

CARING FOR THE WHOLE COMMUNITY

2015 ANNUAL
REPORT



Professional Counseling and
Community Services



COMPASSIONATE EXPERTS



“My work connects me with my own traditions. Helping people discover their strengths and problem-solving abilities in a safe and respectful atmosphere is a way of celebrating my Jewishness. I feel I’m helping to heal the world one person or family at a time.”

Suzanne Bloomfield, LMFT, Senior Therapist



“My job gives me a tremendous amount of satisfaction. I am able to help families navigate through new and often difficult life transitions and allow them to feel empowered with the decisions they make. I enjoy forming meaningful relationships with my clients and their families. They have a lifetime of experience and I learn something new every day.”

Pamela Heiman, MD, Care Manager, JFCS’s Select Care Managers



“Working with our clients is a calling. People who experience things that are beyond their ability to cope have a lot of pain and often they have no hope. I work together with each of my clients so that each can ‘write his or her own emancipation proclamation’ and live in ways not dictated by past trauma.”

Andy Ross, MA, LPC, Clinical Supervisor

JFCS of Southern Arizona’s expert behavioral health care and social services are integrated, collaborative, convenient, and guided by the Jewish traditions of healing the world (tikkun olam), with loving kindness (chesed) through just and charitable deeds (tzedakah).



*“Our clients come from **all faiths and beliefs, age groups, and economic backgrounds.** We meet their needs while showing respect for beliefs, choices, values and differences.”*

Carlos Hernández, President & CEO, MA, LCSW, CPHQ, JFCS of Southern Arizona

COUNSELING SERVICES

On-site counseling for people of all ages

We provide expert individual, group and family therapy in two locations (central, northwest) for people who are insured, under-insured, and uninsured.

Counseling for trauma and violence victims

As trauma specialists, we deliver expert therapeutic services for children and adults who are victims of abuse, domestic violence and other crimes.

Crisis counseling for first responders

We provide confidential, timely and affordable care for fire, police, dispatch and emergency medical service personnel and their family members.

Counseling for domestic violence victims

We have two programs that offer intensive therapy and counseling for adults who are victims of domestic violence and other crimes. One program serves the whole community. Another program, LEAH, serves Jewish women and families affected by domestic violence. Both programs include education, advocacy, and information and referral.

Support for cancer survivors

We empower Jewish women through the CHAI Circle to be active and informed cancer survivors by providing education, mentoring, socialization, spirituality and support.

Off-site support services

Our clinical and community services teams work together with schools, medical practices, synagogues and other nonprofits to bring services into the community.



These photos are stock photos and do not depict actual clients.

THE PEOPLE WE SERVE

“Peggy” is a **79-year-old widow** who came to JFCS with depression and anxiety related to ongoing conflicts with her two adult sons. “Through talk therapy and EMDR (Eye Movement Desensitization Reprocessing), I realized the underlying cause of my issues: unresolved loss, grief and decades-old shame,” she says. After eight months of therapy, she now enjoys her life with improved coping skills and newly developed awareness and insight.

“Juan” is a **32-year-old first responder** who called JFCS for many reasons: marital distress, anger, physical health problems, depression, anxiety and parenting struggles. Through insight-oriented therapy “I traced the cause to stressors in my job, including traumatic events that I overlooked and didn’t think to talk about at first,” he says. JFCS provides a safe, off-campus, and out-of-the-chain-of-command environment for fire fighters, police officers, dispatch and ambulance staff, and their families to explore these issues.

“Shristi and Heena” are **six and nine-year-old siblings from Nepal** who lived in a refugee camp under horrid conditions. They endured daily beatings, had to search for food and water, and witnessed their infant sister die. The girls came to the U.S. to live with their parents, but were removed from their home due to their parents’ developmental disabilities. In therapy, they worked on trusting adults, processing grief and loss, and adjusting to American culture.

