



**WHEREVER THERE IS A HUMAN IN NEED,
THERE IS AN OPPORTUNITY FOR KINDNESS
AND TO MAKE A DIFFERENCE.**

2010–2011 Annual Report



HELPING PEOPLE THROUGH LIFECYCLE TRANSITIONS AND CRISES



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Aryeh Sherman, LSW

DEAR FRIENDS,

By any measure, this past year has been an exceptional one. More and more of our neighbors are struggling to get by as the difficult economy continues to exact a heavy toll. So many careers have been derailed by layoffs. Individuals and families are facing foreclosure and eviction, bills that pile up and groceries that don't last. We're seeing a new face of hunger—people who are asking for help for the first time.

In the last fiscal year, we experienced yet another increase in the number of people seeking assistance from Jewish Family & Children's Service, serving a record 8,476 people, including 50% more clients in our Squirrel Hill Community Food Pantry and 20% more in our Career Development Center.

But while the need has grown significantly, JF&CS has been hit with some huge government spending cuts. We took immediate action, brainstorming and putting into place ideas that stretched our resources so that we could continue to support those turning to us for help.

our talented staff, committed board of directors, more than 400 dedicated volunteers and 1,700 generous donors made it possible.

The Jewish Federation of Greater Pittsburgh and the United Way of Allegheny County generously supported our efforts to help the vulnerable in our community and provided new funding to meet emerging needs. We strengthened existing partnerships and established new ones. In November, we moved our Food Pantry to a new, larger location to meet the growing need in the community, and we launched an endowment campaign to ensure financial stability of this vital resource. We've shared some of the highlights of the year with you in the pages that follow. We hope you'll take a moment to read through them and be as proud of what JF&CS has accomplished as we are.

Building greater awareness of our work is important to us not only for building donor and volunteer support—both of which are critical—but also because so many in our community are facing hardship and adversity. We are sincerely grateful for your partnership as a volunteer, donor, collaborative partner, referral source, grantor or advocate. THANK YOU.

Sincerely,

Joel Rosenthal, CPA, CVA
Chair of the Board

Carolyn Weisberger Mendelson, Esq.
Immediate Past Chair of the Board

Aryeh Sherman, LSW
President & CEO

We offer services in **ten** core areas:



CORE SERVICES

- one:** Individuals and families facing critical hardship—such as eviction, going without food or necessary clothing, or loss of transportation needed to maintain a job—can turn to JF&CS for **CRITICAL NEEDS ASSISTANCE**. We assess individual situations and develop solutions, making referrals to JF&CS programs and other professional and community resources and providing case management as needed. When there is no alternative available for those facing a one-time crisis, we can provide aid through our **SOS Pittsburgh** emergency assistance fund.
- two:** Our **FOOD ASSISTANCE AND SUPPORTIVE SERVICES PROGRAM** provides supplemental food while helping people break the cycle of dependence. JF&CS's **Squirrel Hill Community Food Pantry (SHCFP)** is a member agency of the Greater Pittsburgh Community Food Bank, serving individuals and families in the 15217 zip code area who qualify for food assistance. Individuals who live outside the 15217 zip code area who qualify for food assistance and require kosher food may become clients of the SHCFP instead of their local pantry.
- three:** People just starting a career, considering a job/career change or recently laid off can find **Career Services** at our **CAREER DEVELOPMENT CENTER (CDC)**. CDC also helps companies attract, retain and transition employees. Special programming is available to job seekers with unique challenges, including mature workers, legal immigrants, professionals with mental illness and at-risk youth.
- four:** Our **ELDER CARE SERVICES** help older adults, their family members and caregivers manage the special challenges of aging. Whether in the home or in an institutional setting, our services enable older adults to obtain the highest level of independence, comfort and safety consistent with their capacity and preferences for care—and give their family members peace of mind, no matter the distance or location. JF&CS is a collaborative partner in **AgeWell Pittsburgh**, a one-stop resource that enables JF&CS, the Jewish Community Center and Jewish Association on Aging to deliver a full continuum of services to our community's older adults.
- five:** Our **REFUGEE AND IMMIGRANT SERVICES PROGRAMS** help newcomers successfully build new lives in our community. Our **Refugee Services department** works to resettle refugees granted access to America and Pittsburgh, providing for their basic needs and acculturation into our community and workforce. We also provide support to refugees coming to Pittsburgh who had been resettled originally in other U.S. cities. The Immigration Legal Services department of JF&CS is the only non-profit immigration-related legal services provider recognized in Southwest Pennsylvania by the Board of Immigration Appeals of the Department of Justice.
- six:** Our **ADOPTION AND FOSTER CARE PROGRAM** is all about finding a family for a child who would otherwise be abandoned. Our state-licensed **Family Hope Connection (FHC)** helps those considering adoption to build their families. We also provide post-adoption support to adoptive families, child-permanency services to children in the child welfare system and guidance and support to birth mothers.
- seven:** Comprehensive **PSYCHOLOGICAL SERVICES** for individuals, children and adolescents, couples and families help people move beyond their difficulties and make positive changes in their lives. Our **Squirrel Hill Psychological Services** also provides crisis counseling, staff development and consultation to community organizations.
- eight:** For those who have been determined by the court to be incapacitated and unable to make their own life and/or financial decisions, JF&CS provides comprehensive and compassionate **GUARDIANSHIP SERVICES**. We provide guardianship of person and/or estate.
- nine:** Our community-based **SPECIAL NEEDS PROGRAM** helps children and adults with developmental and physical disabilities maximize their quality of life through information and referral, counseling and support, advocacy and community outreach programming to promote awareness and inclusiveness.
- ten:** Deserving Jewish undergraduate and graduate students with financial need who reside in one of the five counties in greater Pittsburgh can access much-needed scholarships through the **CENTRAL SCHOLARSHIP & LOAN REFERRAL SERVICE** program of the Jewish Federation of Greater Pittsburgh and the JF&CS **Sarah & Tena Goldstein Memorial Fund** (slightly different eligibility criteria). Both are administered by JF&CS.

