

This Annual Report is a review of the impact and outcomes of Jewish Family & Child's services. Our goals are focused on: Increasing Safety and Security; Improving Mental Health and Wellness; and Reducing the Effects of Poverty.



JF&CS served
15, 407 clients.



Our intake line received 12, 086 calls
from the community for assistance.

JF&CS has significant capacity to collect, analyze and evaluate data from our programs and services. We encourage you to look carefully at the statistics, testimonials and facts on the pages ahead.

We are proud of our accomplishments this past year and we are humbled by the generosity of our donors whose gifts allow us to continue with our vital work *every step of the way*.

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Alan Levine

President, Board of Directors



As I approach the halfway mark of my two-year Board presidency, I am highly encouraged by what the Agency has accomplished in the past year and our prospects for the future.

We are nearing the end of the Strategic Planning Process. This process, which will be completed by year end, will help guide JF&CS through the coming years. The vision that is being crafted will continue to keep JF&CS as the premier social service agency for the Toronto Jewish community. We are also taking this opportunity to provide a long term plan for the governance of the Agency that will ensure "best of class" governance for many years to come.

All social service agencies, including JF&CS, must manage their agencies during a time of budget constraints by our stakeholders and funders and at the same time face greater scrutiny in the form of accountability and transparency from the Agency and the community. We greatly appreciate our core funders, The Government of Ontario, UJA Federation of Greater Toronto and United Way Toronto, and understand their funding pressures. We are proud that we have worked to build stronger relationships with our funders as we grow our level of service in our expanding community under these difficult pressures.

Our expanded efforts in fundraising have helped JF&CS achieve its goals. Beginning on a personal note, I'd like to specifically mention JF&CS' signature event – Jewish Folks Telling Jokes. It's personal because my wife Ellen Levine and my sister Susy Miller were the co-chairs of the event which ran for a second time this past May 2014 at Koerner Hall in Toronto. This hilarious evening of live and filmed Jewish joke-tellers raised more than \$460,000 and had more than 900 guests in attendance. Another notable development in the fundraising area was that JF&CS was honoured to receive a gift of \$1 million from

the remarkably generous Shirley Granovsky. This represents our largest one-time gift to date and is already making a great impact. Ms. Granovsky's donation has allowed us to create and implement The STEP (Striving to End Poverty) Project. Her gift will directly support some of our most vulnerable clients through direct financial assistance, counselling, community partnerships, and advocacy.

The STEP Project is one of the many wonderful new initiatives taking place at JF&CS to take a more proactive role in helping our clients. Another great new initiative is a program started by Felicia Finkelstein and Jodi Rishikof - two passionate social workers at JF&CS. The group, affectionately known as the Just-Us League, is comprised of current and former youth in the care of JF&CS; a 'foster youth group', if you will. Formed in the early part of 2014, this youth group unites teens with shared experiences and offers them opportunities for respite. To date the group has gone to a basketball game, bowling, out for meals, and to JF&CS events as they've arisen. They use the time together to socialize, discuss their living situations, pop culture, and current events and to seek advice from one another. The creation of the group is almost as exciting as the kids themselves.

It has been an honour to serve the community over the last year and a privilege to work with Richard Cummings, the Executive Director, and all the talented and passionate staff of the Agency. I would also like to thank all the Board, committees and volunteers for their dedication and hard work. I look forward to the year ahead and intend to work hard for this great Agency.

Richard L. Cummings, Ph.D

Executive Director



This was a year of accomplishment, opportunity, challenge and change. Our growing community in Toronto and York Region is fortunate to have the support, expertise and resources of Jewish Family & Child to keep us safe, healthy and vital. Jewish Family & Child is well prepared to respond, having successfully built the infrastructure and capacity to ensure that we are able to deliver effective services and support to children, individuals and families in need. Be heartened as you review the information and data contained on these pages. This is a story of client courage and of the transformational contribution of staff and volunteers. This is the narrative of a remarkably caring community.

