

**JEWISH
FAMILY
&CHILD**

Annual Report

It takes a village

2018-19

Our community is not immune from adversity. A teacher struggling to get out of bed in the morning, parents unable to send their children on a school field trip, a mother shielding her children from violence in their home, or a senior living alone waiting for the phone to ring. These are our teachers, parents, friends, neighbours and family members struggling with mental health challenges, poverty, abuse and isolation. When the burden becomes too much, they turn to JF&CS for help.

For over 150 years JF&CS has been the safety net for our community, striving to help as many people as possible; but we can't do it alone. It takes a village to empower even one individual with a sense of dignity and hope.

Imagine this village... Who is in it and what is their role? At JF&CS it includes our donors, our volunteers, our staff, and our community partners. **It includes you.**

In this annual report we will feature four programs that represent JF&CS' village – The Jerome D. Diamond Adolescent Centre (JDD), Woman Abuse Program, Poverty Reduction Program and our Holocaust Survivor Services. We hope that you will gain a greater appreciation for the dedication and commitment of those who endeavour to make the community a better place to live. As you turn these pages and learn more about our village, we also want you to envision yourself in these stories and recognize the meaningful role that you play.

A village where *strange* and *different* makes the difference

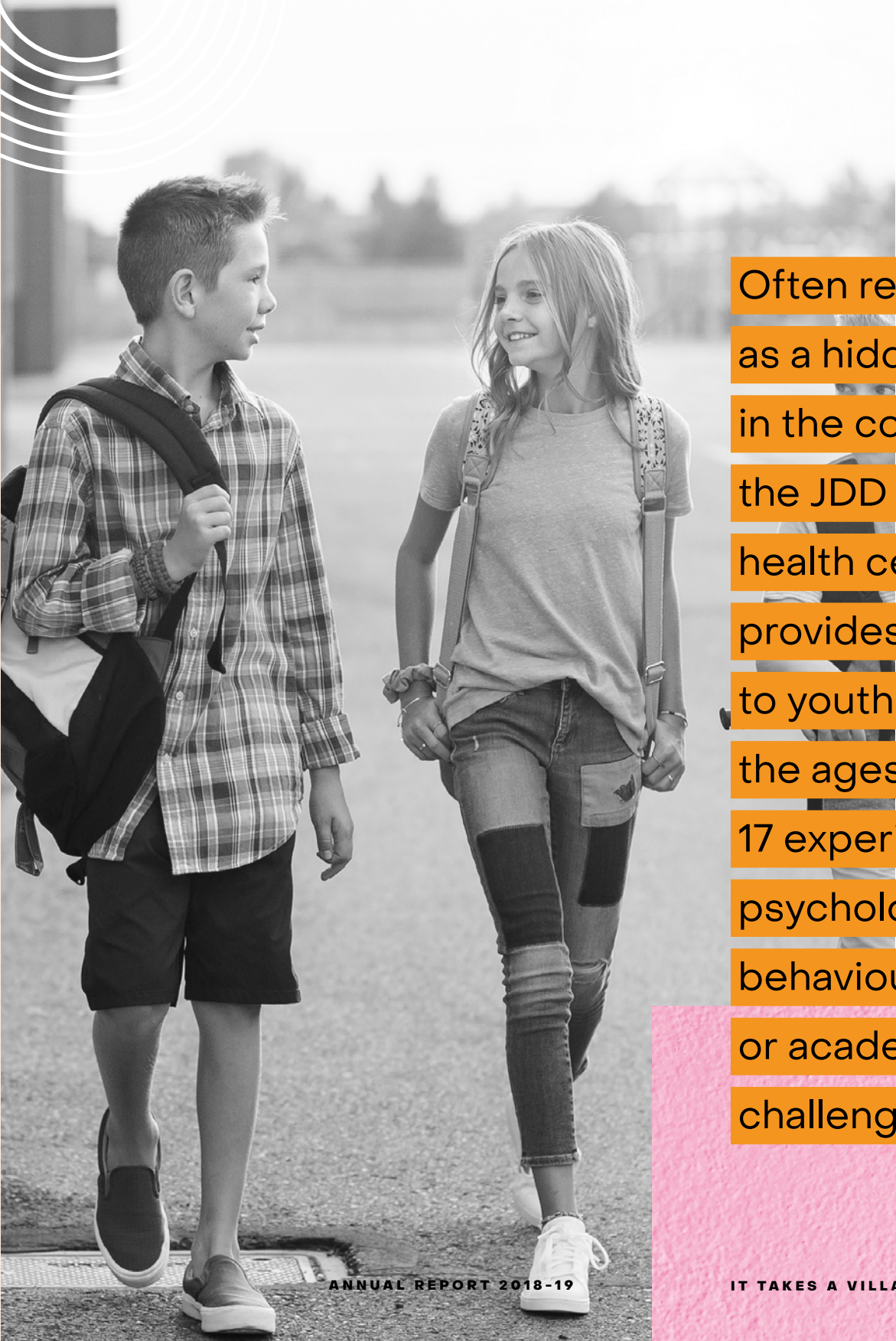
The Jerome D. Diamond Adolescent Centre, JDD, is “hidden in plain sight”, explained David*, this year’s recipient of the Gordy Wolfe Award, an award given to the JDD student who best exemplifies a commitment to community involvement. While this phrase was used by David to describe the physical appearance of the JDD, it can be applied to the program as a whole.

