



JFCS

2020-2021

ANNUAL
REPORT



photo by Megan Walker



“

There has never been a time when the need for connection and support has been greater, despite the many, very real barriers that exist today. We each have the ability to help others get through challenges with dignity and with kindness.”

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

Our Message

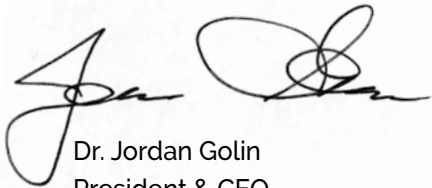
In a year marked by the COVID-19 pandemic, JFCS continued to meet the needs of the greater community.

This accomplishment is a testament to our exceptional staff who committed their life's work to helping people through life's changes and challenges.

As you flip through the Annual Report, take note of the number of programs launched, number of people served, and the metrics demonstrating that our service model helps in a real way.

In a year of tremendous personal, global and communal hardship, we look forward towards the year ahead with renewed hope for the future.

Thank you,

A handwritten signature in black ink, appearing to read 'Jordan Golin', written in a cursive style.

Dr. Jordan Golin
President & CEO



JFCS SUPPORTS PEOPLE IN OUR COMMUNITY
THROUGH ALL OF LIFE'S CHANGES AND 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 compassionately to the needs of people in the Jewish and greater Pittsburgh communities.

RESPECT:

We foster an environment that is enriched by the strengths of individuals of all abilities and backgrounds.

QUALITY:

We deliver measurable, 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.

LEADERSHIP:

We develop innovative solutions and share best practices.



I ask not for a lighter burden but broader shoulders.

