

Jewish Family and Child Service

ANNUAL REPORT 2019-2020

A resilient community where hope, dignity and humanity thrive.

EXECUTIVE DIRECTOR & PRESIDENT'S REPORT

It's an odd thing to write about a time period that seems so far removed from our current reality.

Yet that's the challenge we face in reporting on the rather nostalgic events of our previous fiscal year, which ended less than a month after the worldwide pandemic began and just as the social service landscape was being reshaped in previously unimaginable ways. Our agency had just completed a five year Strategic Plan, one that was meant to guide and challenge us, extend our reach, drive innovation, one that was informed by the collective voices of over five-hundred stakeholders, including former and current service users – some of the most compelling voices we heard.

Armed with this abundant wisdom – the wisdom of those who generously put their minds to reimagining our work – we set about fulfilling the promise of our Strategic Plan, beginning with the announcement of the agency's new logo and return to its previous name – Jewish Family and Child Service.

We're also particularly proud of the progress we made toward realizing other objectives within the Plan. These included playing an increasingly influential role in leading social change for vulnerable and at-risk populations; broadly sharing innovative practices across multiple social service sectors; building new strategic alliances and reaching beyond traditional partners to address social issues; and hiring and retaining the brightest and best staff to ensure the long-term welfare of JF&CS and the individuals, families and communities we serve.

Punctuating all this work was a new vision for the agency. Last year, at our Annual General Meeting, our keynote speaker, Dr. Naomi Azrieli, delivered a powerful and passionate message about our responsibility to participate fully and intentionally in the building of 'resilient communities,' thus doing our part, as an agency rooted in Jewish values, to repair the world. Her words ignited us, setting us on a path to developing our new vision: A resilient community where hope, dignity and humanity thrive. These simple but profound words became an inspiring reminder of an ideal to which all of us at JF&CS, regardless of our role, strived to achieve.

The previous year also saw our agency receive international recognition, as the recipient of the Network of Jewish Human Service Agencies' Best Practice Award, for the transformation of our poverty reduction program. Our journey in this area has now brought us to the point where our program is research-driven and highly effective, achieving quality outcomes for those who, quite sadly, experience all the harmful impacts of poverty. More specifically, our approach is made up of a constellation of holistic supports built around the Social Determinants of Health - one that addresses client-specific, situational, generational and systemic barriers to stability and/or selfsufficiency.

Along with launching our Strategic Plan and transformative poverty reduction work, the

"pre-pandemic" year saw a number of other significant achievements for the agency. Our thirty-three family service programs, serving the entirety of the human life-cycle, were extending their reach to people and populations traditionally underserved demonstrating at every opportunity that the heart of our agency is more than big enough to serve the full diversity of our community. In child welfare, in the wake of our seemingly never-ending advocacy to preserve our mandate, we saw the government exclude faith-based CASs from potential CAS-to-CAS amalgamations and its overall position change to one in which cross-sectoral integration became a primary focus. We also saw leaders in both government and the child welfare sector itself acknowledge that our model of service was one to which other CASs might consider aspiring.

At the same time, the agency implemented a wide-ranging privacy policy, consistent with new legislation, across all service and non-service areas. Our Jewish Hospice Program achieved re-accreditation and was commended for adhering to the highest standards of practice and for becoming the first agency in the province to have its Grief and Bereavement Service accredited by Hospice Palliative Care Ontario. New partnerships were developed to improve and ease access to services to those in need in our community. And the agency relocated its downtown branch to a space allowing for increased programming, collaboration and client engagement.

And then the world changed. In a way that none of us, even those prone to bleak predictions, had anticipated.

But what was new and frightening for us had echoes of the past for our agency and community. Many times before, when the world had endured harsh and unforgiving events, we were there to help. During the Spanish Flu, during the depression, during two World Wars, and after the Holocaust. Simply put, we have always made every effort to help the most vulnerable when they are at their most vulnerable.

We certainly have our work cut out for us this time. The pandemic has been particularly opportunistic when it comes to tearing wide open all the pre-existing smaller and larger tears in our social safety net. Those who were struggling to care for themselves before the pandemic are struggling even more now - now that access to basic needs is more difficult and now that waves of newly vulnerable people require the same precious resources. More specifically, those who were already lonely, isolated, sad, afraid, hungry, precariously housed or employed, anxious about their future, overwhelmed as caregivers, at-risk of suffering abuse as women or neglect as children, have likely seen their hardships amplified over the past few months.

Our experience at JF&CS is one in which a growing number of vulnerable and at-risk individuals and families, finding themselves facing crises with nowhere to turn, are turning to us for help. This, despite the fact that a large number of people are still able to take advantage of emergency government funding, which suggests to us that, for many, despair has only been deferred.

We aren't shying away from this challenge; we're meeting it head on. From the outset, our time, energy and resources went into ensuring that vulnerable people had their basic needs met. That people at risk of neglect, abuse, violence were protected. That people who were alone, isolated, sick, dying, grieving had the compassionate care they required. The stories we recently shared in our Annual Campaign material are compelling examples of how we stepped up to this challenge. If you haven't read them, or would like to read them again, you can find them on our website at jfandcs.com/support.