Often referred to as a hidden gem in the community, the JDD is a mental health centre that provides services to youth between the ages of 12 and 17 experiencing psychological, behavioural and/or academic challenges. The JDD is a TDSB Section 23 program** run by JF&CS, but also offers so much more, providing a new outlook for students that is only made possible thanks to the involvement of so many key players and services. The teachers demonstrate patience, kindness and wisdom, but they cannot do this on their own. The JDD is fortunate to have skilled professional staff (including

Child & Youth Workers and a Transitional Worker), volunteers, community partners and donors, who support the parents and most importantly the students on their journey. Ideally all students will reintegrate back into a mainstream school and do well; each achieving their individualized goals that were established when they entered the JDD.

Sometimes, students don’t always want to be at the JDD. They enter the school feeling alone, unwanted or rejected. They do not fully understand why they are there and how to best take advantage of the services that are being offered to them. While many learn to appreciate the JDD while they progress throughout their one or two years at the school, others do not appreciate the school until long after they are gone. Jeff*, this year’s winner of the Stan Lerner Award, an award recognizing a student’s perseverance and commitment to treatment, was courageous enough to share that, “at first I did not gel well here and I felt the techniques they used were

* Names changed to protect client confidentiality
** The Toronto District School Board Section 23 Programs serve students who require their educational needs to be met outside of the regular school system, in specialized settings.



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pointless, and I wouldn’t want to do any of the things that I thought were **strange** or **different**. As you can tell I wouldn’t be here if I kept that up.”

The services that Jeff originally thought were **strange** and **different**, are in fact the services that set the JDD apart from all other Section 23 programs. It begins with the staff whose cohesiveness as a team is the first step in the students’ success. As Jeff described, “Even though I did not always fit in with all the kids here, staff were another story.” Aside from learning the mandatory academic courses, on any given day the JDD students could be participating in a nutrition program held in the brand new kosher kitchen generously donated by a community member, or learning how the game of chess relates to their everyday lives. They might be expressing themselves through art therapy, improving their confidence through Second City improv workshops or participating in a meaningful field trip.

The new kitchen has opened up many new opportunities for the JDD and its students. In addition to learning healthy cooking and new recipes, the JDD is establishing a new partnership with STOMP, the obesity management program at Sick Kids. For years the STOMP program has been referring students to the JDD, but now the partnership is expanding and STOMP will be helping the JDD develop

a curriculum around healthy eating and taking care of your body.

Robyn Cohen, Manager of the JDD, acknowledges that donors play a significant role in the sustainability and maintenance of the high quality of the program. The Transitional Worker position is funded 100% through donations. The JDD is the only program in the GTA with a designated full-time Transitional Worker, who provides the critical service of assisting the JDD students who are transitioning back into community schools. As well, without donors, many of the unique experiential learning opportunities could not take place, including the Chess Program, art therapy, educational field trips and school celebrations.

Thanks to high-profile events like Dining at the Diamond in June 2018 and the addition of the kosher kitchen, the JDD is emerging into “plain sight” and generating recognition for its commitment to inclusivity and service excellence.

While students may feel nervous and alone when entering the school, they soon feel like they belong and are part of the JDD and the broader community – the same community that came together to help them succeed. They come to the realization that what is strange and different, in fact makes all the difference.

Did you know?

- JDD students have participated in Challah bakes and other holiday cooking experiences.
- Abe and Lou, two of the JDD’s committed volunteers, have been volunteering for over 50 years combined leading the Jewish celebrations.
- Dining at the Diamond raised \$30,000 to support the cooking program at the JDD.