“JFCS did wonders for me and my family. My husband was diagnosed with amyotrophic lateral sclerosis and our world came to a stop. JFCS stepped up and helped us get through his illness and death. They have provided counseling for my boys and me to deal with our grief. The greatest moment was when JFCS arranged to have my son meet his idol Henry Winkler at a JFCS fundraising event. This is an organization that truly cares for its clients.”

Beth Abelson Gentle

COMMUNITY SERVICES

Care management

Through SelectCare, we help seniors and the people who care for them 1) prioritize needs, 2) set up care plans, services and referrals, and 3) manage multiple providers.

Home medical equipment

We provide new manual wheelchairs, walkers, canes, crutches, home safety equipment and other medical in-home use devices to people with a financial need through our HoME program.

Guardianship

We oversee and make decisions for medical, psychological, and all important lifestyle needs for clients with developmental disabilities.

Support for Holocaust Survivors

We provide case management, home care, financial assistance and social opportunities for Holocaust Survivors in Southern Arizona.

Jewish emergency financial assistance

We help Jewish individuals and families in need with necessary expenses, including food cards, bus passes, and short term financial assistance to avoid eviction, utility shut off and more.

Jewish connections for seniors

Through Jewish Elder Access, we connect Jewish seniors with the local Jewish community, home services, transportation, professional services and more.



These photos are stock photos and do not depict actual clients.

THE PEOPLE WE SERVE

A therapist from a local school district called the HoME program for **7th grade student "Javier,"** who needed a new wheelchair. He has spinal muscular atrophy, and the wheelchair he was using needed significant repairs; the family didn't have the resources to repair or replace it. "HoME helped pay for a new wheelchair and I am now getting around school and home more easily," he says.

"Bob and Sue" came to the attention of JFCS's Jewish Elder Access program when their neighbor called to say the couple was in real trouble and had no one to help them. **"Bob and Sue" are in their 80s** and live in a rural location with few services. They are on a limited income, and both have health issues that restrict what they can do. "We appreciate JEA's help in cleaning and restoring order in our home, which has created a much safer environment," said "Sue." JEA program staff remain in touch with them.

"Nina, Ed and Stephanie" are a young family having a hard time. "Our strong marriage and JFCS helped us get through breast cancer treatment and my husband's demotion at work," says "Nina." Through the JFCS Jewish Emergency Financial Assistance program, the family had help paying for food, bus fare and utility bills. They also were supported through JFCS's Matza & More and Mitzvah Magic programs. Nina now has a clean bill of health and Ed has a new job.

"JFCS has been so helpful to my family. My father-in-law has been a client for five years and they have done, and continue to do, so much for him. JFCS programs for Holocaust survivors and other elderly people are incredible and all their employees are so dedicated to serving them. They go above and beyond every single day to make sure their clients receive what they need. I am truly grateful for JFCS."

Olga Chausovskaya

JFCS IN THE COMMUNITY



Five of the 36 Survivors featured in the book “To Tell Our Stories: Holocaust Survivors of Southern Arizona” read portions of their personal stories at the **first JFCS Book Event** in 2015 at the Jewish Community Center. *Pictured: Survivor Boris Nayshtut and JFCS Holocaust Survivor Program Manager Raisa Moroz.*

Social Venture Partners selected JFCS to participate in their **Fast Pitch Program**. JFCS Human Resources Director Katie Handley received incredible training in how to tell the JFCS First Responders Program story effectively. *Pictured: Katie (center) with Fast Pitch mentors Carol Tornow, The Tornow Partnership (left) and Kelly Wiehe, Tucson Museum of Art and Historic Block. Photo credit: Mark A. Martinez, Special Event Photography*



JFCS staff participated in **dozens of community health fairs, conferences and trainings** to include Victim Services Volunteer Training and First Responder Training courtesy of the Greater Tucson Fire Foundation.

