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JF&CS Service Delivery Trends in Response to COVID-19

Over the past number of years, JF&CS has maintained an evidence-informed approach to service delivery. The Research and Evaluation Department is responsible for assessing the impact and outcomes of JF&CS programs and services. They are also the team behind JF&CS' Centre of Service and Program Excellence for Poverty (CSPEP). To read more [click here](#).

Recently, the team produced a report highlighting the Agency's service delivery trends since the start of the Pandemic and the implementation of physical distancing measures. Below is a sampling of the results. This report analyzed JF&CS' Intake Department (where initial calls are received), requisitions (both for financial and material), case note data (documentation of client

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COVID-19 Resources

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interactions), and lastly, emerging trends.

[Click here](#) to view the report.



June is PRIDE Month

Written by: Michael B. Waxman, Manager of Family Services, Coordinator of LGBTQ Services

Since March, we have known that this year's Pride Month was going to look different; none of us knew that it would look THIS different. From the very start, the JF&CS Pride Committee has been open to adjusting and adapting to the limitations and circumstances that we have been faced with; however, as the world has been changing over the last few weeks, the committee has continued to change plans in a way that honours the current protests of anti-black racism while also continuing to recognize the reason and purpose for Pride – for we can't have one without the other.

While this year's Pride celebrations are taking place mostly online, it has not stopped us from being creative in how we demonstrate our presence in the Jewish LGBTQ+ Community. Our [Facebook](#) posts have been celebrating diversity and sharing

important community resources. On June 12th we co-sponsored a Pride Shabbat celebration over Zoom and provided closed captioning for the event. Our upcoming staff meeting is going to focus on learning more about the Jewish LGBTQ+ experience with a specific look at intersectionality within the Jewish LGBTQ+ Community.

We are proud of the strides that we have made over the last few years. In March of this year we formalized our commitment to the LGBTQ+ Jewish Community when we took part in the Keshet Leadership Training to learn and grow our entire organization to be more supportive and inclusive for clients, colleagues, board members, community members and each other.

What's it like in our Woman Abuse Department during a Pandemic?

Working in the social services during a pandemic is something that no one could have prepared for. Working from home and working with clients remotely is challenging in ways that have required a shift, or in the language of COVID-19, have required us to pivot into new ways of working. At this time, staff are also dealing with some of the same COVID-19 related concerns as many of our clients.

Woman Abuse staff are reporting that the clients are sharing experiences during the pandemic that are highlighting gaps in services that have always been there but are now more pronounced and being accentuated during COVID-19. There are issues with the police, the courts, children's aid societies, and often high conflict professionals. Women rarely come into a (virtual) session without a story involving one of these systems. The pandemic is highlighting the reparative work necessary in a post Coronavirus world to our social systems. Hopefully, this work will happen sooner rather than later. For information on our Woman Abuse Services, please [click here](#).



Making a difference to help those in need

This year, Ksenia decided to celebrate her birthday and generously donated a portion of her gifts to JF&CS through ECHOage. Ksenia's mom shares, *"Ksenia and our family chose JF&CS because they supported my mother, sister and I when we were kids. They sent us gifts, provided us with beds, allowed us to have many amazing summers at overnight camp and more. I am so grateful to JF&CS and it feels wonderful to be able to give back to them."*

ECHOage is an easy to use online service that turns your celebration into an opportunity to give back and support JF&CS, all while having fun doing so. When your child selects JF&CS as their charity to support, the money gifted by guests will be split between your child (to purchase the birthday gift of their choice) and JF&CS! It's a win-win!

Want to host an EchoAge party? If you have an upcoming celebration and would like to learn more, please [click here](#).

E-cards are available for every occasion

Father's Day is this weekend! Wish the father figures in your life a wonderful day by sending them an e-card. Your generous support ensures that community members can rely on JF&CS to provide [essential services](#) when they need us most. Let JF&CS email a beautiful Father's Day card on your behalf acknowledging your donation.

Thank your children's teachers! While this school year may have looked very different than in the past, there is still an opportunity to thank your children's teachers by sending them an e-card.

[Click here](#) to order your cards.



Creativity in the synagogues; Kol Hakovod BSVT!

During this time of social distancing and isolation, synagogues are being creative in how to stay in touch with family, friends and congregants. B'nai Shalom V'Tikvah (BSVT), a reform synagogue in Durham, held a virtual trivia night to support several charities in their community, as well as JF&CS. BSVT's relationship with JF&CS is multi-faceted: the Synagogue's President, Ron King was a Big Brother at JF&CS for 7 years, and synagogue members have donated and helped with our annual Passover Food drive.

B'nai Shalom V'Tikvah hosted their virtual trivia night on June 4 and chose JF&CS as the beneficiary. Kol Hakovod and thank you!

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