A village with no judgment where poverty is everyone's responsibility

A healthy community is one that takes care of those who can't take care of themselves. Since 1868, JF&CS has been assisting members of Toronto's Jewish community struggling with poverty. Although the community and the agency's budget were much smaller back then, JF&CS has always relied on the kindness and support of individuals and organizations to help those in need of basic necessities such as food, housing, medical services and child care. JF&CS began in 1868 as the Jewish Ladies Sick Benefit Society, and over the years has run a Farm School, Jewish Medical Dispensary, Orphanage, Milk Delivery and the Yorkville Mobile Treatment Centre.

While we dream of living in a community free from poverty, hunger and homelessness, we must be realistic. JF&CS strives to help our most vulnerable clients find a sense of dignity and hope through food and housing security, improved mental health and community connections.

Today, Jewish Family & Child has an expansive Poverty Reduction Program, comprised of two streams of service. For the poorest of the poor who are dealing

with social isolation, empty fridges and bed bugs, we are the safety net that provides monthly financial assistance that supports their most basic needs; simply keeping their head above water. For others who are in a better position to achieve financial independence, we provide them with the tools needed to survive on their own. This may include, but not limited to, financial literacy training, housing support, counselling and one-time financial assistance.

While the success of JF&CS' Poverty Reduction Program depends on our funders, donors and community partners, another key element, explains Lesley Sandler, Manager of Intake and Counselling, is the highly trained staff that set aside all personal judgement when working with clients. During the initial meeting it would be easy to let preconceived ideas and misconceptions cloud the assessment of the client's needs, abilities and future goals. Thoughts like, "You must have done...", "You should have done..." or "Why didn't you..." would be a barrier to the successful delivery of service. Our staff enter every meeting understanding that each individual, family and case is unique, that no story is the same and that no single approach fits all. The service plan is developed by both the worker and client together, with a commitment from both parties to play an equal part in achieving their goals.

We are fortunate to have community partners with whom we collaborate to deliver services to clients. Our partnership with JVS can help a client who is job-ready and in a position to re-enter the workforce. With the support of Kehilla Residential Programme and St. Clare's Multifaith Housing we can assist our clients to find subsidized housing in a safe, clean

apartment. Our Housing Worker helped 65 individuals find subsidies or affordable housing last year.

Many of our clients struggle with mental health and physical health challenges. They find themselves isolated, with little or no connection to the community. Our downtown clients find a sense of inclusivity and friendship through Maxie's Garden, a partnership with Shoresh. Thanks to the kindness of Mr. David Pinkus, who opens his backyard garden to our clients at his home in Kensington Market, rows of vegetables and herbs are planted and harvested throughout the spring, summer and fall months. Our clients are able to enjoy the fruits (or vegetables) of their labour, while learning about nutrition and healthy eating on a tight budget.

Jewish holidays are a time when our clients feel isolated and disconnected. Our long-standing partnership with National Council of Jewish Women makes Passover more meaningful for many of our clients. The Passover food boxes that are distributed by volunteers are critical to our clients and a perfect example of community collaboration. In 2019, 525 Passover food boxes were delivered to clients.

There are times when a client needs a hand-up to help them over a situational hurdle. Thanks to the generosity of our donors, JF&CS can offer our clients access to Opportunity Funds. These Funds provide a timely financial enhancement to assist with extra-curricular activities for children, continuing education, vocational training, and Bar/Bat Mitzvah celebrations. No other poverty reduction program offers this to their clients and it is unique to the Jewish community.

Did you know?

"Professional", "thorough" and "compassionate" are all words that have been used by clients to describe our staff.

Shirley Granovsky, a true woman of valour, has donated \$3.2 million to help members of our community who are living in poverty.

Over the past three summers we have sent approximately 800 kids to Jewish day and overnight camps.

While we dream of living in a community free from poverty, hunger and homelessness, we must be realistic.

A village built on strength and honour

As our Survivors are aging and their medical and dental needs are growing, many are faced with difficult decisions.

It would be unjust to view the thousands of Holocaust survivors who come to us for help each year as weak. On the contrary, they are resilient and strong in spirit, but have found themselves in a position of fragility and frailty as they attempt to live their remaining days with dignity.

Holocaust survivors who turn to us for help are a very unique population. They are at a crossroads where past and present meet; when traumatic memories are coupled with current challenges. It is therefore our job to take a 360 degree view of their needs and build a care plan that helps them regain their quality of life.