JFCS, in collaboration with University of Arizona Center on Aging, presented the 2015 **Mel Sherman Institute on Mental Health Lecture Series**. These free Friday afternoon talks about healthy aging were made possible through the generosity of Irving Silverman in honor of his dear friend of blessed memory Mel Sherman (*pictured*).



AN AGENCY WITHOUT WALLS

In addition to providing counseling and community services in two JFCS locations, the agency provides services in other locations throughout the community.

Emerge! Center Against Domestic Abuse

JFCS therapist Karla Diaz, LPC, is onsite at Emerge! each week to work with their clients using Eye Movement Desensitization and Reprocessing (EMDR). This psychotherapy treatment can alleviate the distress associated with traumatic memories.



New Pueblo Medicine

Providers at this internal medicine practice and patient-centered medical home understand the link among chronic disease, the aging process and depression. They have integrated community-based behavioral health services into their menu of services and JFCS is an onsite partner in the care of their patients.

Synagogues & Therapists Are Responding (STAR)

Working with Tucson Rabbis through the STAR program, JFCS staff is collaborating with local synagogues on a series of workshops/discussions related to raising children, healthy relationships and other family matters. Rabbis refer to JFCS to provide counseling services to the Jewish community.

Tucson Hebrew Academy

JFCS therapist Felicia Cohen, LCSW, is onsite at Tucson Hebrew Academy four days each week, working as the school's counselor. She works with students, parents and teachers to facilitate discussion and resolve behavioral issues.

As the years pass, I continue to find it an honor to work with those who seek an understanding of health and well-being while working together in a clinical therapeutic process. I am always grateful for the opportunity to help others live their lives fully, regardless of their present or past circumstances. In this journey with my clients, I continue to grow and evolve both professionally and personally."

Jacque Kaplan, MSW, LCSW, Clinical Supervisor. Jacque supervises the THA, Synagogue, New Pueblo Medicine and Emerge! programs.

GENEROUS INDIVIDUALS

We are grateful for the hundreds of donors who make hope and healing possible for people who seek help from JFCS. We've highlighted a few of these remarkable people here.



A Legacy of Generosity

Irene Sarver passed away in 2015. In March 1980, she and her husband Jack established the Gary I. Sarver Counseling Center at JFCS of Southern Arizona. When Jack passed away shortly after that, the name was changed to the Jack J. and Gary I. Sarver Counseling Center. When Irene was honored in 1995, she said “Jewish Family and Children’s Services is very important to me...The agency helps so many people in so many ways, not only economically, but socially and mentally.” In the early 1960s when the Sarver family arrived from Flint, Michigan, Irene became a board member and volunteered in various capacities for more than 50 years. “Although my mother is no longer here, she would still be proud of all the wonderful things the agency does and will continue to do,” said her daughter Betty Anne Sarver.



A Culture of Excellence

In 2015, Michelle Rubin and Sam Mordka graciously gave a generous gift to the JFCS Fund for Excellence in honor and memory of their parents, Gail and Maurice Mordka (pictured). The gift allowed JFCS to purchase and implement a state-of-the-art client management system that includes medical records, quality management, demographic tracking, etc. that builds on JFCS’s culture of excellence. This gift and the technology that it covers will impact thousands of JFCS families, children and adults for years to come in their path to peace and stability. This simple-but-generous act honors and perpetuates the memory of their parents and the importance that JFCS has for Gail and Maurice.



Inspired Leadership

Jerry and Thelma Nathanson’s commitment to the Local Emergency Assistance Fund established in 2008 by the Jewish Federation of Southern Arizona is inspiring. Their continuous generosity, combined with the help of many other community donors, has translated to funding for the Jewish Emergency Financial Assistance (JEFA) program at JFCS that supports Jewish families facing financial challenges. The Nathanson’s example of Tzedakah and Chesed is a model to all who want to change so many fragile lives for the better. JFCS is grateful to the Federation and for the support of donors like Jerry and Thelma who help us to serve and provide aid to so many Jewish people in Tucson.

