



ANNUAL REPORT
2008 - 2009

About Jewish Community Services

Each year, more than 35,000 people – regardless of race, religion or ethnic background – benefit from our trained, caring professionals. JCS, the largest Jewish social service agency in South Florida, provides critical help in the community, such as delivering meals and emergency funds to frail seniors so they can stay in their own homes; counseling families in crisis; and teaching basic job skills to developmentally disabled adults. Although each individual's circumstance is different, JCS is a lifeline for all.

An important part of that lifeline is JCS Access, the comprehensive information and referral service that directs callers to the community agency, government program or emergency assistance resource they need. To find out how JCS Access can assist you, call 305.576.6550.



A Year of Challenge. A Year of Transition.

How will we look back on 2009? From restructuring of global financial institutions to skyrocketing unemployment rolls, the recession has drastically impacted the way we do business... and the way we live.

Few entities or individuals have remained immune to these fiscal upheavals. Social service agencies, such as Jewish Community Services, are now in the center of the resulting economic storm. Because federal and local funding agencies have drastically reduced their allocations, we have been forced to re-examine the scope of our services to those who traditionally turn to JCS in times of need.

We are also facing a significant downturn in philanthropic giving, as are other non-profit organizations, because many long-standing donors are not able to maintain previous levels of support.

At the same time, however, JCS is responding to an ever-increasing number of people who depend on us for some of life's basic necessities. Their plight may vary from extended unemployment or increasing infirmity to deterioration of the family unit. But the results are the same: there is not enough money to put food on the table, pay the rent, or adequately care for a frail family member.

In the past 12 months, for example, the number of Holocaust survivors seeking assistance from JCS has increased 15 percent while visits to the Community Kosher Food Bank have increased by a substantial 20 percent. JCS responded by expanding the hours of the Food Bank's operation.

Because the past year has been filled with unparalleled challenges, JCS has sought to strengthen our ability to respond. We have reenergized our Board of Directors and senior administrative team with new leadership, creative ideas and increased enthusiasm.

The Board and administration are overcoming these daunting financial challenges with an aggressive approach to financial oversight, tempered by conservative management. We have streamlined some programs, which has resulted in considerable cost savings while ensuring that the delivery of services and the quality of those services remains constant.

We are also developing additional ways to broaden our base of generous supporters in order to help offset critical funding shortfalls.

Setting the example for support in the community has been our long-standing partner, the Greater Miami Jewish Federation, whose invaluable contributions – both of essential funds and insightful counsel – have enabled JCS to sustain itself during these tough financial times.

For 90 years, Jewish Community Services and its predecessor agencies have served the people of Miami-Dade County. During that time, our country and South Florida have faced many crises. There will be other crises in the future. However, with a commitment that remains steadfast and the ongoing support of the community, JCS will weather the storm and continue to be a lifeline to all.



Joy Spill
Board Chair



Fred Stock
President/CEO

JCS: Meeting Challenges. Providing Options.

The tradition continues. Throughout this period of uncertainty, JCS staff has honored their commitment to the people of South Florida with competence and compassion.

Some highlights of the past year:

Serving Seniors

- Older adults at JCS senior centers and meal sites participated in JCS' EnhanceFitness program designed to improve their overall functional fitness and well-being, thanks to an \$83,700 award from the Health Foundation of South Florida.
- Seniors in need, living in previously under-served areas of Miami-Dade, received emergency financial assistance, home-delivered meals or lunch at congregate meal sites with the help of a \$150,000 grant from the American Recovery and Reinvestment Act (ARRA).
- The Senior Ride program arranged nearly 60,000 rides for seniors throughout Miami-Dade who need transportation to physician's offices, senior centers and other appointments, thanks to a new grant awarded to JCS by the Florida Department of Transportation.
- Residents of Pointe East Condominium, a community for those over the age of 55 in Northeast Dade, enjoyed nutritional lunchtime meals at JCS' sixth and newest meal site. This latest addition to JCS' array of services for seniors provides approximately 75-80 meals a day.
- Over 400 Holocaust Survivors in Miami-Dade County benefited from 75,000 hours of assistance with home care as well as case management services and also received financial aid thanks to JCS' Holocaust Survivor Support Services.
- JCS provided nearly 275,000 meals to seniors at JCS' congregate meals sites or in their homes through Meals on Wheels and Senior Meals Congregate Dining programs.

