



An abused

mother of three discovers her talent for business and creates a story of independence and success. A student emerges from years of social and academic struggles and writes a story of accomplishment and hope. A young man in prison for life renounces his violent past and tells a tale of connecting with his Jewish roots.

As you read these brief anecdotes, all based on actual cases*, remember that your generous support of Jewish Family & Child, UJA Federation and United Way has a real impact. We have helped these people and so many others turn the page and begin a new chapter in the stories of their lives. With the support of the Ontario government, our community, our donors and our funders, the children and adults we serve will continue to create inspiring tales of courage, of perseverance and determination, of hope and success.

*names and other identifying details have been changed

The great sage Rabbi Tarfon said, "It is not your obligation to complete the task, but neither are you at liberty to desist from it." The task of tikkun olam, the healing of our world, is a daunting one, but each of us must do our part. We acknowledge and thank the many generous donors, listed in these pages, who have engaged in the work of tikkun olam with us.

Our sincere thanks to the many Jewish Family & Child Members and other donors of gifts up to \$124, donors of goods and services, those who wish to remain anonymous, and others who support our work, whose names do not appear in this listing.

This is a list of financial donations only, made between January 1, 2008 and July 31, 2009. Every effort has been made to ensure proper recognition of each donor; we apologize for any errors or omissions.

PLANNED GIFTS

We gratefully acknowledge the generosity of the following, who have included Jewish Family & Child in their estate plans:

Fay Ehrenreich z'l
Robert & Maxine Fish
Garry & Joanne Foster
Myer Lukofsky z'l
Linda Somers
Harvey Wolfe z'l

ENDOWMENTS

Our sages taught, "It is not what one says, but rather what one does, that makes all the difference in the world." We acknowledge with gratitude the following endowments that have been established with Jewish Family & Child. Some endowments are already making a difference; others will contribute to tikkun olam, the healing of our world, in years to come. We also acknowledge the donors who have chosen not to have their endowments included in this report.

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FROM THE EXECUTIVE DIRECTOR

The client stories you will read in this annual report represent the narrative of our community; a story of courage and heart. This year at Jewish Family & Child we have ascended to peaks of extraordinary success. We have also navigated dark valleys of hardship, strife and challenge with our clients as they endeavour to carry on through unprecedented difficult times. At the end of the day there is no question that our work makes a huge difference in the lives of our clients and the strength of our community. This is uplifting and indeed inspiring – the stories reflect this.

The economy has had a significant effect in the GTA and we are stretching to be there for our clients as the Agency itself struggles to make ends meet. Critically important services and supports that Jewish Family & Child provides to our community are in greater demand than ever. Intake statistics reflect significant increases in the number and complexity of service requests across all dimensions of service; notably including those that address the safety and security of the community and contribute to financial stability and sustainability.

Now, more than ever we must make every effort to ensure that Jewish Family & Child is a beacon of excellence and compassion for the Jewish and general communities, exercising leadership in addressing the imperatives of safety and healthy development. Strategic change at JF&CS represents a significant tribute to our long and rich history. We honour that history through our ongoing effort to foster a new dimension of quality and vitality.

As we end the first decade of the 21st Century, our vision for Jewish Family & Child is of a dynamic environment that honours its mission through best practice, evaluation and research, training, challenge and change. Our impact is effectively measured, felt and communicated. All stakeholders are treated respectfully and effectively. We ensure a consistently high level of staff commitment and skill development. We do our utmost to ensure that services are client centred and that programs communicate

seamlessly. These are aspirations, but they are also imperatives.

It is exciting to anticipate the Agency's move to a new home for its Central offices. More than one hundred staff members will be moving into new quarters at the Lipa Green Centre. The newly constructed first floor and part of the second floor of the Centre will be dedicated space for JF&CS clients and staff. The vision, leadership and generosity of UJA Federation are powerfully reflected in this wonderful initiative. A welcoming and respectful environment will greet our clients. Staff will work in an environment that dignifies and honours their professionalism. This endeavour represents a wonderful expression of our community's commitment to social justice and to addressing the needs of the vulnerable. It also reflects the achievement of our leadership at UJA Federation and JF&CS in forging an ever-strengthening partnership – a partnership that strengthens the community and makes a difference where it is needed more than ever.

