2018 - 2019 ANNUAL REPORT

Supporting people through life's changes & challenges

JFCS
“Alone we can do so little, together we can do so much.”

~ Helen Keller
Our Message

Dear Friends,

Day in and day out, JFCS is committed to supporting our community through life’s changes and challenges. During life’s most difficult times, the staff at JFCS is always there—ensuring our clients have the resources and support they need to reach a better day.

In a year where we experienced one of the greatest catastrophes to face our community, we hope to reflect on the strength we draw from one another as we walk together through the challenges ahead. We will always remember the devastating attack on Tree of Life’Or L’Simcha, Dor Hadash, and New Light Congregations. We hold the victims and their families in our hearts forever.

We are so grateful to you - our community, our partners, our volunteers, our staff, our friends and our family - for your commitment to JFCS. This year brought countless crises. Some of these were personal and others impacted the community as a whole. With your continued support, we were able to continue offering comprehensive assistance, guidance and help to thousands of community members.

Thank you for being a part of our journey this year. We are forever grateful.

Dr. Jordan Golin
President & CEO
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.
JFCS Funding Breakdown 2018-2019

TOTAL FUNDING: $8,388,538

- GOVERNMENT: $2,724,551 (32%)
- JEWISH FEDERATION OF GREATER PITTSBURGH: $656,668 (11%)
- FOUNDATION/GRANTS: $776,457 (9%)
- CLIENT SERVICE FEES: $895,160 (11%)
- OTHER/INVESTMENT INCOME: $438,868 (5%)
- UNITED WAY OF SOUTHWESTERN PA: $583,024 (7%)
- CONTRIBUTIONS: $2,313,810 (27%)
JOB SEEKERS:
• Assist with a job search plan and coaching that includes help with resumes, cover letters, and lead development
• Offer assessment tests that help identify interests, abilities, and values and how they relate to career options
• Access to employer recruitment, networking opportunities and career fairs
• Provide professionally facilitated workshops, productivity groups and support groups

EMPLOYERS:
• Provide outplacement services to local and regional employers for displaced workers
• Provide recruitment services to identify top caliber candidates
• Provide a full range of career counseling and job search services to assist spouses/partners of relocating employees
• Offer employer consultations regarding the value and benefits of hiring people with special challenges
“I didn’t just find a job, I figured out who I am.” – Dan Wonder

Dan had his dream job working in radio news for 25 years. He reported on community events and tragedies, challenges facing the city schools. He worked in management and got to help people. In the fall of 2016, his job was eliminated. He came to JFCS Career Development Center for help finding a job. Along the way, he says, he discovered who he was. He’s changed careers and is now the Transportation Resource Coordinator at North Hills Community Outreach.

This year, we helped Point Park University and Duquesne University better serve their students who have mental health challenges or on the autistic spectrum. JFCS Career Development Center career counselors worked at both campuses with their respective offices of career services, veteran services, and disability services in order to help students to achieve better outcomes when it comes to entering the workforce.

In an effort to address challenges facing adults living with mental illness as it relates to employment, we launched two programs to serve clients better. We started a pilot program to look at ways to better meet the job search needs of JRS Howard Levin Clubhouse members by offering on-site individualized career counseling and group workshops. We also launched a cross agency collaboration with JFCS Counseling Services to offer Mental Health First Aid, mental health counseling and other holistic services.
Expenditures:

2019

$466,560

Leadership: Stefanie Small - DIRECTOR

6.2 FULL-TIME STAFF
1,246 CLIENTS SERVED

Outcomes:

IMPROVED MENTAL HEALTH

Clients will make significant progress toward treatment goals

<table>
<thead>
<tr>
<th>FY2017</th>
<th>FY2018</th>
<th>FY2019</th>
<th>GOAL FOR 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>75%</td>
<td>67%</td>
<td>70%</td>
<td>75% of therapy/psychiatry clients make significant progress toward goals</td>
</tr>
</tbody>
</table>

COMMUNITY MENTAL HEALTH RESPONSE

In response to the synagogue shooting on October 27, 2018, JFCS led the effort to provide mental health support to the community.

| Bereaved and injured families assigned a care navigator | 22 |
| Community partnerships (agencies/hospitals/clinicians) | 190 |
| Community members attended emergency drop in hours | 223 |
| Support groups for witnesses and the community | 14 |
| Healing workshops | 35 |

How We Help:

INDIVIDUAL SERVICES:

- Individual, child/adolescent, relationship & family therapy
- Support groups
- Domestic abuse counseling
- Trauma counseling

COMMUNITY SERVICES:

- School and camp consultations
- Family life education
- Training and on-site services
In the wake of October 27th, our counseling services responded immediately and took the lead in meeting the psychological needs of our community. We assigned personal navigators for each bereaved and injured family. We offered both an ongoing weekly general support group as well as 10 different topical groups to offer help and guidance to the community members in crisis. We hired a full time trauma therapist to support children, adolescents, and adults. We continue to be committed to being here for each family and the community in the years ahead.