~ Jewish Proverb

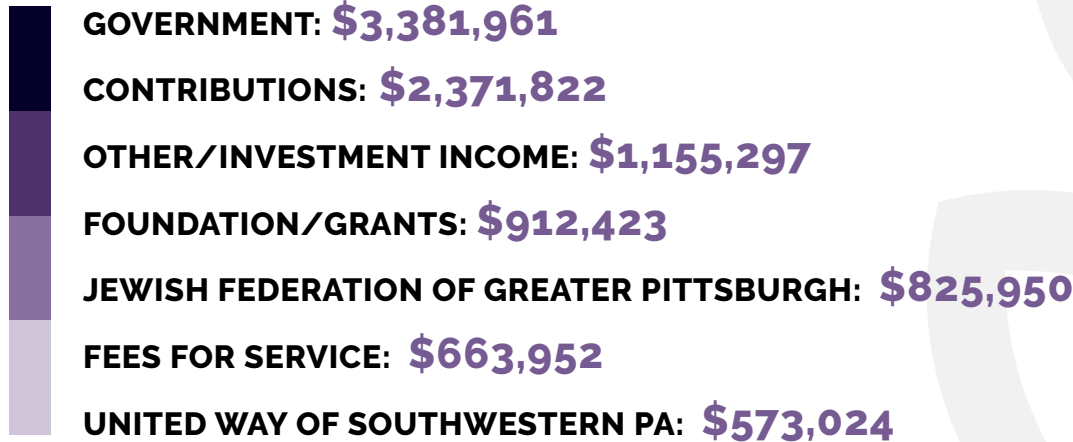


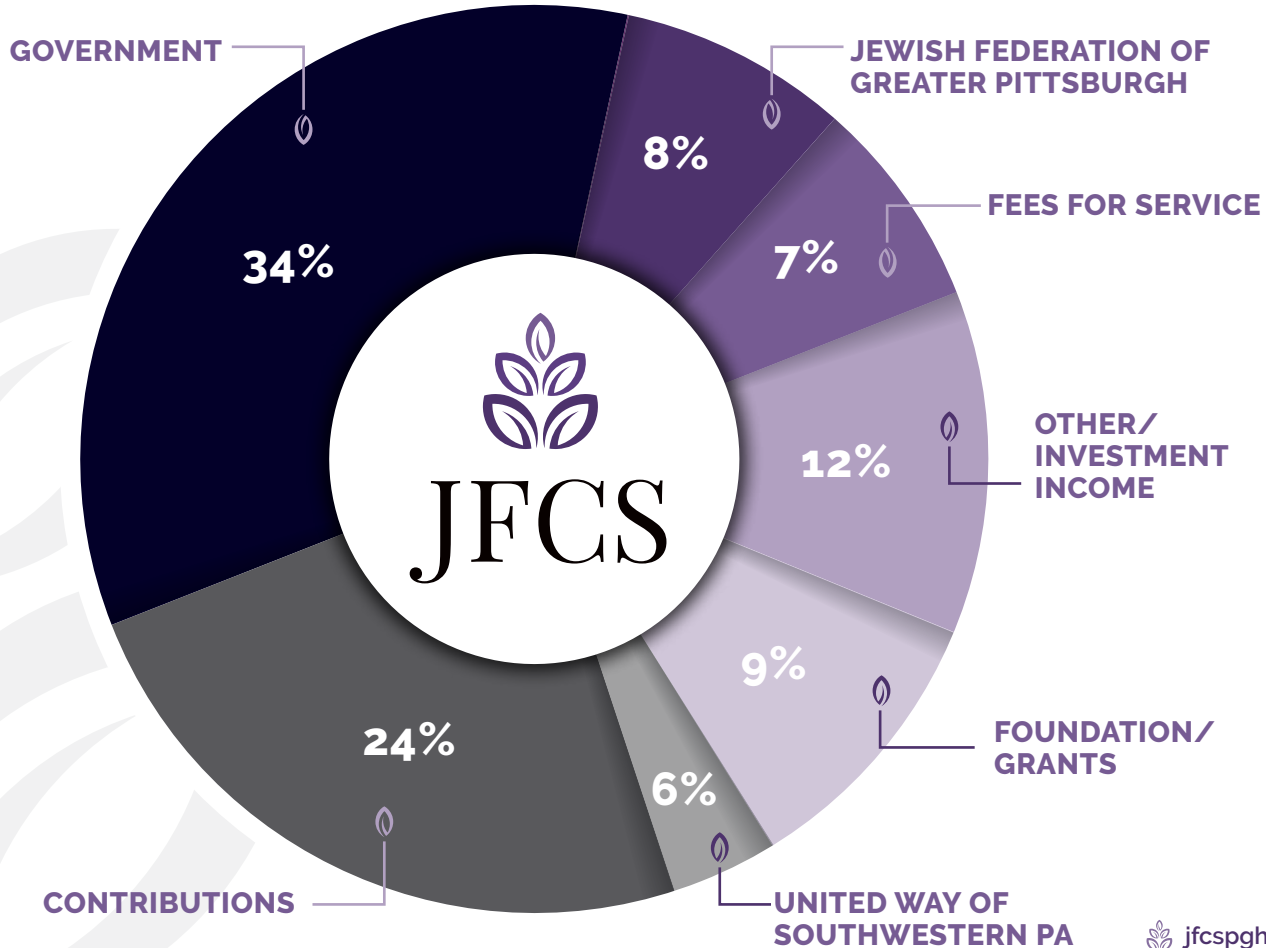


FUNDING BREAKDOWN

2020
2021

TOTAL FUNDING: **\$9,884,429**





5743 Bartlett Street, Pittsburgh, PA 15217 // 412-422-5627 // cdc@jfcspgh.org // jfcspgh.org/cdc

Leadership:

Sarah C. Welch - DIRECTOR

17

FULL TIME
STAFF

1,857

CLIENTS
SERVED

11

VOLUNTEERS

117

VOLUNTEER
HOURS

Outcomes:

SUCCESSFUL EMPLOYMENT

FY2020

FY2021

GOAL FOR 2022

Clients obtain employment	90%	92%	Exceed national standard of 68%
Clients maintain employment 3+ mo	92%	93%	Exceed national standard of 72%
Clients obtain employment quickly	14 wks	16 wks	Exceed national average of 19 weeks
Clients become more marketable	97%	95%	85% increase their marketability

SUCCESS STORIES

JFCS Career Development Center launched the Career Accelerator Program, a 12-week GED course for individuals working to further their career. 16 participants in the pilot program earned their GEDs.

Collaboration with Literacy Pittsburgh

Good Job Happy Family successfully launched using a unique holistic approach to helping new refugee families adjust to life in the US and achieve the goal of self-sufficiency as a family.