Our Holocaust Services involve a diverse number of programs, as well as accessibility to other community services. It begins with JF&CS staff who build an alliance with the Survivor. JF&CS social workers are trained to work with each

client through a trauma-informed lens, enabling them to anticipate any reaction the individual may have. With their knowledge of Hebrew, Russian, Yiddish and Polish, our workers can communicate with Survivors in their mother tongue, making it easier for clients to share their stories, assess their current needs and plan for the future.

Contrary to popular belief, the number of Survivors living in GTA is on the rise, as many are either moving to Toronto to be with family or finally accepting the reality that they NEED help. As our Survivors are aging and their medical and dental needs are growing, many are faced with difficult decisions; whether to purchase groceries, pay rent or get dentures so they can eat. It is at this point in their lives that they turn to JF&CS for help. **It is shameful that 25% of Holocaust survivors in the GTA live below the poverty line.**



Through our mandate with The Conference on Jewish Material Claims Against Germany (Claims Conference), we provide Restitution Services to Holocaust survivors, which is the first step toward accessing the financial commitments and resources that are available to them. For some clients this is the first time they are sharing their story and often the first time their families hear about their experience. Whether it is as a need for Claims Conference compensation or finally realizing that their story must be shared, it becomes an opportunity for the client to have their history and their courage honoured. The Holocaust Service staff at Jewish Family & Child do not work alone in delivering necessary services. We are fortunate to have strong volunteers and community partners who share the same goal of helping Survivors live with dignity. Café Europa, a socialization group for Survivors, is an enriching program which is organized in conjunction with the Bernard Betel Centre. As one client said, “I remember when you first called me to come out to Café Europa and try it. Since then, I never miss one – I just love being here!”

Over the past number of years, the reliance on additional

funding for these services has become critical. We can no longer depend on our traditional funding model to meet the growing demands of our clients. Last year, when our clients faced a waiting list for emergency financial assistance, the community response was overwhelming. Not only did we receive additional support from The Azrieli Foundation, our largest funders of Holocaust Services, the community also stepped up and raised \$400,000.

Lisa Kronenberg, Manager, Hospice & Holocaust Services works with the Committee for Holocaust Survivors in Need. Lisa explains that this committee is comprised of Survivors and children of Survivors who are passionate about volunteering their time to support fellow Survivors who are less fortunate. This committee plays a critical role in implementing grant funds and approving client requests.

Joseph*, a 99 year old Survivor, turned to JF&CS for help when he could not chew his food and needed dentures. Through the Holocaust Survivor Emergency Assistance Program, JF&CS was able to help Joseph buy dentures. In celebration of his 100th birthday, Joseph honoured us by inviting the agency to his party, so we could all eat cake together.

* Name changed to protect client confidentiality.

Did you know?

- JF&CS processed over 800 grants for emergency financial assistance in 2018.**
- Alpha Omega dental fraternity has been partnering to provide dental services to Holocaust survivors since March 2015.**
- “Kindertransport” survivors are now recognized under Restitution.**
- On November 11, 2018 a third-party event special screening of Prosecuting Evil: The Extraordinary World of Ben Ferencz brought together over 600 people and raised over \$320,000 for Holocaust Survivor Emergency Financial Assistance.**



“Almost every single woman with children said she stayed for the kids and she left for the kids,” says Janice Shaw, Manager of JF&CS’ Woman Abuse Program.

A village where safety is the priority

The road for a woman leaving an abusive relationship, whether it is physical, sexual, verbal or financial, can be very challenging. Once a woman who has experienced abuse makes the decision to leave, safety for herself and her family is her number one priority.

JF&CS responds immediately to a woman who finds herself or her children in imminent danger. In the case of an emergency, a Woman Abuse worker is available to help get the woman and her children to a place of safety and develop a safety plan moving forward. Our Transitional Housing & Support Worker (THSW) is there to guide and support the woman through this process. The Transition Housing & Support Worker advocates on behalf of the woman and

helps her complete applications for special priority housing. Last year the THSW assisted 31 women and 59 children in moving into safe homes.

Once the woman is in a safe place the process of healing can begin, however, the woman has to come to the understanding that she is not to blame for the abuse and for how it may have affected her children and family. She also has to understand that by leaving the relationship, she is doing the best thing for her children by keeping them safe so that they too can begin to heal.