An important chapter in this compelling narrative was recently completed with our farewell to an outstanding colleague, Wendy Wolfman, who, after more than 24 years of brilliant service and leadership, retired from Jewish Family & Child. Wendy touched and significantly influenced our work in child welfare and woman abuse, in child and adult mental health and across our spectrum of family services. She was absolutely devoted to our Jerome D. Diamond Adolescent Centre and the children and youth we support. Wendy's career at Jewish Family & Child embodied profound commitment, significant expertise and passionate concern for clients of all descriptions. Wendy Wolfman was our Champion of Change. Professionally she was a role model and personally, she remains a dear friend. Thank you Wendy!

It is notable that Jewish Family & Child embarked this year on the development of a new strategic plan. Thus far we have engaged in an analysis of our environment, a review of our organizational values and the identification of strategic challenges. Stakeholders have revealed an increased emphasis on accountability and collaboration.

Staff members have endorsed the four core values of Mutual Accountability, Trust and Collaboration, Learning and Renewal and Care and Resilience. As we endeavour to exercise growing leadership and serve as a community beacon of child and family service, we must attend to these values and to the strength of our organizational culture. We must also work in collaboration, with excellence, and to best effect, with service partners and communities across Toronto and York Region. I look forward, a year from now, to reporting on the launching of our new plan.

Jewish Family & Child's last strategic plan, initiated in 2008, was bold for its vision and compelling for its emphasis on client service, renewal, impact and sustainability. The plan elicited the support of our visionary and supportive Board of Directors, who steward our work with strong governance and devotion. Our strategy ultimately included the reorganization of Agency structure to a mixed practice team model wherein we weave together strands of service into the fabric of effective solutions - solutions that make a measurable difference. As we develop new strategic directions for the Agency, we remain utterly committed to our client-centred, mixed practice model, to high-quality outcomes for clients and to the definitive and collective impact of our efforts. It is our responsibility and our privilege.

INCREASING SAFETY AND SECURITY

SERVICES INCLUDE: WOMAN ABUSE, CHILD PROTECTION, MEN'S ABUSE PREVENTION, FOSTER CARE, KINSHIP SERVICES, ADOPTION

Safety and security is provided to children, individuals and families in need of immediate intervention and support due to abuse and/or neglect. This includes:

- ▶ Women experiencing physical, sexual, and/or psychological abuse by their spouse or partner.
- ▶ Jewish children experiencing abuse and/or neglect in our capacity as a Children's Aid Society as mandated by the Province of Ontario.

Children's Aid Societies work with the community to ensure the safety, well-being and stability of children and youth. Our aim is to prevent abuse and neglect, improve child safety, maintain children's health and wellness and support and strengthen families to better care for children.

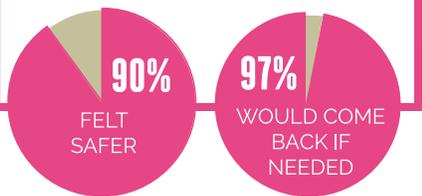


"WHEN I FIRST CAME TO THE AGENCY I WAS JUST OUT OF AN EXTREMELY ABUSIVE RELATIONSHIP. I WAS BARELY SURVIVING FINANCIALLY ON ODSP ALONE, AND MY LIVING CONDITIONS WERE TERRIBLE. TODAY MY LIFE HAS CHANGED ALMOST 180 DEGREES AND I AM WORKING ON A UNIVERSITY DEGREE THAT I HOPE WILL PUT ME IN A POSITION TO ONE DAY INSPIRE AND HELP OTHERS, AS MUCH AS JF&CS HAS HELPED ME. I AM BEYOND GRATEFUL AND THIS AGENCY MAKES ME EXTREMELY PROUD TO BE JEWISH! THANK YOU!"

Jewish Family & Child's Partnering for Success Program (P4S) is based on an innovative model, the primary purpose of which is to keep families together by reducing the incidence of child abuse and neglect. Foster parents, skilled and experienced in parenting and coping strategies, are matched with biological parents and work with them on parenting skills.



Here to Help is a series of counselling groups delivered to women dealing with woman abuse issues and their children who have seen/experienced abuse. JF&CS is proud to be a lead agency in this unique and impactful program in partnership with Catholic Family Services, Flemingdon Neighbourhood Services, Jamaican Canadian Association, North York Women's Shelter and C.O.S.T.I.. 44 women and 64 children were served by Here to Help counselling groups. Since getting help from JF&CS:



THE J IN JF&CS

It is a priority that youth in the care of JF&CS have the opportunity to celebrate a number of Jewish life cycle events, milestones, and holidays including a Sukkah party, a Chanukah party (where they receive toys and/or gift cards from our Drive for Dreidels), and a Passover Model Seder and even Bar/Bat Mitzvot when of age.