Collaboration between JFCS Career Development Center, JFCS Refugee & Immigrant Services, JFCS Counseling Services and JFCS Youth Services

828 Hazelwood Avenue, Pittsburgh, PA 15217 // 412-421-2708 // foodpantry@jfcspgh.org // jfcspgh.org/foodpantry

Leadership:

Matthew Y. Bolton - DIRECTOR



Outcomes:

FAMILIES HAVE FOOD

	FY2020	FY2021	GOAL FOR 2022
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	38%	40%	26% of food purchased is fruits /veg
Clients who received critical needs services make progress towards goals	79%	75%	75% of clients will make progress on goals in their basic needs plans

SUCCESS STORIES

JFCS Squirrel Hill Food Pantry maintained operations throughout the pandemic, meeting the community's needs for food and critical support. Modified services and a new food delivery service ensured the safety of staff and clients.

Collaboration with the Jewish Federation of Greater Pittsburgh

\$180,000 of critical needs funding was distributed to families across Allegheny County to help with bills, medical expenses and rent. Allocations bridged financial gaps that put families at risk of homelessness and further crisis.

Collaboration with the Jewish Federation of Greater Pittsburgh and the United Way of Southwestern PA

5743 Bartlett Street, Pittsburgh, PA 15217 // 412-422-7200 // refugee@jfcspgh.org // jfcspgh.org/refugee

Leadership:

Leslie Aizenman - DIRECTOR

18

FULL TIME
STAFF

3,021

CLIENTS
SERVED

91

VOLUNTEERS

5,007

VOLUNTEER
HOURS

Outcomes:

SAFE, STABLE NEW LIVES (RESETTLEMENT)

	FY2020	FY2021	GOAL FOR 2022
Refugees seeking employment will get jobs	98%	87%	85% job placement rate
Clients will maintain employment 3 or more months	91%	81%	80% job retention rate
New arrivals gain a min 20% increase in knowledge of basic survival information (laws, norms, etc)	25%	44%	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	+2.45	+2.18	Average 2 point increase
Increased financial self-sufficiency	+2.58	+1.54	Average 2 point increase
Increased access to healthcare needs	+2.32	+2.14	Average 2 point increase

SUCCESS STORIES

We launched Newcomers Crew in September 2020 to help new refugee youth (ages 6-20) adjust to life in the United States. Through mentoring and group activities, participants gained tools to navigate school, life, and friendships.

In order to better support immigrants, Refugee and Immigrant Peer Support Group Leaders participated in training on Mental Health First Aid, online safety, music therapy and community health.

Collaboration with Allegheny Health Choices, RICH in Music, Community Health, and the Allegheny County Health Department

5743 Bartlett Street, Pittsburgh, PA 15217 // 412-422-0400 // seniors@jfcspgh.org // jfcspgh.org/seniors

Leadership:

Stefanie Small - DIRECTOR



Outcomes:

INDEPENDENT SENIORS

FY2020

FY2021

GOAL FOR 2022

Seniors are independent in the community	91%	89%	91% of clients avoid a nursing home admission
Seniors avoid hospitalization	78%	69%	75% of clients have no hospitalization
Seniors avoid ER visits	72%	70%	75% of clients have no ER visits

SUCCESS STORIES

As COVID-19 put seniors in our community at risk, the Caregiver Connection staff worked with caregivers and seniors to ensure safety and a continuum of care.

Collaboration with Jewish Agency on Aging (JAA) and the Squirrel Hill Health Center

We designed and launched a new website for AgeWell Pittsburgh (agewellpgh.org) to provide better access to resources and support for older adults and their families.

AgeWell Pittsburgh is an award winning collaboration of JFCS, JCC and JAA, helping local seniors maintain their independence

5743 Bartlett Street, Pittsburgh, PA 15217 // 412-422-7200 // guardianship@jfcspgh.org // jfcspgh.org/guardianship

Leadership:

Nicole Iole - DIRECTOR



Outcomes:

HIGHER QUALITY OF LIFE

FY2020

FY2021

GOAL FOR 2022

Clients avoid homelessness	100%	100%	More than 48% avoid homelessness (state rate)
Clients avoid hospitalization	98%	96%	More than 48% avoid hospitalization (state rate)

SUCCESS STORIES

Through the generous support of Edgar Snyder, 18 nonverbal clients received tablets to learn and build skills. Using pictures and reading programs, some of these clients were able to communicate with staff for the first time.

