



2021
Annual Report

Board of Directors and Leadership Staff

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James Gierke, Chair-Elect

Deborah Yoklic, Treasurer

Rita Silverberg, Secretary

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Alma Hernández

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Carlos A. Hernández, DSW, LCSW, CPHQ, President & CEO

Andrea M. Ballard, MBA, Chief Operating Officer

Melissa Zimmerman, LMSW, CCTP, BHP, Vice President of Clinical Services

Kimberly Bourret, CPA, MAcc, Director of Finance

Christian Hirwa, Refugee Resettlement Services Program Manager

Jessica E. Mattix, MA, ABD, Director of Marketing and Communications

Jacqueline Moreno, Divorce Recovery Program Coordinator

Vicki Moses, Ph.D., Director of Development

Hillary Power, M. Ed, CPHQ, Director of Quality Management, Compliance, and Program Evaluation

Kara Wiesmann, LBSW, CFSW, Director of Older Adult & Community Services

To the Community

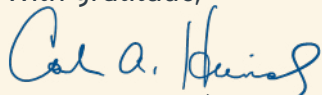
As we reflect on the last couple of years, we are heartened by the resilience of the community we have served for eighty years. With the pandemic interrupting operations across the globe, we acted quickly to protect our clients and staff by transitioning to remote services. Within a week of the first reported case of COVID-19 in Tucson, we were providing counseling and community services using telehealth technology. Telehealth sessions allowed vulnerable people to continue services safely.

The pandemic increased the need for mental health and community services, especially given the effects of oppression on people of color, Jewish, and other minorities. COVID-19 left many who were already at risk for financial crises unemployed, underemployed, or facing medical costs. Paired with rising costs of housing and food, many in our community struggled to make ends meet. To address this need, we expanded our Emergency Financial Assistance and mobilized our staff to deliver vital resources to the front door of the homes of our clients. Through these efforts, we addressed both the financial need for food and supplies and the inability of medically vulnerable people to shop on their own, especially since this type of assistance was not widely available at the onset of the pandemic. We also identified another need – one for holistic financial support. This led to developing our Financial Wellness program that integrates case management, curriculum-based learning, experiential activities, and group classes. We use our expertise in case management and a person-centered approach to improve financial well-being for low-income people from all backgrounds.

Even as the challenges of a global crisis loomed over us, we prioritized agency growth through additional programs that align with our mission. Successes include our merger with Divorce Recovery, a program that supports adults going through divorce or separation and their children through support groups. Further, we launched an ambitious plan to re-establish Refugee Resettlement Services in response to the global refugee crisis. Thanks to these efforts, we now have five different refugee resettlement services and plan to serve hundreds more in the coming years, a path that is allowing us to serve immigrants from Ukraine as well.

Despite the challenges we face on personal, community, and global scales, we remain steadfast in our mission of healing the world with loving-kindness. We are inspired by the goodness we encounter every day in the community, whether this is clients progressing in their goals, staff going above and beyond through the services they provide, or community members who support our work. Reflecting on the successes and growth we experience at JFCS despite the challenges we face as a community makes us energized to continue to improve lives in southern Arizona moving forward.

With gratitude,



Carlos A. Hernández, DSW, LCSW, CPHQ
President & CEO



Ken Goodman
Chair, Board of Directors

Counseling and Mental Health



“I am a 49-year-old, single mother with 3 children and have a full-time job. I came to Project Safe Place counseling since I have been struggling with managing stress and coping with past triggers relating to my ex-husband. Working with JFCS over the last year, I have been able to utilize coping strategies, reduce stress, and advocate for myself. I will keep working with my therapist to further my progress and improve my abilities to cope with triggers.”

Our licensed clinicians provide counseling services to address mental health concerns for people from all backgrounds and ages.

- Individual, couple, and family counseling
- Play therapy
- Teletherapy
- Group therapy and support groups
- Training and psychoeducational workshops



2021 FISCAL YEAR:



1,700+

CLIENTS
SERVED



22,900+

HOURS OF
COUNSELING



78%

OF CLIENTS WERE
LOW-INCOME

Older Adult Services



“Due to my recent vertigo diagnosis, I was at risk of falling but I could not afford home safety equipment. After a bad fall in the bathroom, I reached out to JFCS. Durable Medical Equipment paid for bathroom grab bars, and JEA was able to pay for their installation. I am very happy with the help I received from JFCS and have had no falling incidents in the bathroom since then!”

Our Older Adult Services provide a range of services to those in need.

- Care management
- Case management
- Services for Holocaust Survivors
- Ethical Wills
- Durable medical equipment
- Companionship
- Fiduciary Services



2021 FISCAL YEAR:



772

OLDER ADULTS
SERVED



27%

OF AGENCY CLIENTS
WERE OLDER ADULTS



10,000+

SERVICES PROVIDED
TO OLDER ADULTS

Jewish Programs



“The Mitzvah Magic program offered us sustenance and hope while I and my children have gone through the most difficult season of our lives. The Mitzvah Magic gift cards helped me purchase an interview outfit and a couple of sale items to wear to work. Our circle’s goodwill and generosity made me feel confidence that helped me get hired to a new position. I cannot say enough wonderful things about our experience with JFCS and how the support of JFCS literally changed our lives in such a fundamental way.”

