



JFS of Metrowest





Lou Kates, President; Marc Jacobs, CEO; Lester Schindel, Immediate Past President

How does a social service agency like JFS measure impact? It's a question we hear from constituents and Board members, donors and foundation leaders and it's a challenging question to answer.

We can and do track all the pertinent numbers— client visits in homecare, test scores at Framingham's Wilson School, visits to our in-house food pantry— to name just a few. Yet none of these measures can provide a cumulative understanding of the impact of our services and programs within the Metrowest community.

This year we've begun a multi-year program to devise and implement a performance measurement and management system that will function as both a planning and evaluation tool. It will be used across the entire agency to answer the questions, "What works?" and "How can it be changed if it doesn't?"

Many clients come to us when they are in crisis. Using this new system, we will assess their needs on a vulnerability scale that considers housing status, monthly expenses, financial resources, employment, and a list of individual needs and requirements. The scale begins with housing as the key element (homeless or housing in jeopardy) and lists four transitional steps on the way to secure affordable housing. The same tiered measurements are applied to all the other areas of concern. Stable housing, employment and savings determine success.

It's a complicated process. There are many issues to consider, many complexities to address and many steps to implement. The goal is to have this new effort fully in place across JFS by 2017. We will continue to update you on progress as we, our volunteers, staff and supporters work to better serve the 4,800 Metrowest residents who turn to us each year for assistance.

Marc Jacobs
Chief Executive Officer

Lou Kates
President



HOUSING



JFS' Myrna Winter extends a caring hand to clients in need.

IT ALL ADDS UP TO:

366

Families helped to meet basic needs

65

New families turned to JFS for assistance

35

Clients completed approximately **150** housing applications

14

Clients moved to permanent affordable housing

IMPACT!

"It's always about housing," says Diana O'Brien, Director of **Family Assistance** for JFS. "If they have stable housing, we can work out the rest. We can help with transportation and food and finding work." Diana's clients this year included a woman in her fifties who had been couch-surfing with friends and family, another in her sixties facing imminent eviction, a pregnant mother of three living in a motel.

"Most new clients are near crisis," she continues. "They need immediate help. Once we can get them someplace stable to live, we keep working to move them up the continuum until they can become self-sustaining."

“*If they have stable housing we can work out the rest*”



JOBS



“They need to get back in the fight and find that next job”

“There’s a new face of poverty in the suburbs. We see clients, professionals who’ve worked for the same company for over twenty years. Suddenly they’re laid off and they don’t have a clue about how to look for work in the 21st century.”

Beth Squires is a Career Navigator for **Ready for Success**, a joint effort of JFS, CJP and the Jewish Vocational Service to help mid-life job seekers find work. “Our clients are vulnerable,” she says. “They are not yet destitute, but they haven’t looked for work or interviewed in years. They need resume support, interview practice and networking help. They need to learn how to use LinkedIn.”

“I help to find the resources they need to be successful and give them the confidence they need to get back in the fight and find that next job.”

IT ALL ADDS UP TO:

22

Clients supported by intensive expert case management

13

Mentors provided resume and interview skills training

3-4

Months of preparation per client

40

Resumes submitted, 12 interviews each month

8

New jobs

IMPACT!



LEARNING



“Our **Chapter Girls** loved ‘Ole Shakes It Up,’” says Manager of Youth, Immigrant and Volunteer Services, Sarah Roth. The fifth grade book group, led by four trained mentors who are all members of the JFS Board, met weekly throughout the school year.

Girls read assigned pages, and then used the meeting time to discuss what they’d read. Skill building focused on content and comprehension; mentors reinforced the pleasure and importance of reading.

Chapter Girls was added this year to the JFS **Reducing Achievement Gaps** program at Framingham’s Wilson School. Third graders participated in **All Stars**, and fourth graders in **Math Academy**. Both curricula continue to be modified to align with the school’s goals for the International Baccalaureate Program that sets intellectual and social goals for students.

And a growing number of Wilson School parents are participating in **Parent University**, an adult-focused program run in partnership with Mass Bay Community College to help parents help their kids learn and further their own adult career goals.

IT ALL ADDS UP TO:

33 3rd graders in All Stars

25 4th graders in Math Academy

32 5th graders in Chapter Girls

50 Adults at Parent University

IMPACT!



HUNGER



IT ALL ADDS UP TO:

400

Bags of groceries given to hungry families from Lucy & Joe's Food Pantry

350

Grocery cards used to meet basic needs

1,125

Bags of fresh produce distributed at Wilson School during the year

150

Turkeys given to Wilson School families at Thanksgiving

61

Wilson School families enrolled in Weekend Nutrition

IMPACT!