Nicole Iole, Guardianship Director, earned her certification as a Professional Mediator from Pepperdine University to help navigate conflicts between clients, family members, facilities and other entities.

The COVID-19 pandemic significantly impacted our Guardianship clients and the way they receive support and services. Most support systems provided by in-home healthcare, therapists and service providers were indefinitely put on hold. As sole guardians for our clients, our staff worked tirelessly to ensure all needs were met. In addition to regular monitoring, staff administered medication, transported clients to appointments and helped with cleaning and laundry. With the dedication of our staff, we were able to ensure that no client was hospitalized for their mental health in the last two years.

5743 Bartlett Street, Pittsburgh, PA 15217 // 412-422-7200 // immigration@jfcspgh.org // jfcspgh.org/immigration

Leadership:

Jamie Englert - DIRECTOR



Outcomes:

SAFE AND STABLE NEW LIVES

FY2020

FY2021

GOAL FOR 2022

Immigrants requesting permanent residency achieve goal	97%	98%	90% successfully obtaining Green Cards
Immigrants requesting help with naturalization exam achieve goal	96%	97%	90% successfully obtaining citizenship
Unaccompanied Children obtain favorable Special Immigrant Juvenile Status (SIJS) findings in court	99%	100%	95% obtaining favorable SIJS findings in court

SUCCESS STORIES

JFCS Immigration Legal Services became an accredited Distance Learning Provider and held the first five CLE courses presenting information on unaccompanied children, naturalization, and asylum.

JFCS Immigration Legal Services staff achieved a 100% success rate for Special Immigrant Juvenile Status cases, with 13 children obtaining a favorable decision in the process that takes 6-12 months.

Leadership:

Stefanie Small - DIRECTOR



Outcomes:

IMPROVED MENTAL HEALTH

FY2020

FY2021

GOAL FOR 2022

Clients will make significant progress toward treatment goals	68%	72%	75% of clients make significant progress toward goals
Support groups and healing workshops will bring relief by engaging peers.	61 participants	210 participants	300 People served in groups

SUCCESS STORIES

In an effort to help support the community in the aftermath of the 10/27 shooting and in response to COVID-19, we launched 12 virtual community support groups focusing on grief, art therapy, mindfulness and meditation, and general support.

In October, we launched UpStreet, to make therapy more accessible for young adults (ages 12-22). In 9 months, 465 people received brief support, 70 people received ongoing therapy, and 130 people joined support groups.

Our Board of Directors

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CHAIR ELECT

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Scott I. Americus

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David R. Lassman

SECRETARY

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AT-LARGE

Larry Schwartz

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Somer Obernauer, Jr.

Stacey Reibach

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Carolyn W. Mendelson

Mitchell Pakler

Joel M. Rosenthal, CPA

Dolores Roskies

Joel Smalley

Lynn J. Snyderman, Esq.