In response to the attack on our community, JFCS worked closely with partners in Pittsburgh and around the world. Key partners included the Jewish Federation of Greater Pittsburgh, the Jewish Community Center and the Israel Trauma Coalition. Over the course of the community response, we collaborated with 190 partner agencies, hospitals and clinicians to serve the greatest number of people in need.

We are devastated by the attack on our friends and neighbors at Tree of Life’Or L’Simcha, Dor Hadash, and New Light. The loss to our community is incalculable. Our hearts and prayers are with the congregations and all those affected by this senseless act of violence. We pray for the wounded and for the families and friends of those who lost their lives.
Leadership: Nicole Iole - DIRECTOR

<table>
<thead>
<tr>
<th></th>
<th>FY2017</th>
<th>FY2018</th>
<th>FY2019</th>
<th>GOAL FOR 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>JFCS Guardianship Services clients avoiding homelessness</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>More than 48% avoid homelessness (state rate)</td>
</tr>
<tr>
<td>JFCS Guardianship Services clients avoiding hospitalizations</td>
<td>97%</td>
<td>99%</td>
<td>99%</td>
<td>More than 48% avoid hospitalization (state rate)</td>
</tr>
</tbody>
</table>

Expenditures: $535,390

How We Help:

• Develop, coordinate, and monitor professional services needed by an individual (ward) who has been determined by the Court to be incapacitated and no longer able to make his or her own life decisions

• Manage our clients' financial resources and assets in their best interests

• Act as Power of Attorney (POA) to put in place Advanced Health Care Directives for wards of JFCS

Outcomes:

PROTECTING AND CARING FOR OUR COMMUNITY'S MOST VULNERABLE INDIVIDUALS

Leadership: Nicole Iole - DIRECTOR

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<tbody>
<tr>
<td>FULL-TIME STAFF</td>
<td>4.75</td>
</tr>
<tr>
<td>CLIENTS SERVED</td>
<td>141</td>
</tr>
</tbody>
</table>

2019
JFCS Guardianship Services was awarded the Adult Protective Services contract to support adults between 18 and 59 years of age with physical or mental impairment who have been victimized and experienced abuse, neglect, exploitation and abandonment. This contract gives us the opportunity to help the most vulnerable of our community to regain safety and security in their life.

We broke record numbers preventing homelessness and hospital stays of our clients. Our case management program helps families navigate systems and coordinate health services. This preventative measure together with a strong support system ensures that our clients receive care they need at the first sign of crisis.

JFCS Guardianship Services has maintained staff, with zero turn-over, for 10 years. Clients largely come from unsafe and unstable environments, and we successfully place them in safe and nurturing settings. Our staff longevity allows us to build strong, trusting relationships with clients, which contributes to our successes.
Leadership: Jamie Englert - DIRECTOR

8.4 FULL-TIME STAFF
1,796 CLIENTS SERVED
131 VOLUNTEERS
2,208 VOLUNTEER HOURS DONATED

Expenditures: $622,070

Outcomes:

SAFE AND STABLE NEW LIVES

<table>
<thead>
<tr>
<th></th>
<th>FY 2017</th>
<th>FY 2018</th>
<th>FY 2019</th>
<th>GOAL FOR 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immigrants requesting permanent residency achieve goal</td>
<td>99%</td>
<td>97%</td>
<td>98%</td>
<td>90% successfully obtain Green Card</td>
</tr>
<tr>
<td>Immigrants requesting help with naturalization exam achieve goal</td>
<td>97%</td>
<td>96%</td>
<td>97%</td>
<td>90% successfully obtain citizenship</td>
</tr>
</tbody>
</table>

How We Help:

- Provide consultations on immigration issues
- Represent and assist clients with applications and collection of supporting documentation
- Prepare clients for interviews with US Citizenship and Immigration Services (USCIS) and for the naturalization test
- Represent unaccompanied children in the region
- Represent individuals in removal proceedings to try and stay in the United States
- Train and mentor pro-bono attorneys to assist clients with immigration cases

