



2016-2017  
ANNUAL  
REPORT



JEWISH FAMILY AND COMMUNITY SERVICES



SUPPORTING PEOPLE THROUGH LIFE'S CHANGES & CHALLENGES

## Our Vision

A caring community where all people have the opportunity to reach their potential.

## Our Mission

Supporting people through life's changes and challenges.

## Our Values

### **RESPONSIVENESS:**

We respond to the needs of people in the Jewish and Greater Pittsburgh communities.

### **RESPECT:**

We support people of all abilities by building on their strengths.

### **QUALITY:**

We deliver high-quality services.

### **COLLABORATION:**

We embrace collaborations in order to better serve our clients and community.

### **STEWARDSHIP:**

We manage our resources to achieve the greatest possible community benefit.

# Our Message

Throughout our 80 years of service to our community as Jewish Family & Children's Service, the theme of transitions has stood out when we've talked about our work, our values, our service delivery, and our mission. Helping people through life's many transitions is at the core of what we do.

When we reflect on the hundreds of thousands of lives we've changed in the 80 year history of our agency, we know that as an organization, we've experienced transition as well.

**We've grown. We've evolved.**

**We've helped people through life's changes and challenges. We've built a community.**

And through it all, you, our valued supporters and friends, have been with us every step of the way.

As an agency with deep roots in Jewish tradition, principles, and culture, we know that investing in human potential and bringing people together is the definition of community and peoplehood. As we approach our vision for the next 80 years and beyond, we know we must reflect our commitment to our community in not only our values as an agency, but in our name as well. We have evolved in programming and service delivery, and now is the time for a name that better reflects who we are and what we do.

With our new agency name, Jewish Family and Community Services (JFCS), we better demonstrate our community-centered values and programs while maintaining our roots, honoring our history, and ensuring our commitment to social services for all.

**Becoming Jewish Family and Community Services is more than just a name change.**

It's who we've always been. It's who you've always known us to be. It's a reflection of what we are already focused on: developing big solutions to society's big problems.

**It's our commitment to our community.**

We are at a turning point in our country's history. Just as our organization is going through a transition, so is our nation. Values and priorities have shifted, the political landscape is changing, and this will have profound implications for the social concerns that are so important to us: overcoming hunger and poverty, strengthening families, self-sufficiency through employment, aging with independence, conquering the many challenges of mental health disorders, dignity for the vulnerable, and ensuring immigrants and refugees become fully integrated into a welcoming, supportive community.

**Though our agency name will change, our mission, our work, our commitment to service and our presence in the Jewish and the broader community will not.**

What we've already accomplished, and what lies ahead, is only possible through the hard work and support of many people. Our community partners, the Jewish Federation of Greater Pittsburgh, the Jewish Healthcare Foundation, the United Way of Southwestern Pennsylvania, and many, many others, have shown that we are stronger when we work together. I would like to thank our supporters, our dedicated staff, our board of directors, clients, donors, and volunteers for helping us accomplish so much to strengthen our community—together.

I am proud of all that we've accomplished as a community so far, and I look forward to this next, exciting phase of JFCS.



Dr. Jordan Golin  
President & CEO





# Our Services

*JFCS SUPPORTS PEOPLE IN OUR COMMUNITY THROUGH ALL OF LIFE'S CHANGES AND CHALLENGES.*



# JFCS CAREER DEVELOPMENT CENTER

WORKING WITH OUR COMMUNITY'S JOBSEEKERS AND EMPLOYERS TO CREATE A DIVERSE REGIONAL WORKFORCE

**1,657**

**Total clients served** by JFCS Career Development Center

**85.5** — % of clients became more marketable

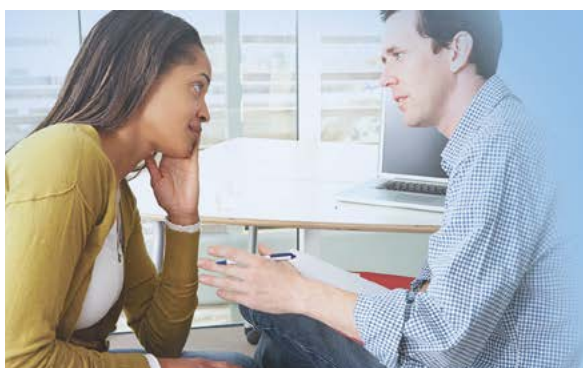
**87** — % of clients obtain employment

**95** — % of clients retained employment for three months or more

**13** — average number of weeks it takes Career Development Center clients to obtained employment (*National average is 30 weeks*)