ORGANIZATIONAL GIFTS & GRANTS

Jewish Organizations

JFCS is a beneficiary agency of the Jewish Federation of Southern Arizona, which, together with the Jewish Community Foundation of Southern Arizona and other Jewish organizations, provides ongoing support for the mission of JFCS, including the Matza & More and Mitzvah Magic programs. The shared commitment to Tikkum Olam (building a better world) is demonstrated by our joint efforts to build, together, a strong, viable Jewish community.

- Chabad on River
 Chabad of Oro Valley
 Chabad at University of Arizona
 Congregation Bet Shalom
 Beth Shalom Temple Center
 Congregation Anshei Israel
 Congregation Chaverim
 Congregation Chofetz Chayim
 Congregation Eshel Avraham
 Congregation M’kor Hayim
 Congregation Or Chadash
 Congregation Young Israel
 Hadassah
- Handmaker Jewish Services
 Hebrew Free Loan
 Association of Tucson
 Hillel Foundation
 Institute for Judaic Services & Studies at Saddlebrooke
 Jewish Community Foundation of Southern Arizona
 Jewish Federation of Southern Arizona
 Kol Simchah
 Secular Humanist Jewish Circle
 Temple Emanu-El
 Tucson Jewish Community Center

Government

Significant grants from our government partners have expanded the footprint of JFCS in Southern Arizona. Our staff can now reach more people in need, including victims of trauma resulting from crime, and people of all ages who need, but can’t afford, home medical equipment.

- Pima County
 Arizona Department of Public Safety
- Arizona Governor’s Office of Children, Youth and Families

LEGACY GIVING

Planned gifts can provide important financial benefits to you and are an enduring legacy of your concern for our community. We hope you will consider including JFCS of Southern Arizona in your estate plan, which can be as simple as naming the organization in your will. Legacy gifts build long-term stability at JFCS so that generations to come can continue to benefit from your kindness and generosity.

Foundations, Endowments, Philanthropic Funds & Trusts

These partners included JFCS of Southern Arizona among their charitable recipients. We appreciate the organizations and the generous people who established them to facilitate their interests in helping vulnerable people in Southern Arizona get the help they need.

- Aetna Foundation
 Martin S. and Bette R. Amster Endowment Fund
 The Benevity Community Impact Fund
 Rachel Bloomfield Remembrance Foundation
 Community Foundation for Southern Arizona
 Deb-Bar Philanthropic Fund
 Diamond Foundation
 Fidelity Charitable Gift Fund
 The Foundation for Jewish Philanthropies
 The Gordon Foundation
 Greater Tucson Fire Foundation
 Morris A. Hazan Family Foundation
 Jewish Community Foundation of Southern Arizona
 Kitay Family Foundation
 The Claire Livesey Trust
- Margolis Foundation
 Marshall Foundation
 Medtronic Foundation
 Maurice & Gail Mordka Endowment Fund
 Joseph & Jean Myerson Family Endowment Fund
 Donald Pitt Family Foundation
 The Isaac & Leah M. Potts Foundation, Inc.
 Shaol & Evelyn Pozez Endowment Fund
 Irene Sarver Philanthropic Fund
 Schwab Charitable Fund
 Vanguard Charitable
 Ira Waldbaum Family Foundation
 Emanuel & Anna Weinstein Foundation
 The Zuckerman Family Foundation