The client stories contained in this Annual Report are the inspiration and foundation of the enormous efforts of our volunteers and staff. These are tough times but they are also heartening times. I work with an amazing group of professionals at JF&CS representing all categories and levels of administration and service. I am proud to be their colleague and I thank them for their contribution.

And what a magnificent response we have seen in the commitment and leadership of Rick Orzy and our Board of Directors! As he completes his term as President I want to express my regard and appreciation for Rick's remarkable skill and his tireless commitment and determination. The Board's accomplishments represent the best of leadership and have left Jewish Family & Child with a strength and momentum which is admirable under any circumstance and frankly remarkable, given the challenges we face.

I thank our clients, staff, funders, donors and Board of Directors for ensuring that the story of Jewish Family & Child is a success story.



Richard Cummings
 RICHARD CUMMINGS
 EXECUTIVE DIRECTOR

FROM THE PRESIDENT

As you read this Annual Report, you may feel you're getting mixed signals. On the one hand, the task facing Jewish Family & Child is daunting and the needs and demands are greater than ever; and of course the funding is grossly inadequate. Still, through the herculean efforts of our dedicated staff and volunteers, we continue to serve a great many of the needs of the community more efficiently and very effectively. JF&CS is truly the premier social service agency in the Jewish community, but it is seriously underfunded.

On the other hand, we ended the March/09 fiscal year with a lower than forecasted operating deficit of approximately \$250,000 and an offsetting (one-time) property sale gain. Does this therefore mean that everything is relatively well financially for JF&CS? Absolutely not! First, our fiscal year was already half over before the economic crisis truly hit. The increased demand for child welfare and our other social services related to the current economic conditions did not really begin to build until the last quarter. In addition, through a lot of hard work by many people, we were able to secure one-time additional funding from two of our largest funders, the Ontario Government and UJA Federation, which helped to reduce the operating deficit. The bottom line, however, is that this Agency currently faces very significant financial pressure, particularly on the child welfare side. Ontario Government funding has not kept pace with costs (even costs that Government controls and approves) and we are projecting a very significant funding deficiency (seven figures) during this fiscal year, a very large percentage of which relates to our child welfare services. This Provincial Government has not met its duty to the children.

Every year, more and more Board and senior management time is spent dealing with funding crises and the ever-increasing demands placed upon the Agency by funders. Very few businesses or charitable organizations are subjected to more scrutiny than Jewish Family & Child, in terms of

service audits, financial audits and qualification for accreditation and we are proud to have passed all of those with flying colours, often coming out at the very top of the scale. Still, every day our staff must do more and more for those whom we serve with less and less funding and in an environment of ever-increasing standards and reporting requirements. It has become an almost untenable situation, particularly in the child welfare field.

The Members of this Agency can take great pride in what Jewish Family & Child does for so many people and for how it does so. However, we must all do much more than stand by proudly. This Agency – and all of those it serves – need all of us to support it both financially and through volunteer activity, and we desperately need all of our members to be ambassadors throughout the community, both identifying those in need of help and those who can be counted upon for financial and volunteer support. Over the past 18 months, we have had to cut certain programs, except where we were able to find white knight donors prepared to support a specific program. Every time someone agrees to become a foster parent, they are not only helping to improve the lives of the children under their care, they are also relieving considerable additional cost pressure on the Agency.

We would all love to live in a world in which protecting the vulnerable (especially the children) would be among the highest priorities of our society. Unfortunately, that is not the case. Governments and large funding organizations must constantly be reminded of this priority, and individuals are no different. You, our Members, have been with us through the years to support the good works of Jewish Family & Child. Please join us in actively spreading that message as broadly as possible so that even in these hard economic times, we will be able to fulfil the mission of Jewish Family & Child.

It has been my honour and privilege to serve as President of the Agency. Shana Tova v'Gmar Chatima Tova.