"I KNOW THAT MOST PEOPLE WOULDN'T AGREE THAT BEING REMOVED FROM MY BIOLOGICAL PARENTS WAS LUCKY, BUT THEY REALLY HAVE NO IDEA ABOUT LUCK. SOME PEOPLE WIN THE LOTTERY AND SOME GET TO TRAVEL THE WORLD, BUT I GOT OUT. I GOT SAVED. I'M ONE OF THE LUCKIEST PEOPLE I KNOW."

IMPROVING MENTAL HEALTH AND WELLNESS

SERVICES INCLUDE: THE BAGEL CLUB, BEREAVED JEWISH FAMILIES OF ONTARIO, CHAPLAINCY SERVICES, COUNSELLING, FAMILY LIFE EDUCATION AND THE CHANGING FAMILY GROUPS AND WORKSHOPS, THE FAMILY RESOURCE CENTRE, THE FAMILY SUPPORT PROGRAM, THE HOMEWORK CLUB, THE JEROME D. DIAMOND ADOLESCENT CENTRE, THE JEWISH HOSPICE PROGRAM, THE MULTILINGUAL ACCESS PROGRAM (MAP), THE SCHOOL SOCIAL WORK PROGRAM

As a multi-service agency, JF&CS is committed to delivering programs, services, and supports that promote the mental health and wellness of its clients, with a strong emphasis on prevention and early intervention.

A BROAD RANGE OF CLIENT NEEDS AND ISSUES ARE ADDRESSED INCLUDING:



MENTAL HEALTH



PARENTING



MARITAL ISSUES



BEREAVEMENT



SEPARATION & DIVORCE



SOCIAL ISOLATION

"THE SOCIAL WORKERS WHO HAVE BEEN ASSIGNED TO OUR SCHOOL ARE RECEPTIVE TO LISTENING TO TEACHERS' EXPRESS THEIR CONCERNS ABOUT THEIR STUDENTS' WELL-BEING AND TO WORKING COLLABORATIVELY WITH THEM TO PROBLEM-SOLVE VARIOUS SITUATIONS."

The Family Resource Centre (FRC) strengthens families through culturally sensitive, inclusive and accessible programs that provide social support, learning and play opportunities for parents and caregivers and their children (0-5). The FRC seeks to reduce social isolation, improve parenting and caregiving skills, and to increase the healthy development of children. The FRC also provides networking opportunities and referral services and creates partnerships with other agencies and organizations to offer a broad range of community programs and services.

30 People attended over 48 sessions of The Bagel Club (our weekly social group for adults with mental health challenges).

730 Individuals, couples, and families received counselling.

505 Families are members of The Family Resource Centre (FRC) encompassing 758 children.

96 Families were served through our Family Support Program for parents with children who have special needs.

43 Youth received tutoring and assistance through one of our Homework Clubs.

45 Students were enrolled at the JF&CS Jerome D. Diamond Adolescent Centre (JDD).

569 Participants attended 38 psycho-educational, multi-session Jewish Family Life Education and Changing Family groups.

108 Families were guided, comforted and supported through our Jewish Hospice Program.

380 Public school students were supported by our School Social Work Program.

530 Jewish day school students were supported by our School Social Work Program.



THE J IN JF&CS
Café Europa is a program of Jewish Family & Child and the Bernard Betel Centre for Creative Living. It's a monthly lunch and socialization opportunity for Holocaust survivors. This program is made possible by a grant from the Conference on Jewish Material Claims Against Germany, Inc. 275 survivors attended Café Europa every month in 2013/14.

"I PARTICIPATED IN THE EFFECTIVE PARENTING GROUP. IT LEFT ME FEELING MORE CONFIDENT AS A PARENT AND GAVE ME A NUMBER OF TACTICS TO USE THAT I COULD NEVER HAVE COME UP WITH ON MY OWN. MY KIDS ARE TOTALLY RESPONDING!"