IN FY10-11 JF&CS:

HELPED MORE THAN 8,400 PEOPLE MEET CHALLENGING LIFECYCLE TRANSITIONS AND CRISES

Even in these challenging times, JF&CS continues to build on our long history of innovative programs and services that provide critical support to individuals and families challenged by lifecycle transitions and crises.

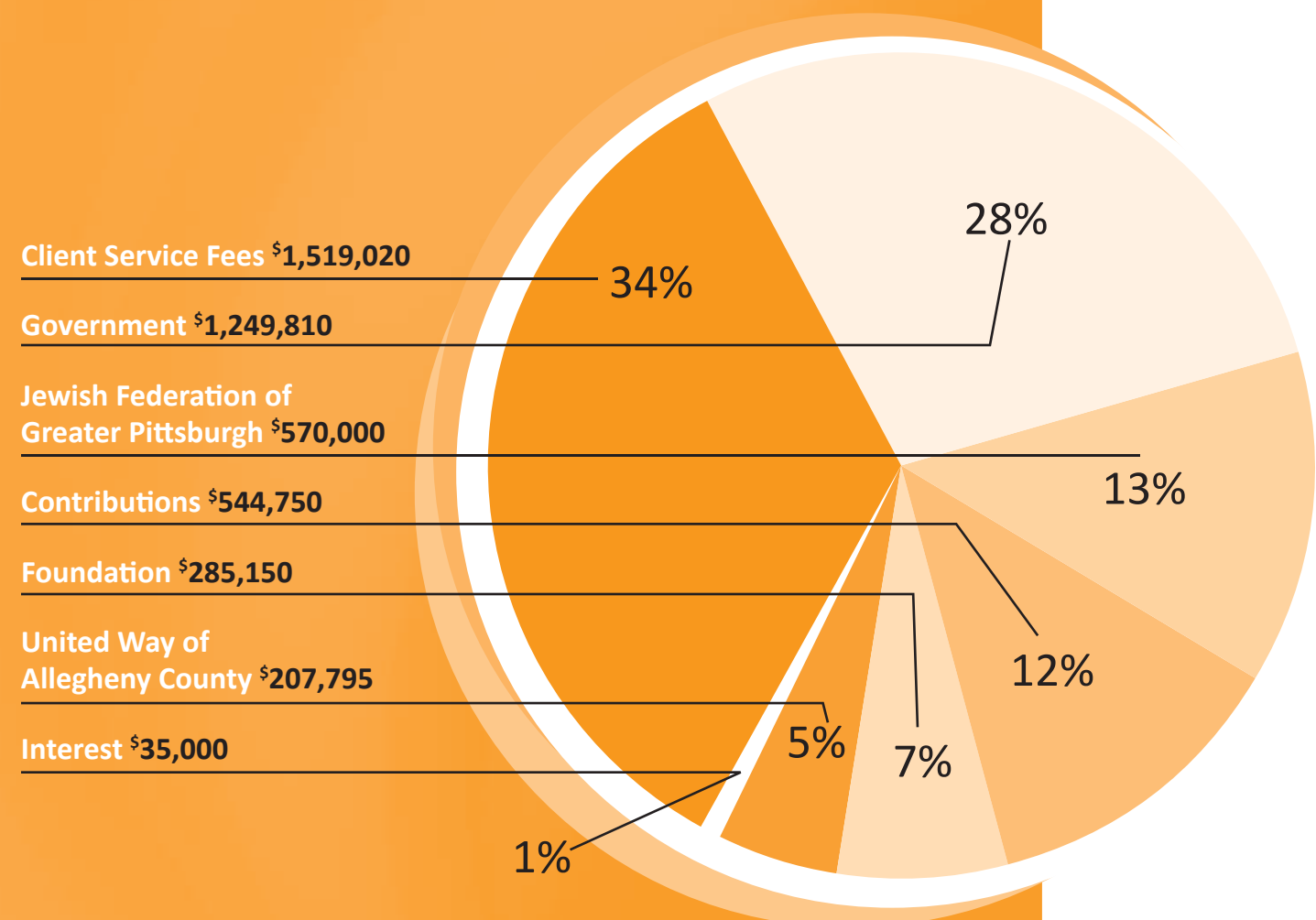
four hundred:	<p>PROVIDED A SAFETY NET TO ALMOST 400 PEOPLE FACING CRITICAL HARDSHIP 394 people turned to JF&CS for help with critical needs ranging from family crises such as the risk of foreclosure or denial of health benefits to help with resources for families with special needs children. Among the families assisted, 124 people turned to SOS Pittsburgh for emergency help and thus were able to avert considerable hardship.</p>
> two thousand:	<p>HELPED MORE THAN 2,000 OLDER ADULTS AND THEIR FAMILIES MEET THE CHALLENGES OF AGING 1,150 individuals reached out to our AgeWell Pittsburgh information & referral specialist for answers and connections to much-needed programs and services. More than 160 older adults received care management/coordination and counseling services from our certified care managers; 162 older adults felt more secure in their own homes because of JF&CS's ElderAlert personal emergency response system; 725 older adults were able to remain safely and comfortably in their homes with the help of caregiver services; and 49 Holocaust survivors were helped to age with dignity, comfort and safety with care management and other supportive services provided through our Holocaust survivors program. 91% of clients assessed were shown to improve factors correlated with independent living.</p>
eleven:	<p>PLACED 11 CHILDREN IN PERMANENT, LOVING HOMES Our Family Hope Connection also completed 13 home studies and 18 post-placement reports. 75 youth in foster care were provided services through our affiliation with the Pennsylvania Statewide Adoption Network (SWAN).</p>
one thousand two hundred ninety three:	<p>MOVED OUR FOOD PANTRY TO A LARGER, BETTER-DESIGNED FACILITY To meet the increasing need of our neighbors in Squirrel Hill suffering from food insecurity, we moved our food pantry to a larger facility at 828 Hazelwood Avenue. The new location has enabled us to implement a client-choice model more like a grocery store, which provides for greater client dignity, increased efficiency and a wider range of volunteer activities. With the help of more than 300 volunteers who gave 2,912 hours of time, JF&CS's Squirrel Hill Community Food Pantry distributed 204,430 pounds of food to 1,293 people in 599 households.</p>