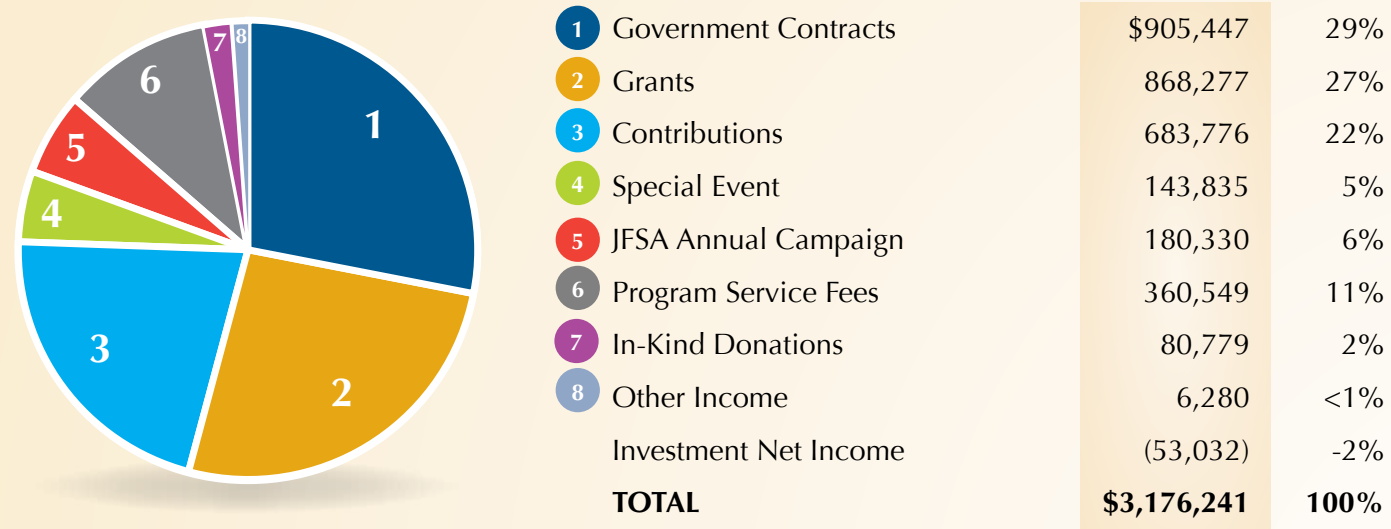
Businesses & Other Organizations

Support from these organizations comes in the form of grants, in-kind services, discounts and gift cards, and sponsorship of the Celebration of Caring event hosted by JFCS each year. We appreciate the collaboration with the business community and other organizations. Our clients benefit from their generous help.

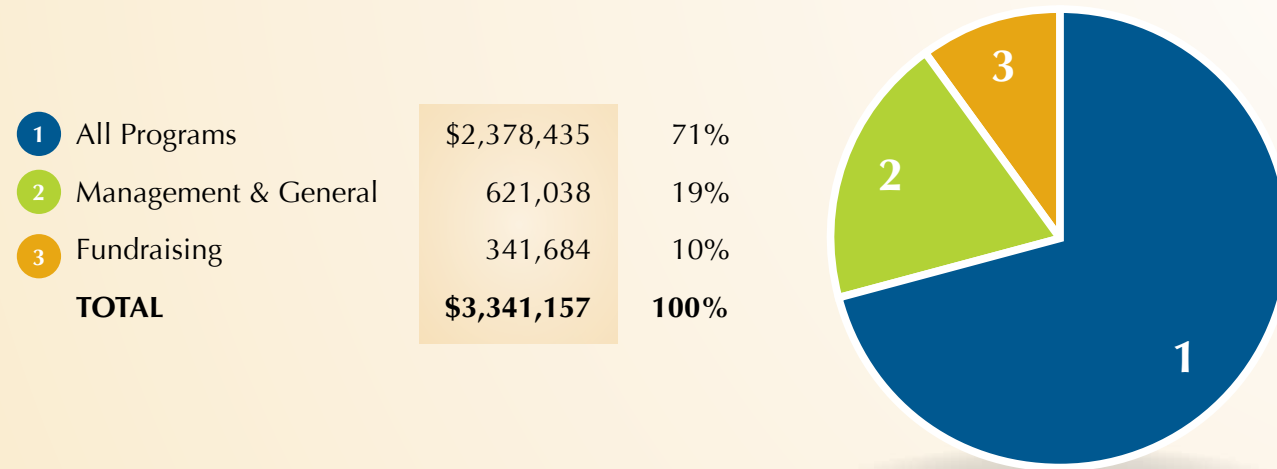
- Allegra Print & Imaging
 Alliance Bank of Arizona
 Arizona Hearing Specialists
 BeachFleischman PC
 Beyond Bread
 Blue Cross Blue Shield of Arizona
 Canyon Ranch Resort & Spa
 Caring Senior Service
 Century Theatres Park Place 20
 Charitable Adult Rides & Services, Inc.
 The Jim Click Automotive Team
 Community Food Bank of Southern Arizona
 Community Partnership of Southern Arizona
 Costco Wholesale-North
 Desert Rose Heather Cremation & Burial/Dignity Memorial
 Eglin & Bresler Architects, P.C.
 Evergreen Mortuary Cemetery & Crematory
 Fennemore Craig
 Fruchthendler & Company
 Fry’s Food & Drug
 Illuminations
- Jewish Federation of Southern Arizona
 Med Tech Tools for Mature Living
 Merrill Lynch Wealth Management
 Mesch Clark & Rothschild
 Nordstrom Group
 Raytheon Charitable Giving
 Safeway, Inc.
 Sheftel & Associates Dermatology
 Simply Bits, LLC
 Sinfonia HealthCare Corporation
 Snell & Wilmer, LLP
 Truist
 Tucson Board of Rabbis
 Tucson Charity Bridge Club, Inc.
 Tucson Lifestyle Magazine
 Tuller Trophy & Awards
 Udall Law Firm
 United Way Nationwide
 United Way of Tucson & Southern Arizona
 Verde Villas Homeowners Association
 The Westin La Paloma Resort & Spa