**35** — participating volunteers

**306** volunteer hours donated



# JFCS COUNSELING SERVICES

ENCOURAGING AND SUPPORTING THE EMOTIONAL WELL-BEING OF INDIVIDUALS, FAMILIES AND OUR COMMUNITY

**1,068**

**Total clients served** by JFCS Counseling Services

**75** — % of counseling clients made significant progress toward treatment goals

**66** — children with social and emotional challenges received therapeutic treatment in a fun, safe, and supportive setting through Quest Summer Camp and Quest After School programs.



Formerly Known as Family Hope Connection

BUILDING AND STRENGTHENING FAMILIES IN OUR COMMUNITY.

258

**Total clients served** by JFCS Family Hope

123 — youth served from the foster care system

51 — children completed Lifebooks of their personal life histories

6 — completed adoptions



PROTECTING AND CARING FOR OUR COMMUNITY'S MOST VULNERABLE INDIVIDUALS.

137

**Total clients served** by JFCS Guardianship Services

100 — % of clients avoided homelessness (compared to state rate of 38%)

97 — % of clients avoided hospitalization (compared to state rate of 48%)



# JFCS IMMIGRATION LEGAL SERVICES

WELCOMING OUR COMMUNITY'S NEWEST NEIGHBORS.

**1,525**

**Total clients served** by JFCS Immigration Legal Services

**99** — % of immigrants requesting permanent residency (Green Cards) achieved this goal

**97** — % of immigrants requesting help with the naturalization exam achieved citizenship

**106** — participating volunteers      **1,894** volunteer hours donated



# JFCS REFUGEE & IMMIGRANT SERVICES

CREATING NEW LIVES IN OUR COMMUNITY FOR PEOPLE WHO HAVE ESCAPED UNIMAGINABLE CIRCUMSTANCES.

**1,445**

**Total clients served** by JFCS Refugee & Immigrant Services

**94** — % of refugees seeking employment obtained jobs (94% of refugees retained employment for three months or more)

**110** — participating volunteers      **3,500** volunteer hours donated



# JFCS SCHOLARSHIPS

PROVIDING MUCH-NEEDED FINANCIAL ASSISTANCE TO OUR COMMUNITY'S MOST DESERVING STUDENTS.

**179**

**Total students** received JFCS scholarship assistance

**400k+** — in scholarship dollars awarded to our community's Jewish students

Central Scholarship & Loan Referral Service is a program of the Jewish Federation of Greater Pittsburgh, administered by JFCS.





HELPING OUR COMMUNITY'S SENIORS MAINTAIN THEIR INDEPENDENCE WHILE SUPPORTING THEIR CAREGIVERS AND LOVED ONES.

**1,757**

**Total clients served** by JFCS Senior Services

**87** — % of seniors remained independent in the community

**71** — % of clients avoided hospitalizations

**30** — Holocaust survivors received specialized services and support

**104** — seniors were transported by volunteer drivers to doctor appointments, grocery shopping, and community activities or received personal visits to their homes from volunteers through the AgeWell Rides and AgeWell Visits programs.

**67** — participating volunteers      **1,453** volunteer hours donated



Formerly Known as Squirrel Hill Community Food Pantry

FEEDING FAMILIES IN OUR COMMUNITY WITH NUTRITIOUS, HEALTHY, LIFE-SUSTAINING FOOD.