Serving Families, Children & Youth

- Fifty newly-arrived families from Argentina, Venezuela, Brazil and other countries received supportive services, employment and case management assistance through JCS' Latin American Migration Program.
- Access staff's Information and Referral Services assisted more than 20,000 telephone callers with their questions and concerns about community services and programs.
- Twenty-two low-income Miami-Dade students were able to afford college due, in part, to \$87,000 in funds from the Jewish Educational Loan Fund (JELF) which is administered by JCS.



JCS: Meeting Challenges. Providing Options.



Serving Families, Children & Youth (continued from last page)

- Throughout the year, more than 500 adults and children were given supplemental food packages provided by the Community Kosher Food Bank.
- More than 500 homeless and near-homeless individuals received employment assistance through JCS' Day Labor, Permanent Job, and Short-Term Vocational Training programs.

Signature Events

- More than 250 guests attended JCS Shalom Bayit's Singer/Songwriter Competition, on May 21st, at Miami-Beach's Lincoln Theatre. The event benefited survivors of domestic abuse and helped raise public awareness about this issue.
- The Sixth Annual Lapciuc Reception Dinner commemorated JCS' *Milk & Honey* food distribution campaign, in which 400 food baskets were delivered to homebound seniors and others in need for the Jewish New Year. Another 1,000 food baskets were delivered as part of JCS' *Matzah, Mitzvah and More* in time for Passover.

JCS Programs

Although each program is described in just a few words, the comprehensive array of JCS services is far reaching and continues to have a beneficial, lasting impact on all those in need.

Academic Support Services for Youth

Care management services for at-risk youth ages 16-25, which includes short-term academic training in order to pursue a General Education Diploma (GED) or a High School Diploma, as well as college preparatory courses.

Addiction Treatment

Offering expert counseling for individuals with addictions to drugs, alcohol, sex, food or gambling. In addition, assessments and individual and group counseling are provided for those charged with DUI who are referred from the Miami-Dade court system. Psychiatric evaluations and medication reviews are conducted as needed.

Adult Day Care Centers

The Seymour Gelber Adult Day Care Center, a state-licensed facility operating in partnership with Miami-Dade County, provides an array of programs designed to keep clients stimulated and actively engaged under nursing supervision in a safe and nurturing environment. Services include recreational activities, nutritious meals, and assistance with medication administration and personal hygiene, as well as respite for caregivers.

The Miami Beach Senior Center Adult Day Care is a warm, nurturing and supportive environment that provides respite for caregivers and enables elders to maintain meaningful lives while remaining in their own homes. This state-licensed program includes nursing supervision, transportation, kosher meals and a full complement of therapeutic social and recreational activities. In addition, outreach recreation programs for active seniors are located at several sites on Miami Beach and throughout North Dade.

Adult Day Training for Individuals with Developmental Disabilities

Vocational professionals help clients, at a supervised work center environment, participate in meaningful employment activities in order for them to achieve their highest level of self-sufficiency in community settings.

Career Guidance and Employment Assistance

JCS employment counselors assist recent college graduates and adults by offering guidance in effective networking, résumé preparation and interview techniques, as well as helping with their job search.

Care Management

Care management is an effective approach to managing clients with multiple issues who can benefit from more than one of the services provided by JCS or other professionals. Care managers assess, plan, implement, coordinate, monitor and evaluate the many options and services required to meet the client's health and human service needs. JCS has programs for adults of all ages, including for individuals with mental illness or developmental disabilities who require coordinated at-home services.

Children's Psycho-Educational and Intervention Services

Children three through 18 and their families meet with professional counselors to address issues such as failure in school, truancy, behavioral problems, legal problems and mental health concerns. Intervention services, which help parents identify emerging problems with drug or alcohol abuse, gambling addictions and how to keep children safe on the internet, are available at Jewish Day Schools, Miami-Dade County Public Schools and other community sites.

JCS Programs (cont.)

