

“JCS Values...”

inclusivity

tikkun olam

lay leaders

independence

human dignity

staff

ethics

community

volunteers



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2010 - 2011**

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In this, our third year of operation as the consolidated human services agency of THE ASSOCIATED, Jewish Community Services undertook the challenge of articulating what we VALUE as an organization.

This process, involving all of our JCS board and staff members, required us to think deeply about what we hold most dear as the principles that guide us. Our new Values Statement represents our promise to the community. In our service delivery, in our policies, and in our decision-making, we pledge that these values will remain uppermost in our minds and will be reflected in all of our actions.

This year has continued to be a challenging one. Though there are some encouraging signs of economic improvement, this is not yet the reality for many. The number of people seeking help in finding jobs and those needing financial assistance has remained steady. The continued strain on families has shown itself in increasing numbers of those needing counseling. Our rapidly growing senior population has continued to need more services and support. This year, JCS launched a Geriatric Care Management Program to provide comprehensive assessment and professional advice and support to families dealing with aging loved ones.

Also this year, JCS leveraged ASSOCIATED funding to acquire \$2.2 million in grant and special funding. JCS became a United Way Impact Partner this year and also received additional dollars from state and local government.

Plans have begun to build an addition onto the Rosenbloom Owings Mills Jewish Community Center to provide space for a JCS office. This new facility will enable JCS to have two anchor locations from which to deliver our full range of services to the community.

This year, as each year, WE VALUE YOU, our community, our lay leaders, our volunteers, our donors, our staff. Without each of you, JCS could not achieve our goal of helping to build a stronger community.



Nancy Kohn Rabin
President



Barbara Levy Gradet
Executive Director

Mission

Through the programs and services of Jewish Community Services, families and individuals will be supported in meeting basic needs for economic sufficiency; in living independently; in achieving mental health and competence; and in feeling supported by and connected to the Jewish community in ways that are meaningful to them.

Values

As a Jewish human services agency that serves both the Jewish community and the general community, we commit ourselves to:

Preserving human dignity by demonstrating compassion and empathy in all of our interactions, by respecting the unique qualities of every person, and by treating everyone in a sensitive and non-judgmental manner.

Practicing tikkun olam by providing the highest quality services to those who seek support and assistance, by enriching lives through applying our professional knowledge and expertise, and by engaging members of the community to assist in our mission.

Promoting independence by fully engaging those we serve to participate in the helping process and by empowering people to make their own choices and find their own pathways to living productive and meaningful lives.

Ensuring compliance with the highest professional and business ethics by strictly adhering to confidentiality standards, by being fiscally responsible and fully accountable for stewardship of the resources with which we are entrusted.

Fostering inclusivity by focusing on what unites us as human beings, by collaborating with other organizations to enhance services, and by welcoming the unique gifts that everyone brings to achieving our mission.

Mental Health Services

JCS professionals help people address depression, anxiety, mood disorders, and other mental health issues to improve and maintain their quality of life.

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| Therapy Clients* | 1,386 |
| Therapy Visits | 13,291 |
| Psychiatry Clients* | 519 |
| Psychiatric Visits | 1,769 |
| Psychiatric Rehabilitation (PRP) Clients* | 42 |
| PRP Visits | 1,585 |

Special Needs Services

JCS provides a wide array of services for people with developmental disabilities and their families. Services are designed to help individuals with special needs grow, learn, work and participate fully in community life.

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| ALU Residents* | 24 |
| Supported Living Clients* | 113 |

* Figures represent total served for the 12 month period, unduplicated within program.

Bob,* age 70, came to JCS a few months after his wife Hannah* died unexpectedly. He said he “did not know what to do by himself or for himself” as he had been married to Hannah for so many years. Through working with his JCS counselor, he came to understand the “universal” stages of grief, and that he was not alone in his pain. He also benefitted from the support of other individuals in the JCS bereavement group to which he was referred.

Over time Bob was able to become more independent and assume some of the household roles previously managed by his wife. Although hesitant at first, he was proud of himself for expanding his “comfort zone,” and achieved a more rewarding relationship with family members as a result. Bob knows that he will always miss Hannah, and that a part of him will always grieve for her. However, he has also come to the realization that he still can continue to live – and can make a rewarding and pleasurable life – without her.

* Names have been changed to protect confidentiality.

Jody*, a 42-year-old divorced mother of two, was referred to JCS from a residential addiction treatment program. Jody is a recovering alcoholic who was on the verge of becoming homeless as she was running out of money to pay her bills. Her ex-husband has been attempting to take full custody of their children, leaving Jody with no parental rights. Jody was connected to a JCS Service Coordinator who arranged for emergency financial assistance to help her meet her basic needs, as well as a JCS Career Coach who could provide job search assistance. Jody began attending the JCS Career Services Jumpstart program and started to meet new people. As she was able to see “the sun beyond the trees,” she began to reenergize herself and became more hopeful about her future.

Through Career Services, Jody received help in updating her resume and attended several career development workshops. Through this process, Jody became more focused and job ready. Jody has a business degree from a local university, but she needed her Career Coach to help her to see her potential. She began sending out cover letters and resumes and was invited for interviews. As the result of learning how to market her skills, she recently secured a full-time position with benefits. Jody is now planning to move out of the residential treatment program and find a place to live. Her children will then be able to visit and be with her more often. She continues to attend AA meetings regularly and states that she has never been clearer and more hopeful.