REDUCING THE EFFECTS OF POVERTY

SERVICES INCLUDE: SUPPLEMENTARY FINANCIAL ASSISTANCE (MONTHLY, EMERGENCY, ESSENTIAL), THE CAMP SUBSIDY PROGRAM, PASSOVER ASSISTANCE, HOLOCAUST SURVIVORS EMERGENCY FUND, THE ALPHA-OMEGA VOLUNTEER DENTAL PROGRAM, THE JUST A SECOND SHOP, THE HOMELESSNESS PREVENTION PROGRAM, JF&CS/JVS TORONTO JOINT EMPLOYMENT PROGRAM

Poverty is both predictive of and the result of numerous challenges including stress, depression and anxiety, serious mental health issues, substance abuse, poor physical health, physical and developmental disabilities, unstable housing, reduced educational and employment access, and social isolation and stigma. JF&CS provides a comprehensive array of financial and case management services to individuals and families experiencing poverty.

 1,335 Jewish individuals received monthly or emergency financial assistance.

 2,200 visits were made to the Just-A-Second Shop to acquire clothing, accessories and small household items at no cost.

 JF&CS sent 231 children to Jewish day and overnight summer camps.

 564 Survivors received an average amount of \$1,100 each from our Holocaust Survivors Emergency Fund to assist with needs such as dental expenses, medical products and equipment, emergency rent arrears and other emergencies.

"THANK YOU FOR ALL YOUR SUPPORT AT PASSOVER. WITH THE MONEY AND THE HOLIDAY GIFT BOX, JF&CS HAS MADE IT POSSIBLE TO CARRY ON WITH MY FAMILY TRADITIONS AS IT CAN BE EXPENSIVE AND AN ADDED PRESSURE TO MY FINANCIAL SITUATION. THANK YOU FOR CARING."

Homelessness Prevention Program (HPP)
Is delivered by Jewish Family & Child for the areas of Markham, Richmond Hill and Vaughan in the Regional Municipality of York. In 2013/14, JF&CS gave 175 eligible applicants a one-time payment for: rent/mortgage and utilities arrears, first and last month's rent, moving costs and more at an average amount of \$1,980 per client.



2013/14 DONATIONS

ENDOWMENTS

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

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PLANNED GIFTS

We gratefully acknowledge the generosity of our donors who have included Jewish Family & Child in their estate plans.

GIFTS IN KIND

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

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VISIONARIES \$1,000,000+

Shirley Granovsky

PLATINUM LEADERS \$50,000-\$999,999

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JF&CS supports the healthy
 development of individuals, children,
 families, and communities through
 prevention, protection, counselling,
 education and advocacy services,
 within the context of Jewish values.

Jewish Family & Child

SUMMARIZED OPERATING FINANCIAL REPORT

For the year ended March 31, 2014.

REVENUE	2014	2013
	\$	\$
Ontario Ministries of Children and Youth Services, Community and Social Services	9,838,879	9,503,704
UJA Federation of Greater Toronto	5,323,257	5,531,181
United Way	1,952,254	1,958,361
Other Income	2,768,687	1,859,827
Fees from Clients	293,410	257,478
Total Operating Revenue	<u>20,176,487</u>	<u>19,110,587</u>
EXPENDITURES		
Child Welfare Services	8,661,793	8,234,630
Programs and Services (including prevention, outreach, counselling and financial assistance delivery)	8,680,836	8,192,067
Direct Financial Assistance to Clients*	3,087,436	3,081,451
Total Operating Expenditures	<u>20,430,065</u>	<u>19,508,148</u>
Operating Deficit	-253,578	-397,561
Recovery of prior years' Child Welfare Services funding owed	419,879	
Excess of Revenues over Expenses for the year	<u>166,301</u>	<u>-397,561</u>

* Includes camp and Passover assistance and emergency assistance to Holocaust survivors

Audited Financial Statements including a report by Ernst & Young, Chartered Accountants are available at the office of JF&CS. Donors listed in this report range from April 1, 2013 – March 31, 2014

OUR FUNDERS

Ontario Ministry of Children and Youth Services
Ontario Ministry of Community and Social Services
UJA Federation of Greater Toronto
United Way Toronto
United Way of York Region
The Conference on Jewish Material Claims Against Germany Inc.



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