

 JFCS

ANNUAL REPORT

19 | 20



“

*The greatness of a community  
is most accurately measured  
by the compassionate actions  
of its members.*

”

*~ Coretta Scott King*

## Our Message

Jewish Family and Community Services has been the safety net for individuals and families in the Greater Pittsburgh community for over 80 years. We've always focused on supporting our community members through life's changes and challenges. This year brought unprecedented challenges to our agency and the community with the onset of COVID-19.

JFCS staff worked at full-capacity and continued to meet the needs of clients and the community throughout a constantly changing environment. We were flexible and innovative in ensuring that no one fell through the cracks as we shifted most of our services to a remote delivery format.

We're truly humbled to be able to help families overcome food insecurity, to help immigrants become citizens, to help professionals find new jobs, to help seniors remain independent, to help refugees settle into their new homes, and to help community members find healing from trauma and bereavement.

Throughout this pandemic, we've been able to continue to do our work because of your support. To our community, partners, staff, volunteers, friends and family—thank you for being with us on this journey.



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.

*JFCS SUPPORTS PEOPLE IN OUR COMMUNITY THROUGH ALL OF 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:**

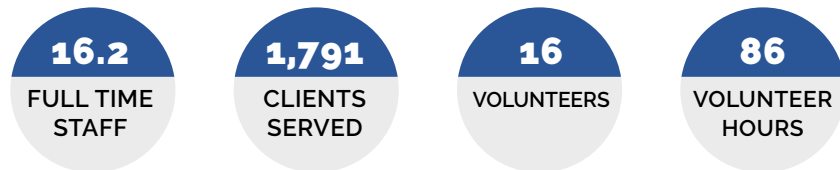
We manage our resources to achieve the greatest possible community benefit.



photo by John Schiller

### Leadership:

**Sarah C. Welch** - DIRECTOR



### Outcomes:

SUCCESSFUL EMPLOYMENT	FY2019	FY2020	GOAL FOR 2021
Clients obtain employment	85%	90%	Exceed national standard of 68%
Clients maintain employment 3+ mo	94%	92%	Exceed national standard of 72%
Clients obtain employment quickly	13.5 wks	14 wks	Exceed national average of 24 weeks
Clients become more marketable	93%	97%	85% increase their marketability

### Success Stories

In its sixth year, the EmployAble program, with support from United Way, was successfully expanded at Duquesne University and Point Park University to support young adults who have mental health challenges or are on the autism spectrum. The program began a new pilot at Argo AI to help implement procedures that increase neurodiversity hiring and create a more inclusive and welcoming workplace environment.

The Immigrant Workforce Program (IWP) is a JFCS program provided in partnership with Literacy Pittsburgh, which is designed to provide a cohort of foreign-born job seekers with necessary skills to navigate the American workforce while also developing their English language skills. Attendance was high, and group members began arranging their own English conversation groups and practice groups for interviewing skills. As the participants began to know and trust each other, they started to open up and shared stories and anecdotes.

### COVID-19 Response

1. Helped nearly 200 clients access unemployment compensation.
2. Adapted 15 workshops and employer events to a virtual format.
3. Disseminated employment resources for job seekers and professionals across Allegheny County.
4. Oversaw 58 youth through the City/County paid summer Learn And Earn program.
5. Transitioned Immigrant Workforce Program to online model in less than 2 weeks once stay-at-home order was issued.

### Leadership:

**Stefanie Small** - DIRECTOR



### Outcomes:

#### IMPROVED MENTAL HEALTH

	FY2019	FY2020	GOAL FOR 2021
Clients will make significant progress toward treatment goals	70%	68%	75% of clients make significant progress toward goals
Support groups and healing workshops will bring relief by engaging peers.	49 groups	61 groups	Support groups and healing workshops will continue as needed.

### Success Stories

This year was the first commemoration of the synagogue shooting at Tree of Life\*Or L'Simcha, Dor Hadash, and New Light. Under the umbrella of the 10.27 Healing Partnership, JFCS continues to provide therapy, support groups and other healing services. Additional support was implemented for the commemoration, holidays and other milestones to help each family and the community heal.

Teenagers today face mental health challenges not adequately addressed by existing services. JFCS secured seed funding for UpStreet, an innovative teen mental health walk-in center where kids can drop in for counseling, alternative therapy and self-directed activities. As the center is being built, therapy and support groups are available—with text-based mentoring on the horizon.

### COVID-19 Response

1. Transitioned to virtual support groups and expanded offerings.
2. Moved to telehealth and telemedicine with counseling clients.
3. Launched a community hotline with the support of the Jewish Federation of Greater Pittsburgh and the United Way of Southwestern Pennsylvania.