S. RICHARD ORZY
PRESIDENT

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ELAINE'S STORY



Woman Abuse

LAST YEAR,
THERE WERE
387 WOMAN
ABUSE CASES

Elaine first came to us seeking financial assistance for her family, but soon disclosed that her husband was abusing her. Under the care of a JF&CS woman abuse worker, Elaine began the long task of healing. Eventually, Elaine left her husband; she and her three children stayed in our emergency apartment until Elaine found a job and a new home.

Fiercely determined to succeed, Elaine rebuilt her self-esteem through intensive individual and group therapy. She rediscovered her talent for graphic design, returned to school, and started a successful business. As her struggles faded, Elaine's creativity blossomed.

Elaine's three children attended our Here to Help program, and her son has a Big Brother. They're thriving at home and school.

Elaine's long relationship with Jewish Family & Child is drawing to a close. That's good news – it means this confident, competent woman is writing the rest of her story on her own.

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Sixteen year-

old Jonathan loves to play the guitar. Now in his third year at the Diamond Centre, he's a recipient of the Gordon S. Wolfe Award for perseverance, sports-manship and dedication to self and community.

A few short years ago, Jonathan was unable to control his anger or socialize with other children. His parents couldn't provide the stability and structure he needed. He was brought into care, and lives in a specialized group home.

At the JDD, Jonathan has learned strategies to avoid the problems that beset him for years. Therapy has helped Jonathan and his family enormously, and his explosive anger has virtually disappeared. He has made close connections with his teachers and workers, and he's excelling academically for the first time.

Today, Jonathan is a thoughtful, articulate young man. As his story unfolds, he'll find ways to socialize with his peers and to continue building a bright future.

**Jerome D. Diamond
Adolescent Centre**

LAST YEAR,
49 STUDENTS
ATTENDED
THE JEROME
D. DIAMOND
ADOLESCENT
CENTRE

JONATHAN'S STORY

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Sally Libman

Diane Abbey &
Jack Livingston

Magda Lofsky

Natie & Esther Maister

The Marder Family
Foundation

REBECCA'S STORY





Jewish Hospice

JEWISH HOSPICE
SERVED 147
CLIENTS AND
THEIR FAMILIES
LAST YEAR

What could

be sadder than a young mother not living to see her two daughters grow up? Diagnosed with a terminal disease in her early thirties, Rebecca was determined to remain an active parent until the very end.

As Rebecca weakened, Jewish Hospice volunteers and staff helped extend her ability to parent. Volunteers shopped for school supplies. Our professional staff connected the family to resources and provided counselling to Rebecca and her family.

When Rebecca lost the ability to speak, her Hospice worker helped her create pictures so she could communicate with her children. Shortly before she passed away, Rebecca asked her Hospice worker to write out part of the traditional Jewish prayer, Eshet Chayil (A Woman of Valour) to pass along to her daughters.

Rebecca's story ended far too soon, but the final page was one of love and dignity, and it will always be cherished by her family.