SAFE AND STABLE NEW LIVES GOAL FOR 2020

99% 97% 98%
97% 96% 97%
90% successfully obtain Green Card
90% successfully obtain citizenship
“We all have expectations from life, but things don’t always go as planned. What is important is that I keep pushing through - it’s tough but rewarding. At the end of the day, I am really happy that my life is the way it is.”  - Darvin Isidor Sanchez

Darvin is 26 years old and moved to the US from Mexico at the age of 11. He works as a bartender and has dreams of going to business school one day.

We built a collaboration of four foundations to support an expansion of our services across the region to better serve clients in the communities where they live. The expansion includes placing attorneys and accredited representatives at all ISAC partner locations; recruiting, training and mentoring pro bono attorneys to help serve larger numbers of clients; and increasing awareness by facilitating community educational forums around immigration topics.

JFCS Immigration Legal Services holds a government contract to provide legal aid to detained unaccompanied children in the Pittsburgh region. In addition to seeing an increased number of released unaccompanied children placed locally, in February 2019, we accepted a request to expand our services to serve unaccompanied children in West Virginia shelters. Over the past year, the number of children served by JFCS increased by 112%. 

SAFE AND STABLE NEW LIVES GOAL FOR 2020

<table>
<thead>
<tr>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>90%</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td>90%</td>
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<td>90%</td>
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- Represent unaccompanied children in the region
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- Train and mentor pro-bono attorneys to assist clients with immigration cases

WELCOMING OUR COMMUNITY’S NEWEST NEIGHBORS
Leadership: Leslie Aizenman - DIRECTOR

**2019**

**Expenditures:**
$2,089,642

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**Outcomes:**

**SAFE, STABLE NEW LIVES — RESETTLEMENT**

<table>
<thead>
<tr>
<th>FY 2017</th>
<th>FY 2018</th>
<th>FY 2019</th>
<th>GOAL FOR 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refugees seeking employment will get jobs</td>
<td>94%</td>
<td>96%</td>
<td>95%</td>
</tr>
<tr>
<td>Clients will maintain employment 3+ months</td>
<td>94%</td>
<td>88%</td>
<td>85%</td>
</tr>
<tr>
<td>Newly resettled refugees will know basic survival information (laws, norms, etc.)</td>
<td>+25%</td>
<td>+37%</td>
<td>+35%</td>
</tr>
</tbody>
</table>

**IMMIGRANT SERVICES/CONNECTIONS (ISAC)**

<table>
<thead>
<tr>
<th>FY 2017</th>
<th>FY 2018</th>
<th>FY 2019</th>
<th>GOAL FOR 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increased access to basic life necessities</td>
<td>--</td>
<td>+2.21</td>
<td>+2.67</td>
</tr>
<tr>
<td>Increased financial self-sufficiency</td>
<td>--</td>
<td>+2.28</td>
<td>+3.0</td>
</tr>
<tr>
<td>Increased access to healthcare needs</td>
<td>--</td>
<td>+2.36</td>
<td>+2.8</td>
</tr>
</tbody>
</table>

*CLIENT ASSESSMENT OF INCREASE IN REACHING GOALS MEASURED ON SCALE OF 1-5 POINTS*

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**How We Help:**

- Resettle refugees from around the world
- Find employment for working-age adults within 3-5 months of arrival
- Provide regular drop-in hours at community-based sites where case workers and interpreters help with everyday issues, such as reading mail and scheduling appointments
- Provide extended support and a service plan for refugees with special needs, particularly around chronic medical issues
- Lead ISAC, a five-agency partnership to ensure all immigrants, including refugees, have access to existing services
- Connect community volunteers with refugee families and youth to help in the transition to the US
- Train community leaders to facilitate groups of their peers to build community resourcefulness, share experiences and decrease feeling of isolation
“I can be anything I want to be. I feel lucky that I’m here.”  - Sita Adhikari

Born in a refugee camp in eastern Nepal, Sita is 20 years old and is planning on going to nursing school in the fall at Carlow College. She came to Pittsburgh as a Bhutanese refugee from Nepal on December 8, 2011.

Despite the overall national slowdown in refugee arrivals, the pace picked up this year with 123 arrivals compared with 71 arrivals the prior year. The majority of refugees are from the Democratic Republic of Congo or Afghanistan.