two hundred eighty nine:	<p>PROVIDED RESETTLEMENT SERVICES TO 289 REFUGEES With financial assistance from the Federal government, JF&CS helped resettle 289 refugees, mainly from Bhutan. This included newly arriving refugees from camps in Nepal as well as refugees migrating to Pittsburgh from other cities. With our help, 86% of refugees served achieved self-sufficiency within three months.</p>
one thousand one hundred sixty eight:	<p>DOUBLED THE NUMBER OF IMMIGRANTS WE COULD HELP WITH LEGAL ISSUES THROUGH NEW PARTNERSHIPS JF&CS's partnerships with the Allegheny County Bar Foundation, the Pro-Bono Immigration Law Project and the new University of Pittsburgh Immigration Law Clinic enabled our Services for Immigrants & Internationals (LSII) staff to help 1,168 immigrants with immigration-related legal cases. We successfully assisted 95% of the immigrants requesting residency in achieving their goal to receive green cards.</p>
one hundred:	<p>REACHED OUR HIGHEST NUMBER OF GUARDIANSHIP CLIENTS This past fiscal year, we served a record 100 guardianship clients. 100% of clients served were placed in safe appropriate housing for their disability, and there was an average 85% reduction in hospitalizations due to JF&CS guardianship interventions.</p>
two hundred twenty three:	<p>DISTRIBUTED MORE THAN \$400,000 IN SCHOLARSHIPS A total of \$428,114 was distributed to 223 students from the scholarship funds administered by JF&CS, including the Central Scholarship & Loan Referral Service (CSLRS) program and Spertus Fund of the Jewish Federation of Greater Pittsburgh, and the JF&CS Sarah and Tena Goldstein Memorial Scholarship Fund.</p>
one thousand two hundred twenty:	<p>DEVELOPED INNOVATIVE WAYS TO HELP 1,220 PEOPLE SEEKING EMPLOYMENT We increased the number and types of workshops offered, implemented a weekly available-jobs e-mail and developed employer-specific job fairs that match pre-qualified CDC clients with employers for specific job openings. CDC also expanded career services to mature workers with the launch of Maturity Works, which provided assessment and job search services to low-income job seekers ages 45-65; helped adults with mental health issues that impact their ability to succeed in the workplace through CDC's specialized Work-Able program; and helped at-risk teens transition to work or into post-secondary education with our AUNO program. Our overall placement rate for people in the job market was 71% (on average finding a job within six months) with a 90% retention rate.</p>