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Alana likes

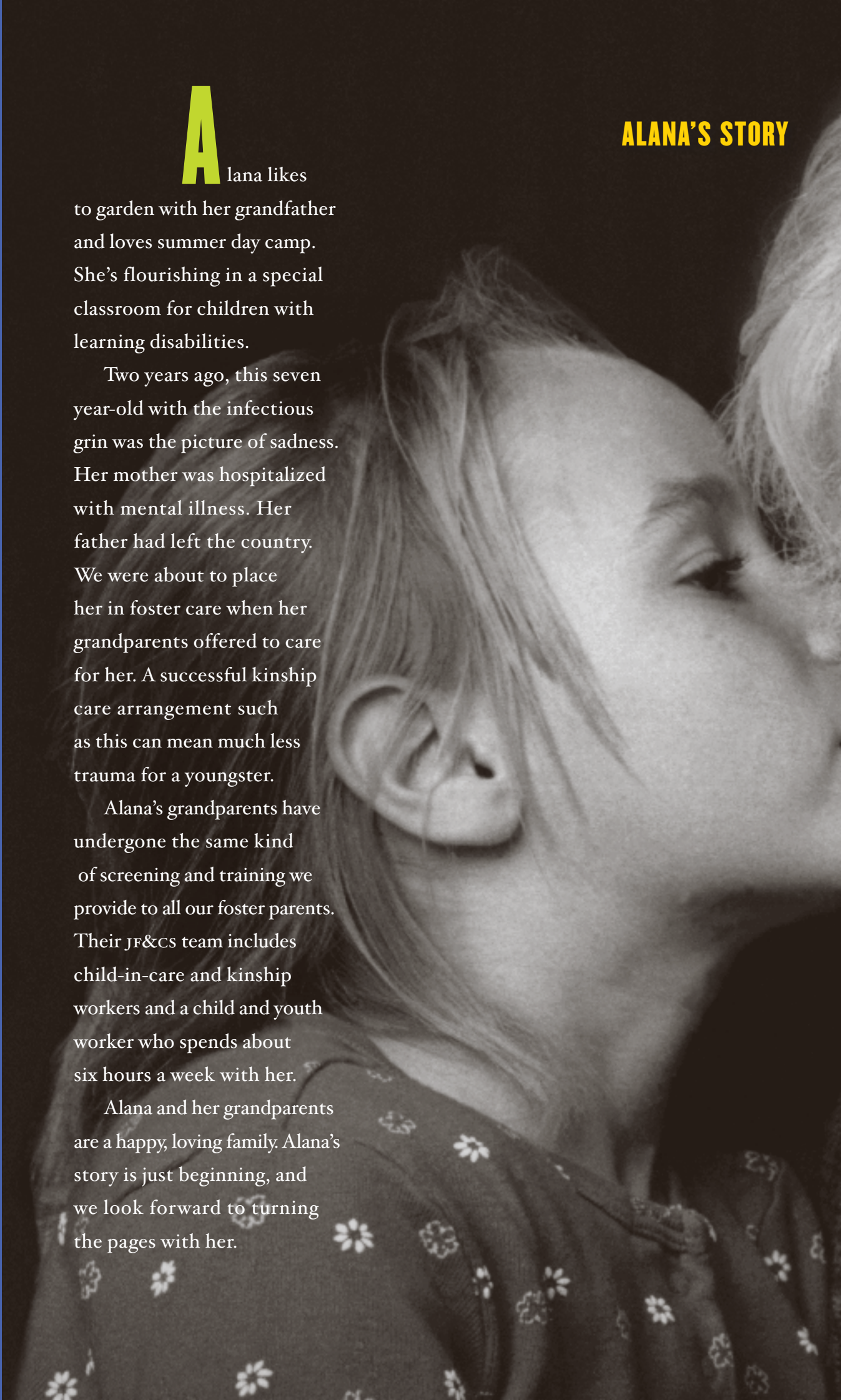
to garden with her grandfather
and loves summer day camp.
She's flourishing in a special
classroom for children with
learning disabilities.