"I did my job so I could help you feed people." When Zach was five he delivered a jar full of pennies and three bags of groceries to JFS where **Lucy & Joe's Food Pantry** is open to clients needing basic food staples. Nutritional support for families and seniors is an essential component of the JFS **Family Assistance** program and includes **Healthy Harvest** and **Weekend Nutrition** at the Wilson School.

“ I did my job so I could help you feed people ”



“Volunteers are
the heart of
Patient Navigator”

“Volunteers are the heart of **Patient Navigator** and the key to its success,” says JFS Manager of Program Operations, Amanda Coughlin. This year, 41 volunteers, who each completed 10 hours of training, accompanied 231 seniors to 425 medical appointments. Patient Navigator participants are from both the Jewish and broader community and include many Spanish, Chinese and Russian-speaking clients.



IT ALL ADDS UP TO:

250+

Families helped to navigate the physical, emotional and financial challenges of aging

231

Patient Navigator clients

271

Healthy Partner participants at 4 sites

296

Healthy Aging participants

IMPACT!

JFS continues to encourage senior wellness through education, exercise and healthy nutrition in its **Healthy Aging** and **Healthy Partners** programs which take place throughout Metrowest at synagogues and housing for older adults.



COMMUNITY



IT ALL ADDS UP TO:

239

Families in the Jewish Family Network

78

Families, 5 synagogues in Keshet 13

143

Passover and Purim baskets

270

Backpacks for Wilson School students

IMPACT!

“We’re putting the Jewish community on the radar of young families,” says Malka Young, JFS Director of Community Impacts. Weekly playgroups at JFS form the core of extensive outreach that includes meetups at playgrounds, tot Shabbat and holiday celebrations and cooking classes. It’s all about making the connection.

Through **Keshet**, JFS sponsors a rabbi’s weekly visit to assisted living and nursing homes in Metrowest – a total of twelve each month – offering isolated seniors a chance to enjoy Shabbat and holiday observance. And **Keshet 13** engages the next generation as Bar and Bat Mitzvah candidates from five synagogues make regular visits to seniors in the community.

“It’s all about making the connection”



Spencer was one of 70 youngsters who drew birthday cards for Wilson School students in an event co-sponsored by JFS and CJP Women’s Philanthropy.





MORE IMPACT



IMMIGRATION AND CITIZENSHIP

An influx of arrivals from the Former Soviet Union has brought 33 new immigrants to our community. Many more, here for years, have taken the path to citizenship.

73

Prior arrivals who were mentored by JFS volunteers passed citizenship exams

67

Have taken the oath of U.S. citizenship



HOMECARE

Many frail elderly men and women struggling to remain in their own homes rely on the emotional and physical support of JFS homecare workers. For some, it's their only social contact all week.

20

JFS homecare employees

120

Homecare clients

20,000

Hours of homecare services

ADOPTION

JFS continues to respond nimbly, working to support birth mothers through their pregnancies, and working with hopeful parents to facilitate adoptions.

OUTREACH

12 months of collaboration with Keshet to develop resources for the Metrowest LGBTQ community.



SEIZE THE DREAM



“A perfect 10,” says Jayne Lampert, JFS Director of Development. “Wonderful honorees, high-energy leadership and moving stories about JFS’ impact in the community. We are so grateful to everyone, but especially to **Ellis and Barbara Morris** and **Michael and Karen Tichnor** for their tireless work in the community and their ongoing support of JFS.”

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IT ALL ADDS UP TO:

4 Extraordinary honorees

12 High-energy captains

440+ Attendees **SUCCESS!**

IMPACT!



VOLUNTEERS



Last year, over 220 volunteers fueled JFS' impact in the community, donating 5,000 hours across 12 programs. Filling backpacks with school supplies for Wilson School students, distributing produce for **Healthy Harvest**, escorting frail older adults to medical appointments and ensuring the success of **Seize the Dream** are just some of the ways JFS volunteers stand up for those left behind. Thank you to our many volunteers for making these programs successful!

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LEGACY GIFTS



*Your concerns and priorities
have helped shape JFS today*

*Your legacy gift will help
shape tomorrow*

As we look forward, legacy giving will play a significant role in assuring that we can maintain the level of services needed to positively impact our Metrowest community. With a gift to the JFS/ Metrowest Endowment Fund, you can create a legacy of enduring benefit to those who will come after you by ensuring that JFS will have the human and financial resources to care for those in need, meet unexpected challenges and plan for the future.