A woman abuse survivor must learn to understand her trauma and once that is achieved, she can begin the process of moving forward. JF&CS offers counselling groups that focus on personal development, address the cycle of abuse and help reduce the sense of isolation most women feel once they have left relationships. Individual and/or group counselling connect women to resources to help them acquire gainful employment.

The recovery process is not only for the abused woman. For children living in an abusive environment, JF&CS offers our Here to Help program; a support and counselling program for children who have witnessed abuse in their home. Through Here to Help, children can learn to understand they are not alone in their experiences and are able to talk to other children, often for the first time, who have been exposed to similar circumstances. Teaching children about healthy relationships is an important step in breaking the cycle of violence. We work with five community partners for Here to Help... Catholic Family Services, Flemington Neighbourhood Services, Jamaican Canadian Association, COSTI, and North York Women’s Shelter.

JF&CS’ Woman Abuse program is unique from other programs across the GTA in that JF&CS has the ability to offer financial support to our clients. Leaving an abusive relationship is not easy, particularly when a woman faces the prospect of being alone without financial support from her

partner. JF&CS recognizes that monetary considerations factor into a woman’s decision to leave, as well as the fact that in emergency situations a woman can find herself completely without financial means of support. We help women find the strength to leave their abusive relationship knowing that they have the immediate financial security to find a safe place to live. It is through the generosity of our donors that JF&CS is able to help women start their new lives and begin to move forward. This includes covering the costs of moving to a place of safety, helping with first and last months’ rent, sundries, activities for her children, Bar/Bat mitzvah expenses, and career services.

As with many other JF&CS programs, the key to successful outcomes for clients is collaboration. For example, the Woman Abuse program works closely with the Lisa Project, the legal support program managed by the National Council of Jewish Women. This is only one example of the many organizations we work with to help keep women and their children safe.

Did you know?

The Aubrey & Marla Dan Foundation has donated \$295,000 to the Woman Abuse Program at JF&CS in order to give women the financial peace of mind to leave abusive situations and to find safety.

Our donor-funded Russian and Hebrew speaking social workers have helped close to 1000 women and their children over the past 12 years.

Executive Director's & President's Report



Steven Stein
President, Board of Directors



Brian Prousky
Executive Director

Our Annual Report this year is a celebration of the strong-willed, generous and compassionate people who, since the inception of JF&CS in 1868, have come together to form a village of support for those in need in our community. This Annual Report highlights four (of our more than thirty) programs that have benefitted greatly from the determination and coordinated efforts of the diverse group of people who make up our large village. Their contributions have brought joy, optimism and inspiration into the lives of individuals, children and families struggling to cope and to regain their footing in the world in order to succeed.

Truly, there has never been a better time in the long history of our agency to showcase the enduring strength of our village. In fact, if you're reading these words, you've likely had a hand in contributing to the sustainability and success of our programs. Over the past couple of years we have been honoured and humbled by your repeated and considerable support. As part of our 150th Anniversary, you celebrated with us at our Gala, dined with us at Dining at the Diamond, cringed with us at Cringe Worthy, danced and sang with us at the Dwayne Gretzky concert and an Unsung Heroes production. And when we faced an unconscionable funding shortage for Holocaust survivors in need of emergency assistance, you came out in

huge numbers to an event organized by one of the most talented and motivated groups of concerned community members we've ever encountered.

Fortunately for us, none of this is surprising; safeguarding the welfare of vulnerable people has always been, and always will be, a hallmark of Judaism and our village. Funders, donors, volunteers, caregivers, board members and staff play unique but equally invaluable and interdependent roles.

It would be impossible to single out every contributor. Though some have continued to strengthen, or have newly strengthened our village to such an extent, we'd be remiss in not mentioning them.

To The Sherman Foundations, our village became much stronger in March of this year thanks to your significant gift. Your investment in our agency and, most importantly, the people we serve has already had a substantial impact across multiple programs and services. We are extremely grateful for your generosity and welcome you with open arms into our family.

To The Azrieli Foundation, we cannot thank you enough for continuing to support, among other programs, our work in eradicating the shameful reality of Holocaust survivors living in poverty in our community. Like you, we won't waver

in our determination until every Survivor is living with affectionate care, dignity and sufficient financial support.

To Shirley Granovsky, you continue to make an indelible difference in the lives of some of the most vulnerable people we serve. Thanks to your generosity and vision, our poverty reduction work was built upon a strong, evidence-informed foundation and now has an ever-widening reach.