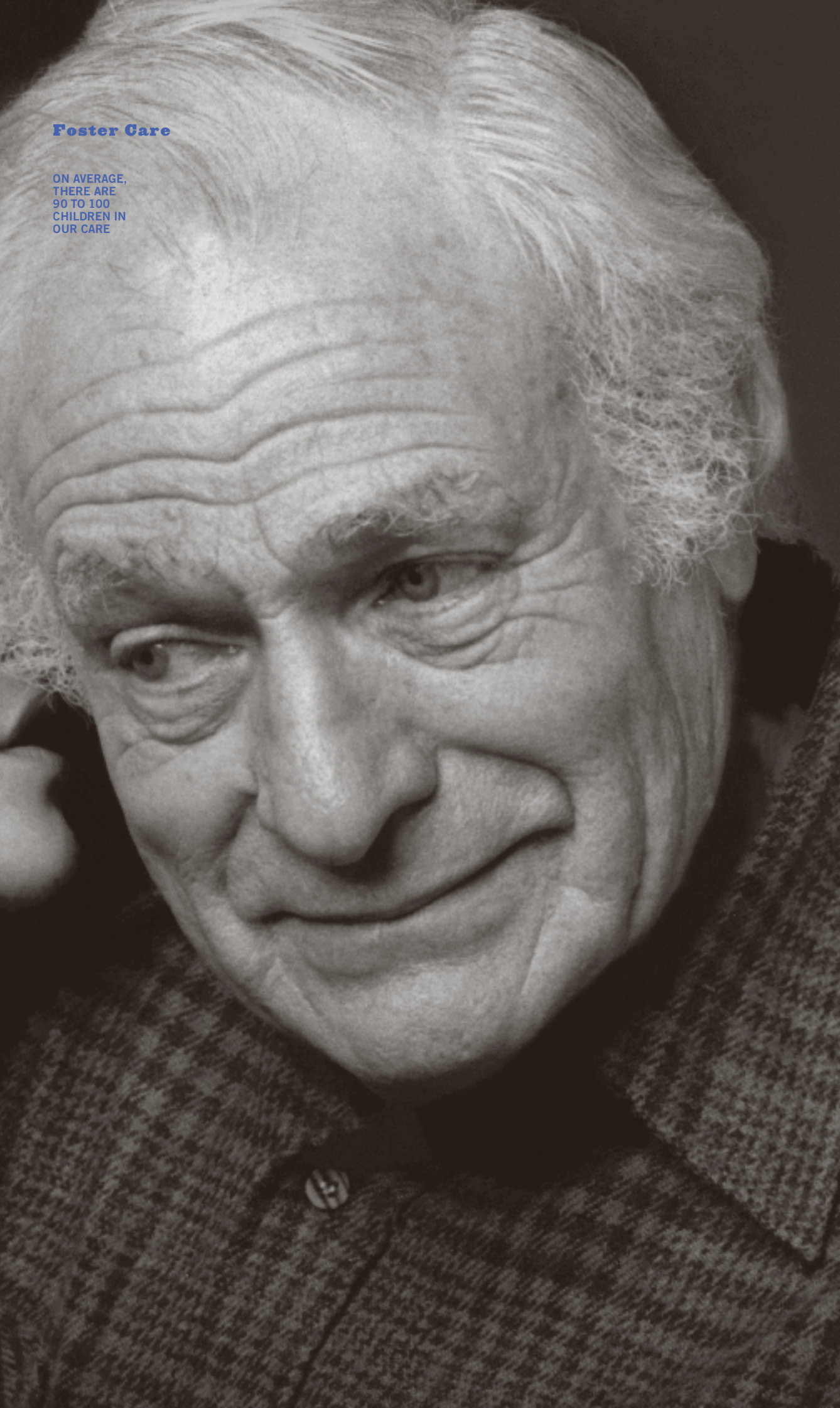
Two years ago, this seven
year-old with the infectious
grin was the picture of sadness.
Her mother was hospitalized
with mental illness. Her
father had left the country.
We were about to place
her in foster care when her
grandparents offered to care
for her. A successful kinship
care arrangement such
as this can mean much less
trauma for a youngster.

Alana's grandparents have
undergone the same kind
of screening and training we
provide to all our foster parents.
Their JF&CS team includes
child-in-care and kinship
workers and a child and youth
worker who spends about
six hours a week with her.

Alana and her grandparents
are a happy, loving family. Alana's
story is just beginning, and
we look forward to turning
the pages with her.

ALANA'S STORY





Foster Care

ON AVERAGE,
THERE ARE
90 TO 100
CHILDREN IN
OUR CARE

Robert & Marlene Ruderman
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Claude & Trudy Sassoon
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Lionel & Carol Schipper
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Murray Tkatch
Toronto Cantorial Trust Fund
United Bakers Dairy
Restaurant
Israel Mida & Laura Walsh
Aaron & Deena Wapner
Harold Wargon
William & Clarice Warren
Carole Winberg
Michael Wolfish
Mark Wrobel
Gloria Wunder
Mark & Sally Zigler
Ronald Zuker
Zukerman Family Foundation