### Leadership:

**Nicole Iole** - DIRECTOR



### Outcomes:

SUCCESSFUL EMPLOYMENT	FY2019	FY2020	GOAL FOR 2021
Clients avoid homelessness	100%	100%	More than 48% avoid homelessness (state rate)
Clients avoid hospitalization	99%	98%	More than 48% avoid hospitalization (state rate)

### Success Stories

JFCS Guardianship Services has maintained staff, with zero turn-over, for 11 years. Clients largely come from unsafe and unstable environments where they have been victimized by abuse, neglect, exploitation and abandonment, and we successfully place them in safe and nurturing settings. Staff longevity builds strong, trusting relationships with clients, which contributes to success.

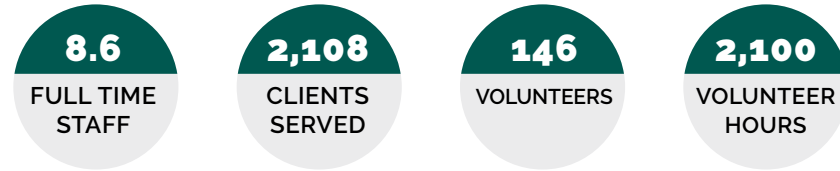
The court assigned JFCS guardianship over a woman in her 60s who had been kept in a cage for most of her life. She couldn't walk or do many things on her own, and JFCS staff were not sure if it was due to severe disabilities or to the shocking conditions she was kept in. After several months in JFCS's care, she is now able to walk, use utensils on her own, say words, and even dance.

### COVID-19 Response

1. Monitored and communicated with clients and service providers through virtual platforms.
2. Safely delivered food to several clients.
3. Provided masks and other health and cleaning supplies to clients.
4. Set clients up with transportation virtually by using services and apps like Uber and Lyft.

### Leadership:

**Jamie Englert** - DIRECTOR



### Outcomes:

SAFE AND STABLE NEW LIVES	FY2019	FY2020	GOAL FOR 2021
Immigrants requesting permanent residency achieve goal	98%	97%	90% successfully obtaining Green Cards
Immigrants requesting help with naturalization exam achieve goal	97%	96%	90% successfully obtaining citizenship
Unaccompanied Children obtain favorable Special Immigrant Juvenile Status (SIJS) findings in court	N/A	99%	95% obtaining favorable SIJS findings in court

### Success Stories

With the support of the Opportunity Fund, Hillman Foundation and Heinz Endowment, services were expanded to six different neighborhoods throughout Allegheny County and the surrounding areas to better assist clients in the communities where they live. The expansion included training and mentoring pro bono attorneys to help serve a larger number of clients.

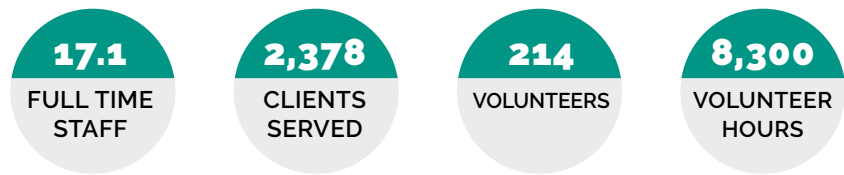
JFCS Immigration Legal Services holds grants to provide legal aid to unaccompanied children in the Pittsburgh region. Over the past year, the program expanded, doubling the size of the staff and serving an additional shelter in West Virginia. In FY19-20, we helped more than 200 Unaccompanied Children in removal proceedings who were placed in the Greater Pittsburgh Area and in West Virginia.

### COVID-19 Response

1. Transitioned to assisting clients with completing green card and citizenship applications via telephone or virtual appointments.
2. Created virtual information sessions for community members.
3. Kept clients and stakeholders informed about changes in immigration policy and implementation using social media.

### Leadership:

**Leslie Aizenman** - DIRECTOR



### Outcomes:

#### SUCCESSFUL EMPLOYMENT

	FY2019	FY2020	GOAL FOR 2021
Refugees seeking employment will get jobs	95%	98%	85% job placement rate
Clients will maintain employment 3 or more months	85%	91%	80% job retention rate
New arrivals gain a min 20% increase in knowledge of basic survival information (laws, norms, etc)	35%	25%	20% average increase in knowledge scores at 90 days

#### IMMIGRANT SERVICES AND CONNECTIONS (ISAC)

\*Client assessment of increase in reaching goals measured on scale of 1-5

Increased access to basic life necessities	+2.67	+2.45	Average 2 point increase
Increased financial self-sufficiency	+3.0	+2.58	Average 2 point increase
Increased access to healthcare needs	+2.8	+2.32	Average 2 point increase

## Success Stories

The refugee and immigrant peer support groups grew by 50% this year with 74 groups spanning nine ethnic communities including Bhutanese, Iraqi, Turkish, Latino, Uzbek, Congolese, Somali, and Korean. Each group is led by a refugee or immigrant leader, trained to recruit and facilitate groups with their peers in their language while embracing their culture and traditions.

The Matching Grant program helps new refugees who are ready to work find jobs shortly after their arrival, allowing them to become financially independent without cash assistance programs. This year, JFCS reported 87% of cases were economically self-sufficient in just 4 months (12 percentage points above the HIAS network average) and 95% of cases were economically self-sufficient in 6 months (9 percentage points above the HIAS network average). JFCS's reported outcomes brought the HIAS network average up by 2 percentage points nationwide.