Community Kosher Food Bank

The only food bank in South Florida that those who observe Jewish dietary laws can turn to in times of hardship, it supplies food items and other daily necessities. Clients 'shop' during specially-arranged, confidential appointments that help ensure privacy and maintain dignity. In addition, everyone who visits the Food Bank meets with a JCS professional who performs a comprehensive evaluation to assess the family's overall needs, which might include employment counseling or mental health services.

Consultation and Community Education

JCS speakers give presentations to corporations, business and civic groups on a host of timely subjects, including stress reduction, parenting issues and mental health topics. In addition, JCS offers continuing education credits, as authorized by the State of Florida and the American Psychological Association.

Counseling for Children, Individuals, Couples, Families and Groups

Professional counseling encompasses the full range of traditional psycho-dynamic and cognitive behavioral therapy offered across the age spectrum, from young children to the frail elderly. Master's-level clinicians help individuals, couples, families and groups address the stresses and challenges they face and assist them in functioning at their optimal capacity. Programs include:

- Addiction services
- Bereavement counseling and support groups
- Counseling for gay/lesbian/bisexual/transgender/questioning clients and their families
- Court-mandated programs (i.e. Driving Under the Influence)



- Domestic abuse prevention
- In-home counseling services for frail elderly
- Services for at-risk adolescents
- Trauma recovery and post-traumatic stress disorder therapy

Crisis Intervention

For those who have experienced a traumatic event – such as a violent crime, death of a loved one, disaster, job loss or custody battle – crisis intervention can be critical to restoring and maintaining good mental health. Experienced clinicians are available to provide timely therapy and support during scheduled appointments, as well as on an emergency basis.

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JCS Programs (cont.)

Domestic Violence Prevention (Shalom Bayit)

The Shalom Bayit (Peace in the Home) program provides information, support, care and guidance for survivors of domestic abuse. Survivors can turn to the program for a full spectrum of confidential support services, including short-term stays in designated shelters, limited financial help, daycare, job training and placement, and pro bono legal and medical services.

Emergency Financial Assistance

Through the Federal Emergency Management Agency (FEMA), JCS can make emergency cash available for food and shelter to individuals or families in crisis.

Employment Services for the Deaf and Hard of Hearing

For hearing impaired individuals, this program offers an array of services to help them find and keep a job. Skilled sign language counselors conduct work assessments, on-the-job training and job placements. The program also includes education and onsite support for employers who hire the deaf and hard of hearing.

Employment Services for the Homeless

Provides day labor training, employment services, short-term vocational training and short-term assistance to homeless residents of Miami-Dade County who are living at emergency and transitional housing facilities.

Gay/Lesbian/Bisexual/Transgender & Questioning Specialized Services

GLBTQ individuals benefit from specialized counseling programs. Therapy is conducted on an individual or group basis to address problems and issues related to sexual orientation in a comfortable and confidential setting.



Holocaust Survivor Support Services

Care management, in-office and at-home counseling, emergency services and subsidized home health care are provided to survivors of the Holocaust, who often have unique psychological, social and financial needs. Using the special skills and knowledge they have to effectively serve this population, JCS staff also assist Holocaust survivors in the pursuit of remaining Holocaust Era insurance claims as well as the recovery of assets from European settlement funds, bank accounts and pensions.

Home Care Services (Masada)

Masada Home Care, Inc. delivers quality, comprehensive services designed to meet the needs of older adults living in Miami-Dade. As a licensed home care agency, Masada provides home health aides and CNAs to help seniors remain in their own homes and living independently. Services include personal care, respite, live-ins, homemaker assistance, companions and daily living

JCS Programs (cont.)

support. In addition, Masada is qualified to submit insurance claims for clients and bill third-party providers on behalf of clients served. *(License # 299991163)*

Homeless Prevention

Low- and moderate-income individuals in danger of becoming homeless receive assistance through this program, which provides employment assistance and care management services, as well as short-term supportive help through transportation subsidies, clothing allowances and food vouchers.

Homemaker & Companion Services

This service matches clients with appropriate and reputable home care aides, homemakers and trained companions who provide quality in-home assistance to seniors. Duties performed include light housework, meal preparation and escorting clients to doctor's appointments or the supermarket. The Homemaker and Companion Service can also provide live-in companions for elderly clients. *(License # 5858)*

Jewish Educational Loan Fund for College-Bound (JELF)

JCS arranges for interest-free educational loans through JELF for eligible low-income individuals.