CHAI FRIENDS: \$180 - \$249

Anonymous (6)
Morris & Ruth Adams
Endowment Fund at
the Jewish Foundation
of Greater Toronto
Agudas Hamishpocha
Philanthropic Fund at
the Jewish Foundation
of Greater Toronto
Phyllis Angel
Evelyn & Ira Applebaum
Monica Auerbach
Aulis Charitable Foundation
Gila Badner
Mark & Debbie Bank
Michael Benjamin
John Berger
Ann Betcherman
Abe & Sheila Birenbaum
Jack & Doris Bistricher
Charitable Foundation
Vicki Blake
Irving Bloomberg
Risa Bordman
Gayle Borenstein
Izzie & Gloria Boxen
Tamara Branitsky
The Buckingham
Charitable Foundation
Gladys Buckler
Cells for Life Ltd.
Robert & Sharon Cherniak

GOLDA'S STORY

Henrietta Chesnie
Shoshana Cole
Compuware Corp. of Canada
Brad Crafton
Jerry Cukier
Gail Debow
Jeffrey Ecker
Ehrlich Real Estate
Advisors Inc.
Dalia Eisen
Buddy & Leigh Eisenberg
David Eisenstat
Engelite Charitable
Foundation
Allen Feldman
David & Cara Feldman
Alan & Elaine Fink
Joseph Fried
Bram & Elise Friedman
S. Frydrych
Murray Gold
Ed Goldberg
Gerald & Marsha Goldberg
Leon Goldenberg
Shirley Goldenberg
Bernard & Frances Goldman
Nathan & Anne Goldman
Pam Gollish
Janis Goodman
Herbert Green Family
Charitable Foundation
Jerry & Marley Greenglass
Kenneth Greenwald
Mark & Ruth Greenwald
Jeanette Grosman
Magda Gyarmati
Mickey Heller
Paul Herman
Jeffrey & Elaine Hertz
Melvyn & Pamela Himel
Laura Hirsh
Ron & Heather Hoffman
Holy Blossom Temple
Elaine Herer & Stephen
Holzapfel
Tally & Sheldon Kales
Harvey Kalles
Harvey Kalles Real Estate Ltd.
Syd & Rita Karmazyn
Eva Katz
Gerald Katz
The Kelman Charitable
Foundation
Michael & Rachel Kerbel
Miriam Kerzner
Terri Keyfitz
Linda Kirshblum
Elliot & Perri Kirshenblatt
Cliff & Katy Korman
Perry Krieger
Brian Heller &
Beverly Kupfert
Arthur Yallen & Francy
Kussner
James Lahey
Harold & Florence Lazar
Marvin Lean
Brian Lee
Lynn Beth Levy
Bennie & Shirley Liebenthal
Jeffrey & Judy Lipsitz
Rochelle Lipson

Financial Assistance

AN AVERAGE
OF 496 CLIENTS
RECEIVED
SUPPLEMENTARY
FINANCIAL
ASSISTANCE
EACH MONTH.

Golda has struggled all her life. After surviving the Holocaust, Golda came to Canada. She married a fellow survivor and they had a daughter, but Golda's happiness was short-lived. Her husband left her to raise their daughter alone.

Over the years, Golda eked out a meager living. Now retired, she struggles to pay rent and support her chronically ill daughter. She rarely goes out, and admits that she doesn't eat well. Still, she carries herself with elegance and grace.

On Golda's behalf, we accessed restitution funds for survivors paying high rent, and connected her with community resources: Alpha Omega for dental work, Café Europa and a synagogue seniors' program. We're also supporting her daughter with supplementary financial assistance, lifting much stress from Golda's shoulders.

The stories of survivors like Golda are among the most difficult we tell. It is our obligation to help Golda write her remaining chapters with dignity.