2015 FINANCIALS

REVENUE FROM OPERATIONS



OPERATING EXPENSES



Expenses exceeded revenue during the fiscal year as JFCS developed the infrastructure to meet the growing demand for professional counseling services. Total Jewish Federation of Southern Arizona support is \$376,320 and is represented in two categories above: JFSA Annual Campaign and a portion of Grants.

Full audited financial information is available from JFCS of Southern Arizona upon request.

2015 FINANCIALS

STATEMENTS OF FINANCIAL POSITION

September 30, 2015 and 2014

	ASSETS	
	2014	2015
Current assets:		
Cash and cash equivalents	\$ 157,064	\$ 256,309
Accounts receivable, net	91,873	104,322
Client receivables, net	44,688	18,858
Pledges receivable	16,360	32,530
Other current assets	37,554	36,266
Total current assets	347,539	448,285
Restricted cash held for others	13,434	23,150
Investments, restricted	1,399,325	1,506,766
Property and equipment, net	975,144	860,244
	\$ 2,735,442	\$ 2,838,445

LIABILITIES AND NET ASSETS		
Current liabilities:		
Note payable, bank	\$ 11,000	\$ 19,000
Current portion of long-term debt	22,617	—
Accounts payable	87,213	77,582
Accrued wages and vacation	147,462	119,565
Accrued expenses and other liabilities	19,849	6,633
Deferred revenue	19,161	20,432
Total current liabilities	307,302	243,212
Custodial liabilities	13,434	23,150
Long-term debt, net of current portion	7,539	—
	328,275	266,362
Commitments and contingencies		
Net assets:		
Unrestricted:		
Undesignated	(6,343)	109,292
Invested in property and equipment	944,988	860,244
	938,645	969,536
Temporarily restricted	152,524	286,549
Permanently restricted	1,315,998	1,315,998
	2,407,167	2,572,083
	\$ 2,735,442	\$ 2,838,445