Lifetime Assistance Program (LAP)

A care management program designed to help coordinate and provide services for frail seniors or disabled adults who have a caregiver, regardless of whether the caregiver lives out of town or resides in the area. Clients receive all the assistance they need to remain living at home, such as meals on wheels, adult day care, home care and homemaker help. LAP is an invaluable resource that provides peace of mind to family members.

Meals on Wheels (Kosher & Non-Kosher)

This senior meal delivery program annually provides approximately 180,000 home delivered meals – both kosher and non-kosher – to the elderly. An important component of JCS' commitment to helping seniors remain in their own homes, these nutritious meals are delivered to more than 1,000 home-bound recipients across Miami-Dade and Broward counties.

Personal Emergency Response System (PERS)

PERS is an at-home emergency response system that helps seniors and other at-risk individuals get assistance quickly during a sudden emergency. When an emergency occurs, the press of a button alerts a 24-hour monitoring center which links to local police, fire and rescue personnel. Among the unique features of this service are personalized installation and follow-up, remote testing of the equipment on a daily basis, and a key securely hidden in a lock box to prevent emergency responders from having to break down the door.

Psychological and Psychiatric Evaluation/ Medication Management

JCS clinicians offer this crucial component of effective mental health treatment by making referrals, if clinically indicated, to psychologists for testing and to psychiatrists for evaluation and medication review.

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JCS Programs (cont.)

Refugee Resettlement and Immigration Services

Recent arrivals to the United States can find critically-needed help at JCS, such as care management, English for Speakers of Other Languages (ESOL) classes, employment and resettlement services. Culturally diverse, multi-lingual staff conduct support groups and provide assistance acclimating to our culture. In addition, the Latin American Migration Program (LAMP) staff assess and assist recent Latin American immigrants in accessing community services and programs, schools and jobs.

School-Based Abuse and Violence Prevention (Helping Hands, Not Hurting Hands)

JCS' master's-level mental health professionals offer this program in Miami-Dade schools and community centers to provide instruction on health education, life skills and working with others in productive, non-violent ways.

Senior Meals Congregate Dining Program (Kosher)

Through this program, kosher meals are distributed at six community-based congregate dining facilities – on Miami Beach, North Miami Beach and in South Dade – to those age 60 and older who meet program criteria. In addition to serving nutritionally balanced food, the congregate dining program offers a friendly environment that promotes socialization and recreation. Most sites participate in the recreation and wellness programs operated by the Miami Beach Senior Center and offer excellent health benefits to the participants.

Senior Ride Transportation Program

Within a service area comprised of Miami Beach and North Miami Beach, Senior Ride provides wheelchair-accessible transportation services for those 60 and older who are unable to use public transportation. Primary destination points are congregate meal sites, senior centers, doctors' offices, hospitals and grocery stores.

Shopping Assistance Service

Trained shoppers meet with homebound seniors who are unable to leave their homes or shop without assistance. The shoppers receive a list of what is needed, purchase the requested items – such as food, medication and other essentials for daily living – and put the purchases away upon their return.



Supported Employment

Individuals with developmental disabilities receive on-the-job assistance, such as counseling, travel training and job coaching, in order to obtain and maintain employment at local businesses.

Volunteer Opportunities in the Community (Two's Company)

Screened and trained volunteers are matched with adults 60 and over who are receiving care management services through JCS. These volunteers serve as friendly visitors and stay in touch via a telephone reassurance program, in addition to providing companionship, socialization and escort assistance.

JCS Programs (cont.)

Wellness & Recreation Programs

Under the auspices of the Miami Beach Senior Center, these programs, which are offered at various sites in Miami Beach and throughout North Dade, are prevention oriented and focus on health maintenance. Classes such as Tai Chi, Enhance Fitness, Yoga, Line Dancing and Book Reviews provide opportunities for seniors to engage socially while maintaining wellness and staying active and mobile. Also offered is a Special Events program which provides group access to entertainment events throughout the community.