Elliott & Beverly Lyons
Estate of Cecile MacDonald z'l
Ruth Mammon
Harold & Sheila Mandel
Marie Mandel
Martinway Plaza Limited
David & Leanne Matlow
Irving Matlow
Metropolitan Equities Limited
Sheila Mingel
Saul Mintz
MJK Charitable Trust
Morris Winchevsky Schools
Marni & David Morrow
Sheldon Nadal
Milton & Mindel Naiberg
Jay Niederhoffer
Deborah Orzy
Judith Pearsall
Iris Peretz
Elaine Peritz
Joe & Judy Pernica
Stella & Robert Plevan
Gary & Ann Posen
Sara & Bernard Rachlin
David Rechtsman
Hyla Reichmann
Franklin Richmond
David & Jennifer Rosen
Steven Rosenbaum
Rochelle Rosenblum
Berte Rubin
Irving & Jeanne Salit
Hazel Salman
Alan & Lorraine Sandler
Jack Sandler
Zion & Joyce Sasson
Rebecca Satov
Dianne & Stewart Saxe
Flow-Through Fund at
the Jewish Foundation
of Greater Toronto
Benjamin & Estelle
Schneider Fund at
the Jewish Foundation
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Diane & Gary Shiffman
Sol Shiner
Murray Shore
Rachel Shupak
Robert & Sharon Silberstein
Shoel Silver
Lili & Mitchel Smith
Steven & Laurie Sokolowski
Gary Solway
Morris H. Starkman
Michael & Pamela Stein
Peter & Barbara Stein
Martin Strauss
Sam & Barbara Stupp
Martha Sud
Adam Swaye
Murray Sweigman
Shirley Switzman
Wendy Galet
& Alon Szpindel
Rita Thompson
Lili & David Tobias

Harry & Florence Topper
 Charitable Foundation
 Suzy Tylman
 Lawrence Wallach
 Leonard & Adele Wechsler
 Florence & George
 Weinberger
 Thomas & Jill Weinberger
 Stephen & Terri Weintraub
 Jeremy & Susan Weitz
 Carole Winberg
 Jack & Nan Wiseman
 Michael & Beverley Wolfe
 Cary Wolgelerenter
 Susan Yellin
 Burle Yolles
 Louise Yolles
 Morden Yolles
 Aidan Yu-Wing Tang
 Bernard & Carole Zucker
 Arnie & Sherry Zweig

 FRIENDS: \$125 - \$179
 Anonymous (3)
 Sidney Acker
 Susan Applebaum
 Sol Armel
 Colette Avital
 Barney Awerbuck
 Baycrest Centre for
 Geriatric Care
 Nicole Berkowitz
 Paul Bernstein
 Bessin Family Foundation
 Daniel Bloch
 Brenda Bradlow
 Linda Brager
 Shauna Brail
 David & Helen Brown
 Paul & Abbey Brumer
 Henry & Vicki Campbell
 Cheryl Caplan
 Stephanie Olin Chapman
 David & Sandra Cherun
 John Paul Chiasson
 Avi & Symee Citron
 William Clarfield
 Robert Cohen
 Ruth Cohen
 Leo & Faigie Davids
 Moishe & Roz Davidson
 Steve Diamond
 Max & Ivy Eisen
 Anita Ekstein
 Rosemary Greisman
 & Richard Epstein
 Maureen Feder
 Vladimir Fiser
 & Marika Ferber
 Harry Fisher
 Nancy & Howard Fleischer
 Frankel Family
 Sydney Frankfort
 Bernice Freedman
 David & Sheila Freeman
 Caryn & Allan Friedman
 Robert Galambos
 Arthur Gans
 Estee Garfin
 Gordon & Ena Garmaise
 Fay Geitzhals & Sam
 & Jon Friedman

W

hen we remove a child from her family, we rarely want the separation to be permanent. When a family is reunited, that's a story of healing – a story like Stephanie's.

Stephanie came into our care as a young teen. Severe conflict with her parents made it impossible for her to live at home.

Stephanie and her foster mom forged a bond that became a model for a new, healthy relationship with her mother and father. With counselling, Stephanie and her parents learned how to resolve their conflicts, and they are now very close.

Stephanie lives independently, and sees her parents every week for dinner or a night out. She'll soon graduate from university and begin a professional career. We've helped her with bursaries and support when she's needed it. Stephanie is strong and ambitious, and we're delighted that she is filling the pages of her story with happiness and success.