**1,826**

**Total clients served** by JFCS Squirrel Hill Food Pantry

**94** — % of clients who received critical needs services made progress toward resolving basic needs

**248,132** — pounds of food distributed to clients

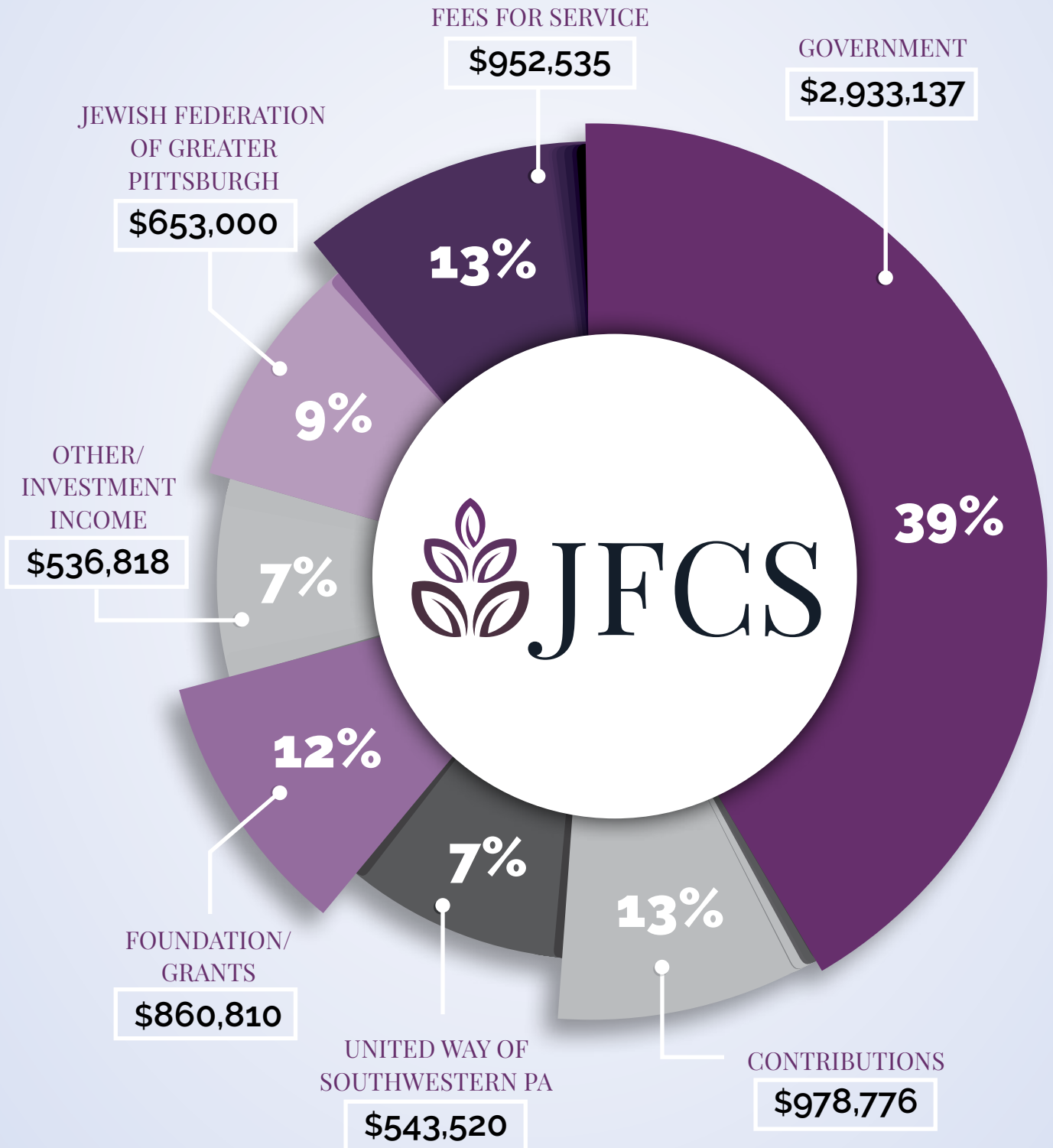
**159** — families were connected to additional support services to help them achieve and maintain self-sufficiency

**1,363** — participating volunteers      **4,632** volunteer hours donated



# JFCS Funding Breakdown 2016-2017

**TOTAL FUNDING: \$7,458,596**



# Our Board of Directors

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Lynn J. Snyderman, Esq.