SERVING THE WHOLE COMMUNITY & THE JEWISH COMMUNITY

STAFF LEADERSHIP TEAM

2015

Carlos A. Hernández,
MA, LCSW, CPHQ,
President and CEO

Michael E. Blimes,
Vice President for
Philanthropy,
Marketing &
Communications

Robyn Dafoe,
Vice President,
Clinical Services

Pattie Martin, M.Ed.,
Vice President,
Community Services

Katherine Handley,
Director of Human
Resources

Barbara Kennedy,
Controller

2016

Carlos A. Hernández,
MA, LCSW, CPHQ,
President and CEO

Michael E. Blimes,
Vice President for
Philanthropy,
Marketing &
Communications

Robyn Dafoe,
Vice President,
Clinical Services

Pattie Martin, M.Ed.,
Vice President,
Community Services

Monika L. Radford,
Human Resources
Manager



Nationally, a report of child abuse or neglect is made every 10 seconds and statistics show that more than 700,000 victims of child maltreatment occur every year. National statistics also reveal that 1 in every 4 women experiences some form of domestic violence.

Here at JFCS, the number of therapists and space dedicated to professional counseling services has grown to meet the need. Counseling clients come from all faiths and belief systems and we have, for

example, more than **doubled** our services to all child and adult victims of psychological trauma. This expansion required an expanded infrastructure to meet the growing demand.

Our Jewish Emergency Financial Assistance, Matza and More, and Mitzvah Magic programs also help families who need help in other ways. Through the Jewish Elder Access Program, we help hundreds of Jewish seniors find the resources they need, and our Holocaust Survivors Program continues to care for more than 80 survivors of the *Shoah*.

We know, without a doubt, that many want to talk with their Rabbis about problems at home, so we have **tripled** our outreach to synagogues, working together with Rabbis to bring counseling and psycho-educational programs on-site at the synagogues.

We are helping Jewish women who have survived cancer through our Cancer, Healing and Inspiration program (CHAI Circle) and we are serving the children and families at Tucson Hebrew Academy with an on-site therapist.

Our services for Jewish people are critical, our services for the both the Jewish community and the wider community are top notch. I invite you to join our donors, board and staff in ensuring that JFCS of Southern Arizona continues to make a big difference in the lives of vulnerable people in Southern Arizona. Together, we offer hope and healing.

– CEO Carlos Hernández, President & CEO, JFCS of Southern Arizona

BOARD OF DIRECTORS

2015

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Fred Fruchthendler

Chair Elect

Mike Holmes

Secretary

Barbara Befferman Danes

Treasurer

Max Cohen

Immediate Past Chair

Jill Rosenzweig

DIRECTORS

Rabbi Stephanie Aaron

Janet Belkin

Ken Goodman

Jaime Gutierrez

Mike McKendrick

Nancy Robertson

Pamela Sorock, LMSW

DIRECTOR FOR LIFE

Irene Sarver, of blessed memory

HONORARY LIFE MEMBERS

Marsha Cohen

Jeffrey Katz

Ruth Kolker

Fern Marmis

2016

OFFICERS

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Fred Fruchthendler

Chair Elect

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Jill Rosenzweig

DIRECTORS

Rabbi Stephanie Aaron

Heather Caine

Susan Garber

Ken Goodman

Mike McKendrick

Eric Mellan

Pamela Sorock, LMSW

Bobby Verenna

Deborah Yoklic



“In 2013 the Board of Directors envisioned a “virtual agency” without walls and a culture of excellence that translated to JFCS being the “Agency of Choice” in the community and the “Employer of Choice” for professionals working in the behavioral health and community services.

I have been fortunate enough to follow Jill Rosenzweig—a great and passionate leader—as Board Chair. Our board has demonstrated creative, strategic thinking that enabled JFCS to recruit a leadership team to embrace our vision. They are transforming JFCS to ensure that clients receive the finest services in the region.

JFCS President and CEO Carlos Hernández and I could not be effective without the support and commitment of our Board of Directors, our senior leaders and all of the caring and committed staff and volunteers that embrace our mission every day. It is my honor to serve as their Board Chair and to support our mission.”

Fred Fruchthendler, Chair
JFCS Board of Directors



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