Child Protection

LAST YEAR, 669
 ALLEGATIONS
 OF ABUSE OR
 NEGLECT WERE
 REPORTED TO
 JEWISH FAMILY
 & CHILD

STEPHANIE'S STORY



Etta Ginsberg McEwan
Brian Ginzburg
Max Glassman
Elaine & Peter Gold
Henry & Marlene Goldbach
Morton & Elaine Goldbach
David & Pearl Goldberg
Leon Goldberg
Gerald J. Goldenberg
Stanley & Sarah Goldfarb
Bernard & Frances Goldman
David Goldstein
Goldie & Hy Goldstein
Calvin Gottlieb
Melissa Greenberg
Nadine Greenberg
David Griff
Simon & Zelda Harris
Grace Hillman
Jennifer Hoffman
Norman Kahn
Andrew Kaminker
Hart & Moira Kaminker
Steven Kaminsky
Steven Kelman
Don & Gertrude Kirsch
Beatrice Kirshenbaum
Samuel Kolber
Sheryl Korn
Martin Kovnats
Daniel & Myra Krangle
Rolf Lederer
Sandy Leibovitz
Lawrence & Mona Levenstein
Pearl Levey
Peter & Bonnie Levy
Nathan Lindenberg
Linitzer Benefit Society
Esther F. Lipman
Sidney & Marlene Lipson
O.J. Mandel
Frances Mandell-Arad
Ira Marder
Michael Minden
Sheila Mingel
Paula Mittleman
Jan Mizrahi
Ben & Marni Mogil
Paul & Karen Morton
Eldon Moses
Avrum Nadigel
Harold Nashman
Doug Nathanson
Sylvia Newman
The Oskar Ascher Schmidt
Charitable Foundation
Jack & Reva Parlow
Edwin Peranson
Howard Perlmutter
Gail Posen
Lailla & Abraham Rapoport
Cecille Ratney
Ori & Renee Raubvogel
Arthur Reinstein
Aaron & Joyce Rifkind
Ian Robin
Joel Rose
Herb & Riva Rosenfeld
Merle Rosenhek
Stanley & Carol Rosenthal

Marsha Rothstein
 Kay & Morry Rotman
 Daniel & Vera Rubenstein
 Charitable Foundation
 Linda Rusklin
 Nancy Ruth
 Marilyn Sandler
 Les & Eva Saperia
 Ethel Scholl
 Brian & Robbie Schwartz
 A. Segal
 Harry & Marilyn Seigel
 Ralph & Anita Shedletsky
 Richard Shekter
 Marvin & Carole Sherkin
 Nancy Posluns & Sol Shiner
 Gerald Simon
 Nancy Singer
 Lucille Sive
 Louis & Pearl Sklar
 Sander Smith
 Rose Sultz
 Ronda & Michael Taylor
 Rachel Urowitz
 Sylvia Van Der Hout
 E.I. Van Der Sluis
 Yuri & Lea Velscher
 Lorne Vineberg
 Mark & Reva Waldman
 Mike & Tamara Weinreich
 Mark & Jodie Weisleder
 David Wilson
 Barry Witkin
 Ralph Wolfe
 Joanne Wolfson
 Paul & Leslie Wynn
 Mitchell Zylberberg

JEWISH FAMILY & CHILD 2008/2009 SUMMARY FINANCIAL REPORT

12 Month Period Ended March 31, 2009

Revenue

Ontario Ministries of Children and Youth Services, Community and Social Services	\$9,129,824
UJA Federation of Greater Toronto	4,253,831
United Way	1,924,975
Other Income	1,809,341
Fees from Clients	198,770
Total Operating Revenue	\$17,316,741

Expenditures

Programs and Services (including child welfare services, counselling, prevention, outreach and financial assistance delivery)	\$14,808,074
Direct Financial Assistance to Clients*	2,759,830
Total Operating Expenditures	\$17,567,904
Operating Deficit	(\$251,163)

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



EVERY STEP OF THE WAY.

Jewish Family and Child Service of Greater Toronto
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 Toronto, ON
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 416.638.7800
 info@jfandcs.com
 www.jfandcs.com

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

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Annual Report of Jewish Family and Child Service of Greater Toronto for 2008/2009

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

Editor
 Karen Paikin

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 Bensimon Partners

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EVERY STEP OF THE WAY.