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# Our Staff

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Dana Gold, COO

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Office Manager

Deanna Hitchcock, Receptionist

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Elaine Dalfen, Development Associate

Iris Valanti, Public Relations Associate

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Jessica Fine, Associate Accountant

Susan Kohser, Billing/Fiscal Administrator

Alliene Lees, Fiscal/Payroll Administrator

Bill Orr, Fiscal Assistant

Marcia Siegel, Fiscal Operations  
Administrator

## GRANTS

Linda Ehrenreich, Chief Innovation Officer

Susan Jablow, Grant Writer

## INFORMATION TECHNOLOGY

Nate Meek, Network Administrator

## JFCS CAREER DEVELOPMENT CENTER

Sarah Cole Welch, Director

Erin Barr, LCSW, Career and  
Employment Counselor

Tanya Bashor, Employer  
Relations Coordinator

Robin Farabee-Siers, Career Consultant

Pamela A. Harris, MS, NCC, LPC, Career  
and Employment Counselor

Deanna Hitchcock, Program Assistant

Justin Kelly, Career Consultant

Lisa Lenhart, Youth and Adult  
Career Consultant

Kaitlyn Myers-Brooks, Career and  
Employment Counselor

George R. Ponticello, Career Consultant

Chris Rippee, Career and  
Employment Counselor

Gina Sapienza, Volunteer and  
Administrative Coordinator

Wendy Solomon, Client Intake Coordinator

Bishnu Timsina, Youth and Adult  
Career Consultant

Jeanne Williams, Career Consultant

Gretchen Young, Program Assistant

### Consultants:

Mark Lepore, Client Consultant

Julie Thornton, Client Consultant

## JFCS COUNSELING SERVICES

Stefanie Small, LCSW, Director

Aprilynn Artz, LPC, Quest Camp Director  
and School Consultation Counselor

Bari Benjamin, LCSW, BCD,  
Psychotherapist

Ellie Bruner, MSW, Clinical Administrator  
and Program Coordinator

Sandra Budd, LCSW, Psychotherapist and  
Geriatric Care Coordinator

Amanda Chamberlain, LPC,  
Psychotherapist

Ariel Gildengers, MD, Psychiatrist

Kristen Horn, LSW, Quest Camp Assistant  
Director and School Consultation  
Counselor

Wendy Levin Shaw, LCSW,  
Psychotherapist

Maria Luczkow, LCSW, Psychotherapist

Kelli McElhinny, LCSW, Psychotherapist  
and Geriatric Care Coordinator

Scarlet McNeal, Medical Records  
Administrator

Scott Schreiber, LCSW, Psychotherapist  
Samantha Schwartz, Outreach Worker for Project Shifra

*Intern:*  
Amanda Berney

### JFCS FAMILY HOPE

JoAnn White, M.S., Director

Erika Gilmore, M.Ed.,  
Permanency Specialist

Mary Margaret Healy, MSW  
Permanency Specialist

Samantha Poteste, LSW  
Permanency Specialist

*Consultants:*

Cheryl Longstreet

Beverly Wehrle, M.S.A.

