annual Chanukah Gift Program. The families use the gifts they receive at Chanukah to provide for their families throughout the year.



Thanks to generous donors from the community, Hebrew Academy of Tidewater, Strelitz Early Childhood Education Center, and others, these families had a brighter holiday and reasons to smile.

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## Helping Hearts Project

**JFS** organized the 11<sup>th</sup> Annual Helping Hearts project. More than 1,400 area indigent adults living in nursing and assisted living homes received a



gift bag filled with a stuffed animal, candy, and more during the holiday season. The bags of goodies, stuffed by volunteers, served as a way to let the recipients know they're not alone and to help brighten their holidays.

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## 12<sup>th</sup> Annual Spring Into Healthy Living

Spring 2016 was filled with activities during our annual fundraiser, Spring Into Healthy Living. Hundreds packed the Kaufman Theater at Chrysler Museum to hear about heart health from renowned cardiologist Dr. Steven Nissen of the Cleveland Clinic.

The 12<sup>th</sup> Annual Run, Roll or Stroll was held on a chilly Sunday in May and was, as always, a day of fun and exercise for many individuals and families.

Lastly, many people attended presentations on caring for aging loved ones and balanced parenting from Dr. David Pelcovitz through a program with B'nai Israel.

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