To do all this new work, we had to be agile,

modify and re-imagine programs, reallocate staff to where the greatest needs were. In that regard, our approach was an "all hands on deck" approach. New partnerships were quickly developed to address needs we couldn't address alone such as, housing partnerships and food preparation and delivery partnerships. And we did this with a sense of urgency and unity of purpose.

And we're learning on the fly – measuring new outcomes, new service trends and soliciting feedback from all stakeholders about what's working well and what's not. Our goals have been to anticipate where to allocate precious resources, to add to what's working well and subtract from what's not. And to support the work of our talented staff, who, day after day, have experienced the pandemic on two fronts, at work and at home.

Throughout, we have never felt abandoned in our mission by those whose generosity is, unquestionably, the life-blood of our organization. We could not have succeeded without the substantial and thoughtful help of our funders and donors, many of whom reached out to us before we reached out to them. More than ever, this help has meant the world to the individuals and families we serve. To all our funders and donors, please know that you have done as much as anyone inside our agency to feed and house people, to create hope where hope was absent, to make life-saving connections with people who are isolated and lonely, to protect people from experiencing violence. We cannot thank you enough.

Finally, we mentioned earlier that our Strategic Plan is less than a year and a half old. But we've realized - or, more accurately, have had the world realize for us - it's already time to review, revise and re-envision our Plan to help guide us during the remainder of the pandemic and recovery. Some aspects of our Plan are still quite relevant. Other aspects are not. On top of that, emerging priorities that were never considered before the pandemic will need to be considered now. We're ready and able to do this work; to draw upon our experiences and learnings over the past many months and to continue to help build resilient families and communities well into the future, however unclear that future might be.



Brian Prousky Executive Director



Sharon List President, Board of Directors





THE WAYS YOU GAVE



We gratefully acknowledge members of the 1868 Society, devoted donors who contributed to JF&CS for five or more consecutive years.

1868 Society members are marked with a purple triangle.



We gratefully acknowledge Monthly Mitzvah Makers, donors who contributed to JF&CS each month during our 2019/20 fiscal year.

Monthly Mitzvah Makers are marked with a green triangle.

Our sincere appreciation to the many JF&CS donors who wish to remain anonymous, and to those who support our work but whose names do not appear in this Annual Report. The donor list reflects donations made between April 1, 2019 to March 31, 2020 and every effort has been made to ensure proper recognition of each donor (\$180+). We apologize for any errors/omissions.

GIFTS-IN-KIND

We gratefully acknowledge the generosity of donors who have supported JF&CS through gifts-in-kind, including simcha baskets, sports and event tickets and items for our Just-A-Second Shop.

TRIBUTES & MEMORIALS

We gratefully acknowledge the individuals and families who have considered JF&CS during their times of joy and sadness.

ECHOAGE

We gratefully acknowledge the children and families who have chosen JF&CS as the beneficiary of their mitzvahs and celebrations.

Thank you to our generous community for supporting the Just-a-Second Shop for 35 years!

ENDOWMENTS

We acknowledge with gratitude the following endowments that have been established with Jewish Family and Child Service. Some are presently making a difference; others will make a difference in years to come:

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We acknowledge with gratitude the following individuals who have committed to leaving a legacy gift to Jewish Family and Child Service. By leaving a legacy gift, they are making a forever-impact on our community. For further information, click here.

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SUMMARIZED OPERATING FINANCIAL STATEMENTS

For the year ended March 31, 2020

REVENUES	2020		2019	
Ontario Ministry of Children Community and Social Services, and Ministry of Health and Long-Term Care	\$ 10,701,567	46%	\$ 10,912,017	48%
UJA Federation of Greater Toronto	\$ 5,092,307	22%	\$ 5,162,644	23%
United Way	\$ 1,765,947	8%	\$ 1,831,395	8%
Direct Donations	\$ 3,800,267	16%	\$ 3,117,976	14%
Claims Conference	\$ 459,430	2%	\$ 272,522	1%
The Regional Municipality of York	\$ 380,584	2%	\$ 487,618	2%
Fees from clients	\$ 264,546	1%	\$ 259,675	1%
Other income	\$ 583,779	3%	\$ 565,564	3%
TOTAL REVENUES	\$ 23,048,427	100%	\$ 22,609,411	100%
EXPENSES				
Salaries and employee benefits	\$ 13,687,213	59%	\$ 13,590,903	60%
Direct financial assistance to clients	\$ 1,756,197	8%	\$ 1,967,800	9%
Direct costs for the care of children	\$ 2,410,438	10%	\$ 2,468,201	11%
Program support	\$ 2,688,193	12%	\$ 2,734,159	12%
Other clients' assistance and beneficiaries	\$ 1,651,717	7%	\$ 1,146,585	5%
Other programs	\$ 594,832	3%	\$ 625,687	3%
Amortization of capital assets	\$ 265,207	1%	\$ 285,966	1%
TOTAL EXPENSES	\$ 23,053,797	100%	\$ 22,819,301	100%
(Deficiency) excess of revenues over expenses for the year	(\$ 5,370)	-0.02%	(\$ 209,890)	-1%

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2019/2020

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Audited Financial Statements including a report by RSM Canada LLP are available at the office of JF&CS.

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