Jeffrey W. Spear

Our Staff

LEADERSHIP

Dr. Jordan Golin, President & CEO

Dana Gold, Chief Operating Officer

Cindy Paganico, Chief Financial Officer

FISCAL

Jessica Fine, Accountant

Susan Kohser, Billing/Fiscal Administrator

Alliene Lees, Fiscal/Payroll Administrator

Bill Orr, Fiscal Assistant

Marcia Siegel, Fiscal Operations Administrator

Angie Taggart, Accounting Associate

Jackline Oduogo, Associate Accountant

DEVELOPMENT & COMMUNICATIONS

Rebecca Remson, Director of Development and Communications

Allie Reefer, Public Relations Specialist

David Offord, Business Development & Strategic Marketing Specialist

Elaine Dalfen, Database Administrator & Development Associate

Susan Jablow, Grants Coordinator

Tucker Feltz, PFMIpro Business Development Representative

HUMAN RESOURCES

Mike Belgrove, HR Manager

ADMINISTRATIVE SUPPORT

Alice I. Vernon, Executive Secretary/Office Manager

Dawn Nash, Administrative Assistant

Scott Weinmann, Custodian

JFCS CAREER DEVELOPMENT CENTER

Sarah Cole Welch, Director

Erin Barr, Career Counselor

Pam Day, Career Consultant

Robin Farabee-Siers, Career Consultant

Pamela A. Harris, Career Counselor

Justin Kelly, Career Consultant

Lisa Lenhart, Career Counselor

George R. Ponticello, Career Consultant

Chris Rippee, Career Counselor

Gina Sapienza, Volunteer and
Administrative Coordinator

Tamara Abney, Employer Relations
Specialist

Wendy Solomon, Client Intake
Specialist

Bishnu Timsina, Career Consultant

Jeanne Williams, Career Consultant

Gretchen Young, Program Assistant

AJ Arnett, Career Consultant

Bethany Taylor, Career Counselor

Kyleigh Hall, Program Assistant

Sophia Mastroianni, Career Consultant

Consultants, Interns, AmeriCorp.

Consultants, Interns, AmeriCorps

Kaitlyn Myers-Brooks, Consultant

Julie Thornton, Client Consultant

Brandi Schweizer, Intern

Bindhya Neupaney, Intern

Emily Peifer, AmeriCorps

Calista Tucker, Consultant

**JFCS COUNSELING
SERVICES**

Stefanie Small, LCSW, Director

Erin Barr, LCSW, UpStreet Clinical
Coordinator

Bari Benjamin, LCSW, BCD ,
Psychotherapist

Ellie Bruner, MSW, MPS, Clinical
Administrator and Program
Coordinator

Sandra Budd, LCSW,
Psychotherapist and Geriatric
Care Coordinator

Ariel Gildengers, MD, Psychiatrist

Alliyah Kimbrough, MSW, Teen
and Adolescent Therapist

Wendy Levin Shaw, LCSW,
Psychotherapist

Kelli McElhinny, LCSW,
Psychotherapist and Geriatric
Care Coordinator

Scarlet McNeal, Medical Records
Administrator

Angelica Joy Miskanin, MA, ATR-BC,
LPC, Psychotherapist

Kelly Moore, MA, ATR-P,
Psychotherapist

Lulu Orr, Care Navigator

Stephanie Rodriguez, MS, Teen and
Adolescent Therapist

Scott Schreiber, LCSW,
Psychotherapist

Shelby Williams, LSW, Teen and
Adolescent Therapist

Interns:

Natalie Dainesi, BA

Rima El-Hajje, MPH, PhD

Carmen Fisher, BA

Melissa John, JD, MS

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

John Cavicchio, Family Attorney

James Green, Paralegal

Samuel Kainz, Administrative Assistant

Yanina Malaver, Paralegal

Orlando Portela, Immigration Attorney

Joyce Ramirez, Immigration Attorney

Rachel Rodgers, Paralegal

Megan Walker, Immigration Attorney

Julianna Warner, Paralegal

Jacquelyn Wise, Accredited Representative

Genevieve Volpe, Intake Coordinator

Interns:

Caroline Fruchter, Fellow

Volunteer (in-house) Attorneys:

Padma Chivukula

Hilary Spatz

Keith Whitson

Partner Firms:

K&L Gates

McGuireWoods

Morgan Lewis & Bockius

PNC Attorneys

Schnader Harrison

Segal & Lewis

JFCS REFUGEE & IMMIGRANT SERVICES

Caley Donovan, Senior Caseworker

Noor Fazly, Employment Specialist

Veronica Gonzalez, MSW, Program Coordinator

Brenda Lee Green, MA, Department Supervisor

Telesphore Kagaba, Ph.D., Case Manager

Abby Jo Krobot, Senior Caseworker

Pralad Mishra, Service Coordinator

Kaitlyn Molinaro, MSW, Lead Service Coordinator

Oyidinoy Nazarova, M. Ed. Service Coordinator

Magaret Miller, MA, Case Manager

Khrystine Navarro, Intake Navigator

Emily Pence, MSW, Service Coordinator

Yesmina Salib, Program Coordinator

Elizabeth Sheridan, MSW, LSW, Medical Caseworker

Michelle Tecza, Employment Administrator

Michele Texter, Intensive Case Manager

Andrew Van Treeck, Volunteer Coordinator

Andrew Yingling, MSc, Client Services Administrator

Service Corps Members, In-Office Volunteers:

Rozellah Ajwang, Change a Heart Service Corps

Jeffrey Herzog, in-office volunteer

Michael Knapp, Compass AmeriCorps

Interns:

Zahra Alimara

Braden Bernard

Jenna Biernesser

Spencer Brown

Catherine Hayashi

Melissa Hensch

Rebecca Lord

Kathleen McCurrie

Thomas Penland

Veen Rings

Sarah Sadaka

Mackensi Williams

Kacie Zakin

Consultants:

Laziz Alimukhamedov

Bhanu Acharya

Sarab Ali

Ghandy Alkassan

Sawsan Alobaidi

Omar Alwi Alwi

Julian Asenjo

Ganga Baral

Maria Bastidas

Kabar Bhandari

Lok Mahat Bhandari

Chala Bita

Azadeh Masalehdan Block

Samuel Bomera

Erin "Airza" Bosley

Giannie Braafhart

Carlina Cabeza

Mitra Dhital

Mastoorah Fazly

Noorulhaq Fazly

Luz Adriana Garcia

Alex Garcia

Rebecca Garcia

Svetlana Gadjeva-Chevillard

Pilar Garman

Joy Givens

Itzel Gonzalez

Bimala Gurung

Til Gurung

Hiwot Habegabriel

Chooda Homagai

Munavvar Ibrohim

Fatima Jawad

Emmanuel Kababa

Adolphe Kagaba

Ally Kenna

Indra Kharel

Nelly Kageha Kiriza

Joshua Kivuva

Ronald Lwanga

Yahya Mangal

Pepo Mazingi

Abdul Saboor Mia

Pralad Mishra

Celestin Mpagaze

Maskhura Mukhidinova
Nancy Mwangi
Yin Yin Mya
Hanifa Nakiryowa
Josephine Neema
Ahmed Nsaif
Manzura Nigmatova
Zineb Outnouna
Dasharath Phuyel
Prabha Pokharel
Rup Pokharel
Belqis Rahim
Jessica Rodriguez
Carlos Romero
Ri Sa
Lourdes Santiesteban
Tika Sapkota
Jennie Schaeffer
Lizzie Shields
Riber Shweish
David Tatro
Noelle Tolman
Tatu Uwimana
Serap Uzunoglu
Haba Wagner
Pee Yar

JEWISH SCHOLARSHIP SERVICE

(JSS is a program of the Jewish Federation of Greater Pittsburgh, administered by JFCS)

Alayne Lowenberger, Director
Dana Himmel, Coordinator

JFCS SENIOR SERVICES

Stefanie Small, LCSW, Director
Ellie Bruner, MSW, MPS, Clinical Administrator and Program Coordinator
Sandra Budd, LCSW, Psychotherapist and Geriatric Care Coordinator
Linda Geistman, Caregiver Connection Administrator
Ariel Gildengers, MD, Psychiatrist
Ellen Leger, Eldercare Administrator
Kelli McElhinny, LCSW, Psychotherapist and Geriatric Care Coordinator

Shaunee Warden, Caregiver Connection Coordinator

Interns:

Monica Faust, BS

JFCS SQUIRREL HILL FOOD PANTRY

Matthew Y. Bolton, Director

Claire Burbea, LCSW, Social Service and Critical Needs Coordinator

Stan Averin, Program Assistant

Shane Bell, Program Assistant

Samantha Monks, Program Assistant

Jim Simeone, Aide



5743 Bartlett Street Pittsburgh, PA 15217
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Jewish Federation
OF GREATER PITTSBURGH



J E W I S H
H E A L T H C A R E
F O U N D A T I O N



United Way of
Southwestern Pennsylvania



NETWORK
of Jewish Human
Service Agencies



ועידת התביעות
Claims Conference
Conference on Jewish Material Claims
Against Germany

JFCS Career Development Center • JFCS Counseling Services • 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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