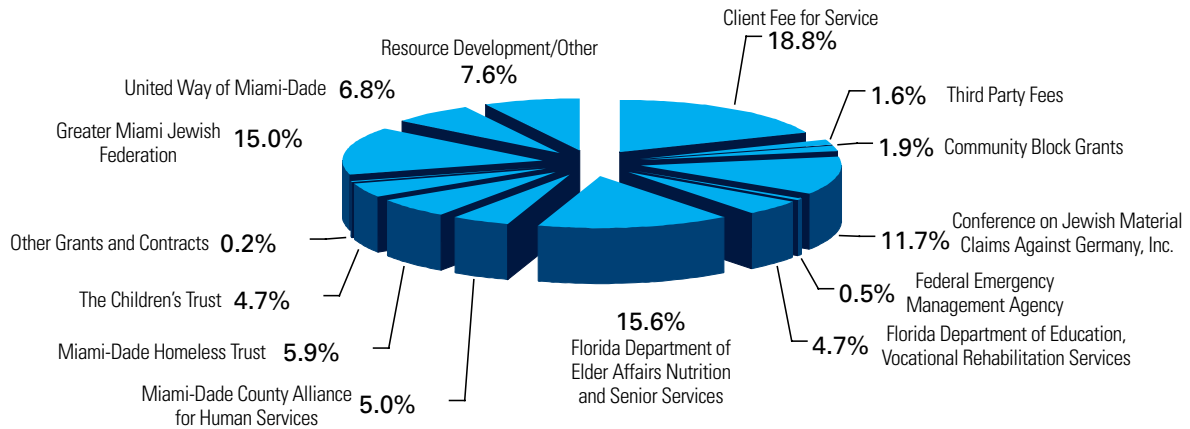
Youth Aide Mentoring Initiative (YAMI)

This program pairs at-risk girls attending elementary and middle schools with senior high school students who serve as mentors and assist the younger students in the development of personal decision-making and relationship-building skills.



Financials

Revenue



Expenses

Description	Dollars (Thousands)
OPERATING EXPENSES:	
Rehabilitation and Employment Services	\$ 702
Adult Day Training for Individuals with Disabilities	165
Aid to Holocaust Survivors	1,850
Counseling and Case Management	3,507
Community Kosher Food Bank	343
Senior Meals	2,164
Homeless Day Labor	1,110
Home Healthcare Services	2,297
Information and Access Services	301
Senior Day Care & Support Services	301
Other	417
TOTAL OPERATING AND OTHER EXPENSES	13,157
Administration	2,895
TOTAL EXPENSES	\$16,052

**Jewish Community Services of South Florida
2008-2009**

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Jewish Community Services is accredited by:
CARF: The Rehabilitation Accreditation Commission for Employment Services
COA: The Council on Accreditation of Services for Families and Children, Inc.

Jewish Community Services of South Florida, Inc. is a 501(c)(3) organization.

Federal Identification number is 59-0637867. A copy of the official registration and financial information may be obtained from the Division of Consumer Services by calling toll-free within the State 800-435-7352. Registration does not imply endorsement, approval, or recommendation by the State. Registration #SC00196.

JCS is a beneficiary agency of the Greater Miami Jewish Federation and an impact partner of United Way of Miami-Dade.

JCS gratefully acknowledges the financial support of the Conference on Jewish Material Claims Against Germany, Inc.



Our Mission

Jewish Community Services of South Florida will provide exemplary social services in South Florida on behalf of the Jewish Community which promote the quality of life and the maximum achievement of potential within that community and the community as a whole.

Our Vision

Jewish Community Services of South Florida will be recognized as the leading provider of innovative services and programs that address existing and emerging social service needs.

Our Core Values

Jewish Community Services of South Florida will help develop individual self-sufficiency through a continuum of services that are culturally sensitive, accessible and integrated. Jewish Community Services of South Florida is committed to:

- Provide services within the context of Jewish ethics and values
- Secure collaborative partnerships
- Be responsive to consumer needs and advocate on their behalf
- Be financially sound
- Offer the highest quality service
- Maintain a high level of accountability
- Be identified as the primary social service resource to the Jewish community



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