Immigrant Services and Connections (ISAC), the innovative multi-agency partnership to connect vulnerable immigrants to resources led by JFCS, experienced another year of significant growth. ISAC staff served over 2,500 clients. The top five native languages of ISAC clients are Spanish, Nepali, Arabic, Uzbek, and Swahili and the top five countries of origin include Bhutan, Mexico, Uzbekistan, Democratic Republic of the Congo and Syria. The most frequent requests for assistance at time of intake include legal immigration services, food insecurity, navigating the healthcare system, housing and employment.
Leadership:  Stefanie Small - DIRECTOR

8.45  FULL-TIME STAFF
1,476  CLIENTS SERVED
48  VOLUNTEERS
1,617  VOLUNTEER HOURS DONATED

Expenditures:  $954,190

Outcomes:

<table>
<thead>
<tr>
<th>INDEPENDENT SENIORS</th>
<th>FY 2017</th>
<th>FY 2018</th>
<th>FY 2019</th>
<th>GOAL FOR 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seniors are independent in the community</td>
<td>87%</td>
<td>90%</td>
<td>87%</td>
<td>91% of clients avoid a nursing home Admission (Pittsburgh's general rate)</td>
</tr>
<tr>
<td>Seniors avoid hospitalizations</td>
<td>71%</td>
<td>72%</td>
<td>78%</td>
<td>70% of clients have no hospitalizations</td>
</tr>
<tr>
<td>Seniors avoid ER visits</td>
<td>72%</td>
<td>74%</td>
<td>74%</td>
<td>74% of clients have no ER visits</td>
</tr>
</tbody>
</table>

114 seniors were transported by volunteer drivers to doctor appointments, grocery stores, and community events and activities, or received personal visitations from volunteers through the AgeWell Rides and AgeWell Visits programs.

Notes: *Outcome data is based on clients of the entire AgeWell Pittsburgh collaboration, which includes JFCS, Jewish Association on Aging and Jewish Community Center

How We Help:

• Provide information and referral to many services for seniors with one call to AgeWell Pittsburgh
• Provide licensed social workers to assess, plan, coordinate, monitor, and provide services for seniors, their families, and caregivers
• Provide fully-screened, trained, and experienced caregivers for short or long-term engagements, with 24/7 backup coverage as needed
• Provide family consultations to address difficult or challenging family issues and develop a solid plan related to care for aging seniors
• Provide support to Holocaust survivors to address their unique needs through services including home-based care, counseling, and assistance filing claims for reparations
• Operate volunteer ride and visitation programs for seniors
I used to tell my students, “We have to work hard, but if you learn to read and write, you can be anything you want to be.” — Edith Battle

Edith is a retired teacher and a client of AgeWell Rides. At 88, she’s been able to stay independent thanks to her AgeWell Rides Volunteer, Ron Quinn. Edith has joined a chorus, takes aqua-fitness and eats a healthy lunch at the JCC several times a week.

JFCS Senior Services expanded our Caregiver Connection team to help more vulnerable seniors, who benefit from the support of compassionate caregivers to assist them with their daily activities. The program is one of a kind in our region and involves JFCS helping families hire and work with independent caregivers so that their loved ones can remain in their homes for as long as possible.

In the second year of AgeWell Reads, over 60 library visits were made. The program was established to help homebound seniors access books and other media from the Carnegie Library. Through this program, librarians at the Carnegie Library curate materials to match seniors’ interests. Volunteers pick up the materials and return completed materials to the library.
Leadership: Matthew Y. Bolton - DIRECTOR

6  FULL-TIME STAFF
1,534  CLIENTS SERVED
981  VOLUNTEERS
3,812  VOLUNTEER HOURS DONATED

Expenditures: $754,908

Outcomes:

<table>
<thead>
<tr>
<th>Families Have Food</th>
<th>FY 2017</th>
<th>FY 2018</th>
<th>FY 2019</th>
<th>Goal for 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value of food annually for a family of 4</td>
<td>$3,924</td>
<td>$4,338</td>
<td>$4,891</td>
<td>Meet last year’s value</td>
</tr>
<tr>
<td>Distributed whole grains</td>
<td>2.4%</td>
<td>2%</td>
<td>2%</td>
<td>2% of food purchased will be whole grains</td>
</tr>
<tr>
<td>Distributed fresh fruits &amp; vegetables</td>
<td>26%</td>
<td>33%</td>
<td>39%</td>
<td>30% of food purchased will be fresh fruits and vegetables</td>
</tr>
<tr>
<td>Clients who received critical needs services make progress toward resolving basic needs</td>
<td>94%</td>
<td>86%</td>
<td>78%</td>
<td>94% of social service recipients resolve one or more of their presenting issues</td>
</tr>
</tbody>
</table>


distributed whole grains

2% of food purchased will be whole grains

30% of food purchased will be fresh fruits and vegetables

94% of social service recipients resolve one or more of their presenting issues

84 households received critical needs assistance for housing, medical & furniture through the SOS Pittsburgh program.