2010-2011 OPERATING BUDGET

SUPPORT & REVENUE \$4,411,525



FOR PERIOD JULY 1, 2010 THROUGH JUNE 30, 2011

JF&CS STAFF AND CONSULTANTS

Aryeh Sherman, LSW, *President & Chief Executive Officer*

Linda Ehrenreich, *Chief Operating Officer*

FISCAL

Cindy Paganico, *Chief Financial Officer*

Susan Kosher, *Billing/Fiscal Administrator*

Alliene Lees, *Payroll/Fiscal Administrator*

Marcia Siegel, *Fiscal Operations Administrator*

Consultants:

Heather Bonime, *Fiscal Administrator*

INFORMATION TECHNOLOGY

Warren Sufrin, *Director*

COMMUNICATIONS & DONOR RELATIONS

Laurie Gottlieb, *Director*

Lara Daly, *Donor Communications Specialist*

Emily Leone, *PR Associate*

Consultants:

Barry Rudel, *Development Officer*

GRANTS

Linda Ehrenreich, *Chief Operating Officer*

Jackie Foor, *Grant Writer*

ADMINISTRATIVE SUPPORT

Alice Vernon, *Executive Secretary/Office Manager*

Scarlet McNeal, *Medical Records Administrator*

Sherry Suber, *Receptionist/Clerk Typist*

CAREER DEVELOPMENT CENTER

Linda Ehrenreich, *(JF&CS COO), Acting Director*

Erin Barr, LSW, *Counselor for Foster Youth*

Sandra L. Coda, *CEC, GCDF, Career and Employment Counselor*

Joseph P. D'Anna, *Career and Employment Counselor*

Šemsa Dobrača, *Employment Services Specialist*

Dorcas Evans-Miller, *Information & Referral Employment Specialist*

Patrick Ferraro, *Employer Relations Coordinator*

Estee Gelman, *Program Assistant*

Justin Kelly, *Career and Employment Counselor*

Wendy Solomon, *Client Coordinator*

Jeanne Williams, *Career and Employment Counselor*

Consultants:

Betty Berkely, SPHR, *Career and Employment Counselor*

Pamela Harris, NCC, *Career and Employment Counselor*

Mark Lepore, Ed.D., LCSW, LPC, *Work-Able Counselor*

George Ponticello, *Career and Employment Counselor*

OLDER ADULT SERVICES

Jordan Golin, PsyD, *Director*

Holly Anderson, *Caregiver Connection Coordinator*

Pearl Averbach, LCSW, *Geriatric Care Coordinator & Psychotherapist*

Sandy Budd, LCSW, *Geriatric Care Coordinator & Psychotherapist*

Maxine Horn, AgeWell Pittsburgh, *Information & Referral Specialist*

Barbara Rosenberg, *Caregiver Connection Volunteer*

Stefanie Small, LCSW, *Geriatric Care Coordinator & Psychotherapist*

Consultants:

Ari Gildengers, M.D., *Psychiatrist*

FAMILY HOPE CONNECTION

JoAnn White, *Director*

Aneesa Holt, LSW, *Foster Care & Adoption Caseworker*

Deborah Kelly, *Foster Care & Adoption Caseworker*

Erica Lyons, *Foster Care & Adoption Caseworker*

Diane Stol, MSW, *Foster Care & Adoption Caseworker*

GUARDIANSHIP

Nicole Iole, *Director*

Therese Bissonnette, *Guardianship Caseworker*

Dan Lichok III, *Guardianship Caseworker*

Patty McKeown, *Guardianship Caseworker*

Rosalyn K. Rabinowitz, *Fiscal Assistant*

IMMIGRATION LEGAL SERVICES

Sheila Velez-Martinez, (Pitt Law), *Director, Immigration Law Clinic), Consulting Supervisor*