Our Jewish Programs provide a range of services to Jewish individuals in need.

- Jewish Elder Access
- Holiday Programs
- Trusted Advisors Program
- Jewish Emergency Financial Assistance
- Services for Holocaust Survivors
- CHAI Circle cancer support group
- LEAH support group for victims of domestic violence
- Counseling for children and families at the Tucson Hebrew Academy
- Synagogue services



2021 FISCAL YEAR:



5,699

SERVICES PROVIDED
TO JEWISH
INDIVIDUALS



670+

JEWISH
INDIVIDUALS
SERVED



68,809

HOURS OF HOMECARE
FOR HOLOCAUST
SURVIVORS PROVIDED

Divorce Recovery



“Divorce Recovery is extremely valuable. The balance of time usage for open sharing, learning information, and sharing through exercises created a great learning environment. Thanks for offering this service and support that has improved my life during this difficult time.”

Divorce Recovery is volunteer-run support groups for adults and families experiencing a divorce or separation.

- Divorce Recovery I and Divorce Recovery II weekly group sessions
- Children of Divorce and Changing Families Support Groups
- Financial First Aid
- Education for Life



2021 FISCAL YEAR:



52

ADULTS AND
CHILDREN
SERVED



65

SUPPORT
GROUP
SESSIONS



102

VOLUNTEER
HOURS

Financial Wellness



“I was able to complete the financial wellness curriculum while also being the only caregiver of two adult children with disabilities. During the program, I identified ways I could decrease expenses and increase my family’s income while working from home. I taught one of my children the same skills I was learning regarding banking and finances, and together we found a way my adult child could gain possible employment. Financial Wellness really improved our stability and opportunities.”

Financial Wellness programming offers case management, direct assistance, and financial literacy resources to holistically improve financial outlooks.

- Rent / Mortgage Assistance
- Utility Assistance
- Grocery Shopping Assistance
- Financial Wellness and Coaching



2021 FISCAL YEAR:



\$256,830

IN RENTAL,
GROCERY, AND
UTILITY ASSISTANCE



45%

OF ASSISTANCE
WENT TO JEWISH
INDIVIDUALS



36

HOURS OF COACHING
PROVIDED IN FIRST
QUARTER OF FINANCIAL
WELLNESS PROGRAM

Child Abuse and Neglect Prevention



“Thanks to working with JFCS on coping skills, I have been able to be more present in my children’s lives. Now, I have knowledge of community resources that can be of help to me in the future during times of stress, crisis, or hardship. With the help of my Family Connections staff, I was able to access counseling, daycare, financial assistance, and legal aid. The support led to a better quality of life for me and my children.”

Our child abuse and neglect prevention programs for children and families use a change-focused intervention to improve the wellbeing of children and families.

- In-Home Behavioral Intervention for families involved
- Curriculum-based parenting skills and coaching for parents involved with the Department of Child Safety
- On-site therapy for children aged birth to five years old and parents involved with Family Drug Court