How We Help:

- Provide supplemental food for families in need in the 15217 service area
- Provide emergency food assistance to any individual or family in a crisis situation
- Deliver food to the frail and elderly
- Provide both kosher and non-kosher food
- Provide the assistance of a social services and critical needs coordinator to identify issues and explore solutions
- Provide financial assistance through various community resources as well as funds through SOS Pittsburgh
“I am blessed. It is refreshing to know that there are people who care in a world with so much hate.”  - Richard Burtner

Richard is 75 now, a Vietnam Veteran and long time truck driver retired on a fixed income. While he has Parkinson’s Disease and uses a wheelchair, Richard is known around the neighborhood as the guy who fixes anything. Today, he’s grateful for all the support he receives at a time when he needs it most.

The SOS Pittsburgh program was founded to help individuals and families get back on their feet with one-time financial assistance. This year, the United Way awarded the JFCS Squirrel Hill Food Pantry funding to support veterans with short-term basic needs assistance and to assist women struggling with housing, utilities, transportation and medical care.

In response to the Federal Government shutdown in December 2018 and January 2019, the JFCS Squirrel Hill Food Pantry prepared for an increase in demand by furloughed workers and SNAP recipients whose benefits had been adjusted. JFCS mobilized the community with an emergency food drive and coordinated outreach to the community.
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Yasser Al Maghazachi
Wafaa Aloabaidi
Faiz Al-Salih
Alwi Omar Alwi
Julian Asenjo
Ana Bakhtar
Amanda Berney
Kabar Bhandari
Krishna Bhandari
Lok Mahat Bhandari
Judy Berkowitz
Azadeh Block
Jacob Butoyi
Christina Castillo
Bajendra Dulal
Noorulhaq Fazly
Svetlana Gadjieva-Chevillard
Luz Garcia
Til Gurung
Hiwot Habtegabrizl
Jeffrey Herzog
Jeimy Ibarra
Heejung Jang
Fatima Jawad
Mulume Kazimoto
Nelly Kageha Kiriza
Joshua Kivuva
Maria Lar
Roding Lian
Melissa Lopez
Celestine Mpazage
Nancy Mwangi
Josephine Neema
Andrea Peraza
Dilli Pokhrel
Ri Sa
Abdul Mia Saboor
Ivania Rivas Shurer
Riber Shweish
Shashi Timsina
Serap Uzunoglu
Hiba Wagner
Deborah Zabayo
Ivonne Zawadi

JFCS SENIOR SERVICES
Stefanie Small, LCSW, Director of Clinical Services
Holly Anderson, Caregiver Connection Coordinator
Ellie Bruner, MSW, Clinical Administrator and Program Coordinator
Sandra Budd, LCSW, Psychologist 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, Psychologist and Geriatric Care Coordinator
Shaunee Warden, Caregiver Connection Outreach Specialist

Interns:
James Hamzey

JFCS SQUIRREL HILL FOOD PANTRY
Matthew Y. Bolton, Director
Claire Burbea, LCSW, Social Service and Critical Needs Coordinator
Stacie Dow, MAFS, Coordinator
Arielle Kroser, Program Assistant
Kathleen Carr, Program Assistant
Jim Simeone, Aide
Hunter Milroy, MSS, Food Pantry Resource Specialist

JEWSH SCHOLARSHIP SERVICE
(JSS is a program of the Jewish Federation of Greater Pittsburgh, administered by JFCS)
Alayne Lowenberger, Director
Dana Himmel, Coordinator
Our success in helping others is made possible with the support of friends and partners ~ Jordan Golin
President & CEO of JFCS

About the photographer: Megan Walker is a professional photographer as well as an immigration attorney at JFCS. Megan volunteered to capture photos of clients to share their stories of struggle, joy, pain, and triumph. We hope these images serve as a visual display of our clients’ experiences.