Jamie Englert, *Accredited Representative*

Joyce Gallagher Ramirez, *Immigration Attorney*

Svetlana Geguzina, *Immigration Counselor/Accredited Representative*

REFUGEE SERVICES

Leslie Aizenman, *Director*

Jessica Browne, *Americorps Member*

Brendan Coticchia, *Americorps Member*

Caitlin Delich, *Refugee Caseworker*

Šemsa Dobrača, *Employment Services Specialist*

Andy Gutierrez, *Employment Specialist*

Benedict Killang, *Employment Specialist*

Ximena Marinero, *Refugee Case Manager*

Cecilia Mok, *Americorps Member*

Alla Puchinsky, *Refugee Case Manager/Medical and Benefits Specialist*

Sancha Rai, *Interpreter & Case Worker*

Alexis Szymanski, *Refugee Case Manager*

Dawn Zuckerman, MSW, *Refugee Employment Specialist and Program Coordinator*

Consultant:

Judy Berkowitz, *Community Outreach Service Coordinator*

SQUIRREL HILL COMMUNITY FOOD PANTRY & SOS PITTSBURGH

Becky Abrams, MSW, *Director*

Tanya Bielski-Braham, *Coordinator*

Claire Burbea, *Social Service and Critical Needs Coordinator*

Jim Simeone, *Aide*

SQUIRREL HILL PSYCHOLOGICAL SERVICES

Jordan Golin, PsyD, *Director*

Pearl Averbach, LCSW, *Geriatric Care Coordinator & Psychotherapist*

Bari Benjamin, LCSW, BCD, *Psychotherapist*

Sandy Budd, LCSW, *Geriatric Care Coordinator & Psychotherapist*

Ellie Eisenstat, MPS, MSW, *Program & Resource Coordinator*

Wendy Levin-Shaw, LCSW, *Psychotherapist*

Linda Marino, *Program & Resource Coordinator*

Amanda McKee, *Clinical Administrator*

Stefanie Small, LCSW, *Geriatric Care Coordinator & Psychotherapist*

Barbara Wollman, LCSW, BCD, *Psychotherapist & Registered Play Therapy Supervisor*

Consultants:

Mary Ann Eppinger, M.D., *Medical Director*

Harry Ash, M.Ed., *Psychotherapist*

Maria Luczkow, MSW, LCSW, ACSW, *Psychotherapist*

Stephen Root, LCSW, *Psychotherapist*

CENTRAL SCHOLARSHIP & LOAN REFERRAL SERVICE

Alayne Lowenberger, *Director*

Dana Himmel, *Administrative Assistant*



If you would like to receive a hardcopy of the JF&CS 2010-2011 Annual Report, which includes our donor listing, please contact Lara Daly at ldaly@jfcspgh.org.

ACCREDITATIONS, RECOGNITIONS, LICENSES AND MEMBERSHIPS

- Accredited by the Council on Accreditation for Families and Children
- Licensed by the Commonwealth of Pennsylvania Department of Public Welfare for Outpatient Counseling
- Licensed by the Commonwealth of Pennsylvania Department of Public Welfare for Adoption, Foster Care and Private Child and Youth Services
- Licensed by the Commonwealth of Pennsylvania Department of Health as a Home Care Registry
- Recognized by the Board of Immigration Appeals of the U.S. Department of Justice to provide immigration services to foreign-born individuals with limited financial resources
- Recognized by the United Way of Allegheny County for Excellence in Health and Human Services
- Member Association of Jewish Family & Children's Agencies
- Member International Association of Jewish Vocational Services
- Member North American Council on Adoptable Children
- Member Three Rivers Adoption Council Consortium
- National Affiliate Elder Support Network

Jewish Family & Children's Service of Pittsburgh is a 501(c)(3) nonprofit organization. Services are provided and referrals are made without regard to race, gender, color, national origin, ancestry, religious creed, disability or age.



Jewish Family & Children's Service
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E-mail: info@jfcspgh.org • Web: www.jfcspgh.org



Adoption

Career Counseling, Job Search & Outplacement Services

Counseling

Critical & Special Needs

Elder Care

Coordination & Caregiver Services

Food Pantry

Guardianship

Immigration Legal Services

Refugee Services

Scholarship



careerdevelopmentcenter.org



fhcadopt.org



sqfoodpantry.org



squirrelhillpsych.org