2021 FISCAL YEAR:



384

AT-RISK CHILDREN
REFERRED



175

FAMILIES
SERVED

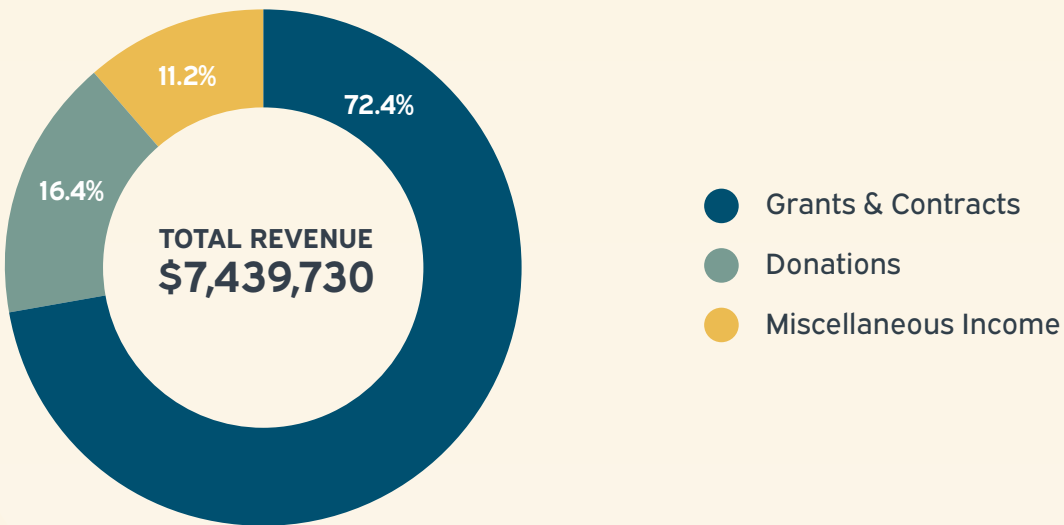


3,470

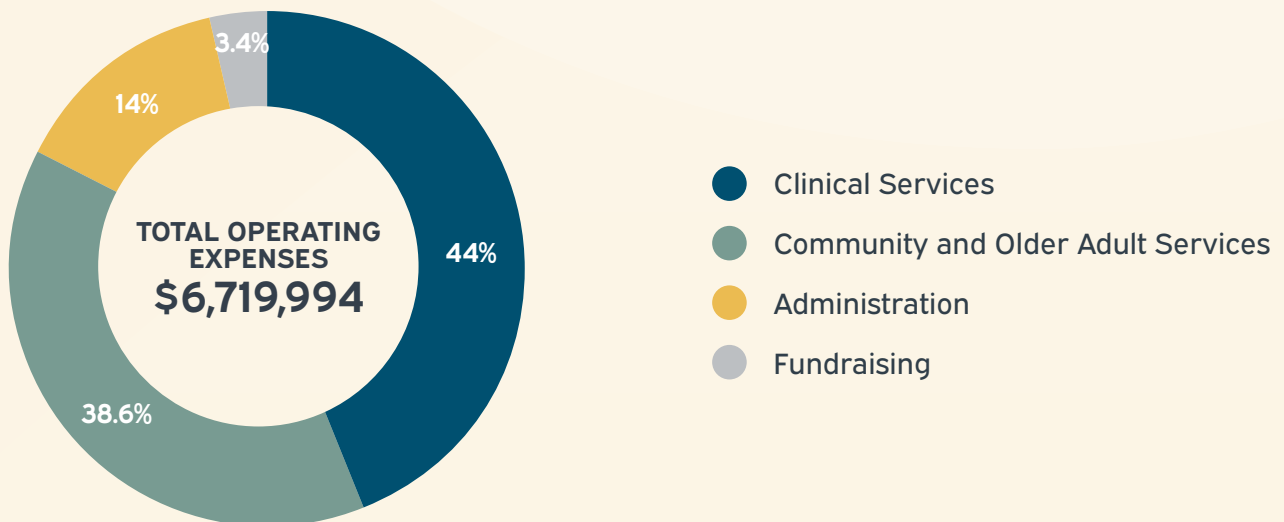
HOME
VISITS

Fiscal Year 2021

Sources of Support / Revenue

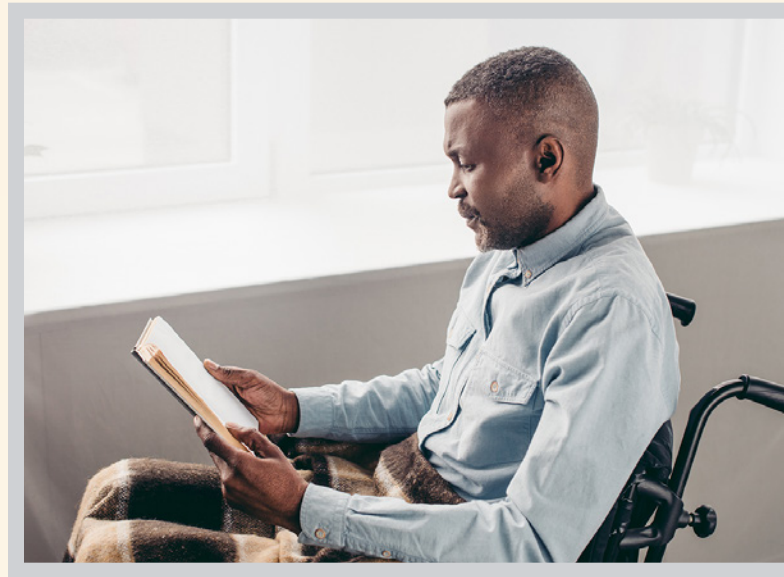


Operating Expenses



Our Vision

We aspire to have a community in which all families and individuals are empowered, self-sufficient, capable of overcoming challenges, contribute to the community, and feel respected and valued.



Our Mission

We are a non-profit agency that provides quality social and behavioral health services to the Jewish and greater Tucson community. We help people of any religion or ethnic origin meet their full potential by restoring their well-being, cultivating self-sufficiency and strengthening family life.

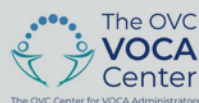
Our Values

We consistently strive to meet the needs of our clients while showing respect for their beliefs, choices, values and differences. We are guided by the Jewish traditions of healing the world (tikkun olam) with loving kindness (chesed) through just and charitable deeds (tzedakah).





Thank you to our partners for making our work possible.



(520) 795-0300

4301 E. 5th St., Tucson, Arizona 85711

jfcstucson.org