### JFCS GUARDIANSHIP SERVICES

Nicole Iole, Director

Mallory Branham, Guardianship  
Case Manager

Patty McKeown, Guardianship  
Case Manager

Rozie Robinowitz, Guardianship  
Fiscal Department

Devin Shuman, Guardianship  
Case Manager

Bill Orr, Fiscal Assistant

### JFCS IMMIGRATION LEGAL SERVICES

Jamie Englert, Director

Svetlana Geguzina, Accredited  
Representative

Orlando Portela, Immigration Attorney

Joyce Ramirez, Immigration Attorney

Megan Walker, Immigration Attorney

Jacquelyn Wise, Accredited  
Representative

*AmeriCorps:*

Samuel Kainz

### JFCS REFUGEE & IMMIGRANT SERVICES

Leslie Aizenman, Director

Rebecca Aguilar-Francis, Senior  
Caseworker

Hussein Aladdin, Employment Specialist

Sawsan Alobaidi, Senior Caseworker

Dawn Brubaker, MSW, Lead  
Service Coordinator

Viola Byegeka, Intensive Caseworker

Brenda Green, Department Supervisor

Rup Pokharel, Service Coordinator

Alla Puchinsky, Refugee Caseworker

Michelle Leone Tecza, Refugee Intake  
Counselor & TANF Specialist

Andrew Van Treeck, Volunteer Coordinator

Simone Vecchio, Program Coordinator

Kaitlyn White, MSW, Service Coordinator

*AmeriCorps:*

Gohar Abrahamyan

Erica Hom

Logan Bialik

Abigail Norwood

*Consultants:*

Bhanu Acharya

Yasser Al Maghazachi

Wafaa Al Obaidi

Faiz Al-Salihi

Mena Aldoori

Judy Berkowitz

Azadeh Block

Sister Karina Conrad

Devi Ghising

Til Gurung

Jeffrey Herzog

Than Than Htway

Netra Kafley

Indra Kharel

Deena Khatiwoda

Heejung Jang

Eunjoo Kim

Maria Lar

Roding Lian

Samah Malas

Pepo Mazingi

Oydinoy Nazarova

Judith Ogega

Brenda Portillo

Riber Shweish

Olive Tengera

Ri Sa

MiRan Surh

Myungshin Won

*Interns:*

Andrew Eshrich

Denise O'Malley

Emily Pence

Alena Roberson

### JFCS SCHOLARSHIPS

Alayne Lowenberger, Director

Dana Himmel, Coordinator

(Central Scholarship & Loan Referral Service is a program of the Jewish Federation of Greater Pittsburgh, administered by JFCS)

### JFCS SENIOR SERVICES

Stefanie Small, LCSW, Director

Holly Anderson, Caregiver  
Connection Coordinator

Ellie Bruner, MSW, Clinical Administrator  
and Program Coordinator

Sandra Budd, LCSW, Psychotherapist  
and Geriatric Care Coordinator

Linda Geistman, Caregiver Connection  
Administrator

Ariel Gildengers, MD, Psychiatrist

Maxine Horn, Information and Referral  
Specialist for AgeWell Pittsburgh

Ellen Leger, Eldercare Administrator

Kelli McElhinny, LCSW, Psychotherapist  
and Geriatric Care Coordinator

*Interns:*

Laura Bickel

Madeline Nagel

### JFCS SQUIRREL HILL FOOD PANTRY

Matthew Y. Bolton, Director

Claire Burbea, LCSW, Social Service  
and Critical Needs Coordinator

Stacie Dow, Program Assistant

Arielle Kroser, Administrative Assistant

Kaitlyn Myers-Brooks, MEd, NCC,  
Critical Needs Specialist

Kathleen Poth, Coordinator

Jim Simeone, Aide



**SUPPORTING PEOPLE THROUGH  
LIFE'S CHANGES & CHALLENGES**



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Jewish Federation  
OF GREATER PITTSBURGH



JEWISH  
HEALTHCARE  
FOUNDATION



United Way of  
Southwestern Pennsylvania



NETWORK  
of Jewish Human  
Service Agencies



Claims Conference ועידת התביעות  
The Conference on Jewish Material Claims Against Germany

JFCS Career Development Center • JFCS Counseling Services • JFCS Family Hope • JFCS Guardianship Services  
JFCS Immigration Legal Services • JFCS Refugee & Immigrant Services • JFCS Scholarships  
JFCS Senior Services • JFCS Squirrel Hill Food Pantry

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