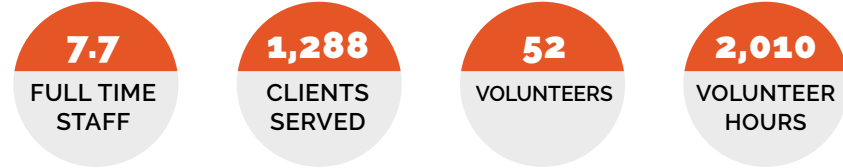
## COVID-19 Response

1. Welcomed seven new refugee families to the United States during the pandemic.
2. Established individualized plans with all clients to best support them during COVID-19, ensuring critical needs such as food, housing, and medical care were met.
3. Trained 22 refugee/immigrant peer support leaders as Community Health Deputies to educate their communities about COVID-19.
4. Distributed 60 computers, 20 smart phones and over \$37,000 in emergency funding.
5. Applied for unemployment compensation for 108 clients and assisted with their weekly and biweekly claims.



### Leadership:

**Stefanie Small** - DIRECTOR



### Outcomes:

INDEPENDENT SENIORS	FY2019	FY2020	GOAL FOR 2021
Seniors are independent in the community	87%	91%	90% of clients avoid a nursing home admission
Seniors avoid hospitalization	78%	78%	75% of clients have no hospitalization
Seniors avoid ER visits	74%	72%	75% of clients have no ER visits

### Success Stories

After a decade of in-house development and use, JFCS expanded the PFMIpro, an outcome measurement app to help service providers assess older adults and keep them healthy and independent in the community. Agencies across the country have begun licensing PFMIpro to help achieve similar results with the seniors they serve.

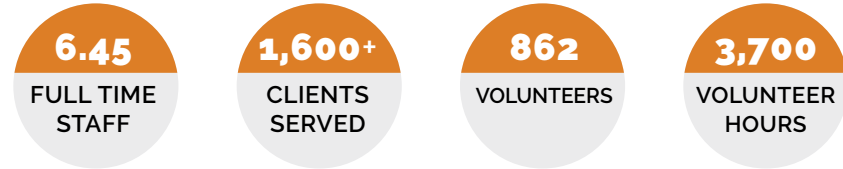
The AgeWell Pittsburgh Information and Referral Line celebrated 20 years of support to older adults, senior service professionals, neighbors and loved ones in the Greater Pittsburgh Area. It helps thousands of callers annually with many different issues related to aging. AgeWell Pittsburgh is an award-winning collaboration of JFCS, JCC and JAA, helping local seniors maintain their independence.

### COVID-19 Response

1. Adapted AgeWell Visits to provide over 360 televisits to seniors.
2. Assessed seniors remotely using PFMIpro and provided intervention to prevent decline.

### Leadership:

**Matthew Y. Bolton** - DIRECTOR



### Outcomes:

FAMILIES HAVE FOOD	FY2019	FY2020	GOAL FOR 2021
Value of food annually for a family of 4	\$4,891	\$4,891	Meet last year's value
Distributed whole grains	2%	2%	2% of food purchased is whole grains
Distributed fruits & vegetables	39%	38%	25% of food purchased is fruits /veg.
Clients who received critical needs services make progress towards goals	78%	79%	75% of clients will make progress on goals in their basic needs plans

### Success Stories

To improve awareness of services in the community, staff facilitated poverty education classes, nutrition education classes, cooking classes, as well as tailored programs about the pantry and critical needs support. The "Let's Talk" series was launched for social service professionals to discuss critical underlying challenges like housing, employment and financial crisis.

A disabled senior veteran in the community had his niece in another state call the food pantry after he was referred by 911. He lives alone and relies on ACCESS for transportation. His neighbor had been doing grocery runs for him but hadn't contacted him in 4 weeks, and he was low on food. Because he was unable to leave his home, the pantry staff delivered emergency food to his house and helped him connect with local resources to ensure he had the supports he needed.

### COVID-19 Response

1. Retained all five days of weekly operations and adapted services to keep staff and clients safe.
2. Pre-bagged items and distributed food safely to clients.
3. Delivered food to homebound neighbors struggling with food insecurity.
4. Served an additional 35 families with critical needs support through the SOS Pittsburgh program.
5. Supported regular clientele of over 1500 people in addition to emergency clients from the Greater Pittsburgh Area.

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Linda Geistman, Caregiver Connection Administrator

Ariel Gildengers, MD, Psychiatrist

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Kathleen Carr, Program Assistant

Jim Simeone, Aide

Hunter Milroy, MSS, Food Pantry Resource Specialist



photo by Megan Walker

*“Our success in helping others is made possible with the support of friends and partners.”*

*~ Dr. Jordan Golin* President & CEO of JFCS





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OF GREATER PITTSBURGH



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