To the United Jewish Appeal, our unbreakable bond has meant the world to thousands upon thousands of Jewish people in need of life-affirming support and comfort. It is woven into every strand of the social safety net beneath our village.

To the United Way of Greater Toronto, we have continued our long history of building caring communities for those who are isolated, of bringing peace to those who are touched by violence and strength to those who are weakened by sorrow.

To the Government of Ontario, we are proud to partner with you in the vital work of protecting Jewish children and youth from abuse and neglect, in strengthening families and preparing young people for successful and meaningful lives.

To our fantastic staff and board members, thank you for your spirit, tenacity and visionary leadership. What a memorable year we've had! With the development

of new and innovative partnerships, and the continuous improvement of older ones, across numerous service sectors, clients of JF&CS have never had more opportunities to experience safety, security, connectedness to community and, whenever possible, to achieve self-sufficiency and thrive.

This past May we launched our Centre of Service and Program Excellence for Poverty, an important milestone in realizing the vision of Dr. Richard Cummings, our previous Executive Director. We have built new pathways for clients seeking affordable housing, mentoring, inclusion because of sexual identity, life-skills and financial empowerment. And we have done so while effectively managing costs and preserving essential programming across the human life-cycle.

The coming year will see the launch of our new strategic plan, in which many of you have already participated. In doing so, we will honour our past and chart a new course for our future. We will fortify those parts of our village that need fortifying and reimagine and rejuvenate those parts of our village that need reimagining and rejuvenating. The one certainty is that we cannot do this work alone. As always, it will take a village.

There has never
been a better
time in the
long history
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1868 Society

We gratefully acknowledge members of the 1868 Society, devoted donors who contribute to JF&CS each year for 5 or more years.

Tributes & Memorials

We gratefully acknowledge the individuals and families who have considered Jewish Family & Child at their times of joy and sadness by choosing Jewish Family & Child as the beneficiary of their tributes and memorials.

Planned Gifts

We gratefully acknowledge the generosity of our donors who have included Jewish Family & Child in their estate plans.

Gifts-in-Kind

We gratefully acknowledge the generosity of donors who have supported Jewish Family & Child through gifts-in-kind, including simcha baskets, sports and event tickets and items for our Just-A-Second Shop.

Endowment Gifts

We acknowledge with gratitude the following endowments that have been established with Jewish Family & Child. Some are presently making a difference; others will make that difference in years to come.

Ways You Gave

Monthly Mitzvah Makers

JF&CS monthly giving program

Monthly Mitzvah Makers

We gratefully acknowledge Monthly Mitzvah Makers, donors who contribute to JF&CS each month.

Endowment Gifts

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"The legacy, that example of goodness, is a force that I wish to sustain, even beyond my life."

Richard L. Cummings
Former Executive Director 2006 – 2015

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• **Monthly Mitzvah Makers** • **1868 Society**

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Reflects donations April 1, 2018
to March 31, 2019

Summarized Operating Financial Statement

Year Ended March 31, 2019

Revenues

SOURCE	2019		2018	
Ontario Ministry of Children, Community and Social Services	\$10,912,017	48%	\$10,844,778	46%
UJA Federation of Greater Toronto	\$5,162,644	23%	\$5,362,827	23%
United Way Greater Toronto	\$1,831,395	8%	\$1,915,506	8%
Direct Donations	\$3,117,976	14%	\$3,162,113	13%
Claims Conference	\$272,522	1%	\$774,454	2%
The Regional Municipality of York	\$487,618	2%	\$550,246	2%
Fees from clients	\$259,675	1%	\$289,738	1%
Other income	\$565,564	3%	\$560,686	2%
Total Revenues	\$22,609,411	100%	\$23,460,348	100%

Expenses

SOURCE	2019		2018	
Salaries and employee benefits	\$13,590,903	60%	\$13,328,532	57%
Direct financial assistance to clients	\$2,468,201	11%	\$2,506,324	11%
Direct costs for the care of children	\$1,967,800	9%	\$2,430,275	10%
Program support	\$2,734,159	12%	\$2,362,739	10%
Other clients' assistance and beneficiaries	\$1,146,585	5%	\$1,733,957	7%
Other programs	\$625,687	3%	\$673,505	3%
Amortization of capital assets	\$285,966	1%	\$206,277	1%
Total Expenses	\$22,819,301	100%	\$23,241,609	100%

Deficiency or excess of revenues over expenses for the year	–\$209,890	–1%	\$218,739	1%
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