* Name has been changed to protect confidentiality.

Service Coordination

JCS Service Coordination is designed to help individuals stay healthy, live as independently as possible, and remain connected to the community. JCS works with adults, families, seniors, caregivers and New Americans to identify needs and access resources in the Jewish community and beyond.

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| Service Coordination Clients* | 1,442 |
| HIAS Arrivals* | 21 |

Financial Assistance

JCS provides safety net services, such as financial assistance and the Jewish Community Food Fund, to help individuals and families with limited means meet expenses for basic needs such as food, shelter, utilities and home care.

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| Recipient Families* | 621 |
| Recipient Individuals* | 1,600 |

Career Services

JCS Career Services is dedicated to helping individuals find and maintain employment, and achieve success in their businesses. Experienced professional coaches help people in their chosen field, or assist them in building a new career or business. Career Services is also a valuable resource for employers.

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| Clients* | 1,492 |
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* Figures represent total served for the 12 month period, unduplicated within program.

Access Services

JCS Access Services provides an easily accessible entry way for the community to obtain JCS services – through phone or email, or in person.

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| Triage/Information and Referral Contacts | 9,579 |
| Clinical Intakes | 770 |
| JOIN for Teens/Teen Contacts | 2,340 |
| Schools and Camps | |
| Student/Camper Contacts | 301 |
| Parent/Teacher/Administrator Contacts | 281 |

Prevention Education

JCS offers educational and outreach programs to raise awareness about substance use, abuse, addiction, the spread of HIV/AIDS, and other risky behaviors.

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|------------------------------|--------|
| Community Programs | 250 |
| Program Participant Contacts | 11,200 |

Volunteer Services

JCS provides and supports meaningful volunteer opportunities for hundreds of community members each year, through programs such as Jewish Big Brother Big Sister, client support services, Jewish prisoner visitation services, Centerpieces for Tzedakah, and pro bono legal, dental and financial services.

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|--|--------|
| Volunteer Hours of Service | 15,385 |
| Jewish Big Brother Big Sister Matches* | 117 |
| Jewish Legal Services Clients | 99 |
| Mitzvah Mobility Requests Met | 1,358 |

* Figures represent total served for the 12 month period, unduplicated within program.

After a JCS Prevention Education class on “The Face of Addiction,” a student shared that she had been abusing Oxycotin for some time. She was currently seeing a counselor, but told the JCS Health Educator that she was so glad she was there for the program because she could really relate and it helped her to see that there is a way out. A JCS speaker, who is in recovery himself, was part of the program that day. His sharing of his own story of recovery inspired this student to commit to going to 12-step support meetings, which, in addition to her work with her therapist, would help in her struggles staying drug free.

Sam*, a seven-year-old boy, was referred to Jewish Big Brother Big Sister after the untimely death of his father. Sam’s mother felt that he needed a positive male role model who could provide stability and companionship as he grew. A Volunteer Coordinator for the Jewish Big Brother Big Sister program matched Sam with Ben*, who, at the time, was 29-years-old and single. Sam and Ben just celebrated the four-year anniversary of their match. They get together several times a month for outdoor activities, movies, football games, meals and just “hanging out.” Ben recently told the Volunteer Coordinator that Sam shared with him an uncomfortable bullying situation that he had been subjected to at school. After this conversation, Ben received an email from Sam that said, “Thank you so much. I feel completely comfortable talking with you about anything.” Ben’s response was: “What more can a Big Brother ask for than a comment like that?”

* Names have been changed to protect confidentiality.

Contributors

Jewish Community Services is grateful to all of the contributors who make vital services to the community possible.

For a complete list of donors from May 1, 2010 to April 30, 2011, please visit our website, www.jcsbaltimore.org/donors.

JCS also thanks those donors who have asked to remain anonymous.

Summary Financial Statement

FY 2011 Actual/Estimated

| INCOME | |
|--|-------------------|
| Client and Contract Fees | 1,514,742 |
| Public Income | 2,476,404 |
| Grants from Outside Local Jewish Community | 597,619 |
| Grants from Inside Local Jewish Community | 1,308,514 |
| JCS Special Funds | 138,182 |
| ASSOCIATED Allocation | 6,490,000 |
| Total Income | 12,525,461 |

| EXPENSES | |
|--|-------------------|
| Professional Program Staff | 4,044,825 |
| Direct Care Staff | 1,066,702 |
| Administrative Staff | 1,640,507 |
| Total Staff Salaries | 6,752,034 |
| Fringe Benefits | 1,755,529 |
| Total Staff Compensations | 8,507,563 |
| Financial Assistance | 1,403,438 |
| Residential and Support Services for Special Needs Clients | 677,664 |
| Other Direct Client Services | 246,311 |
| Administrative/Occupancy | 1,274,681 |
| Total Expenses | 12,109,657 |

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|--|----------------|
| Gross Change To Fund Balance | 415,804 |
| Reserve for FY 2012 Financial Assistance | 300,000 |
| Net Change To Fund Balance | 115,804 |

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Jewish Community Services

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