The values and concerns that have inspired your involvement in JFS will endure for generations to come. Become a permanent partner in enhancing the Metrowest community by making a legacy gift.

We are deeply grateful to these individuals and families who have made generous commitments to insure JFS' future:

.....
Judith and Alan Bernstein
Diane and Chester Black
Saul Kurlat Trust
Max Michelson
Shirley Poplin and Family
Marcia and Paul Rosenberg



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\$500,000+

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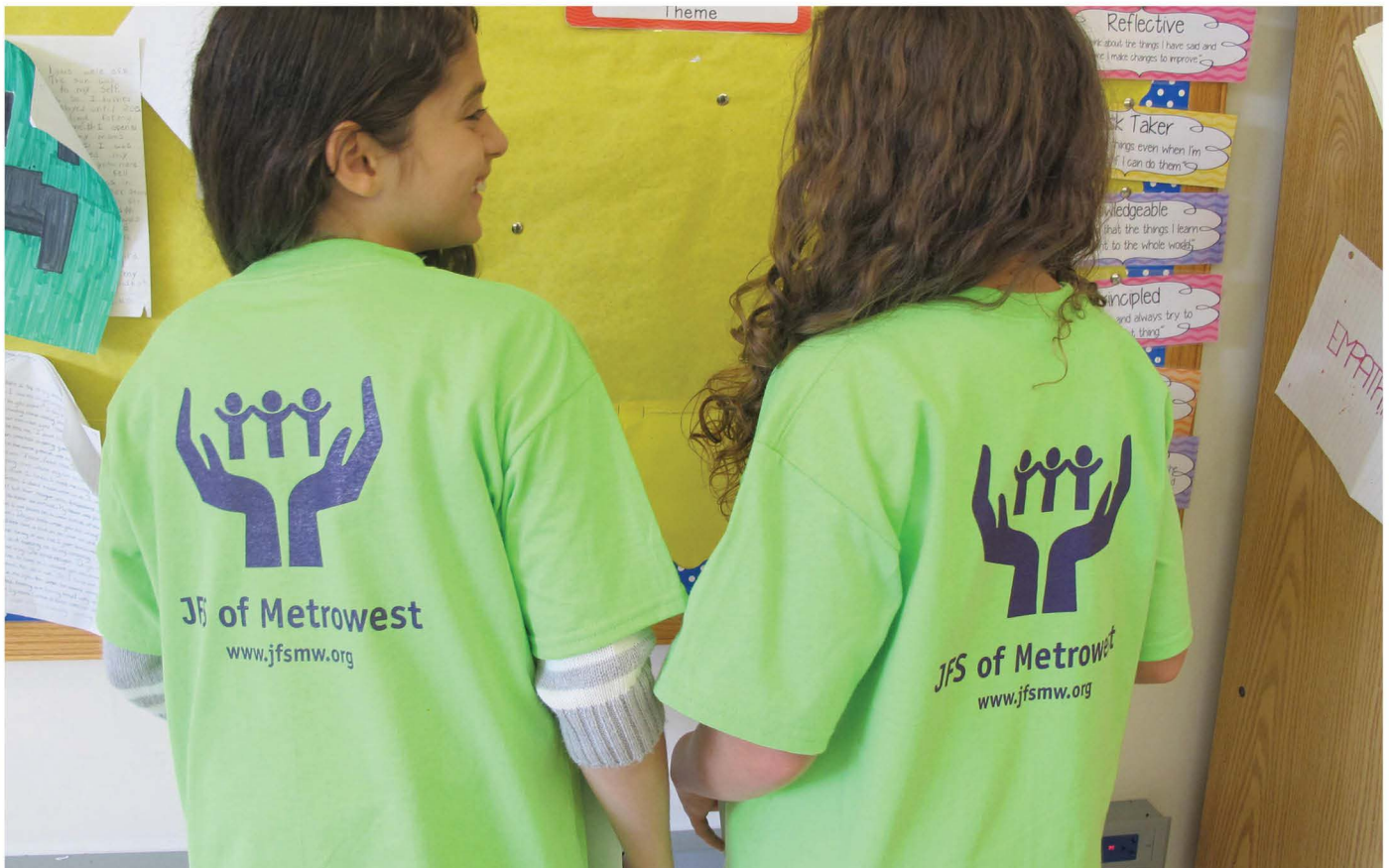
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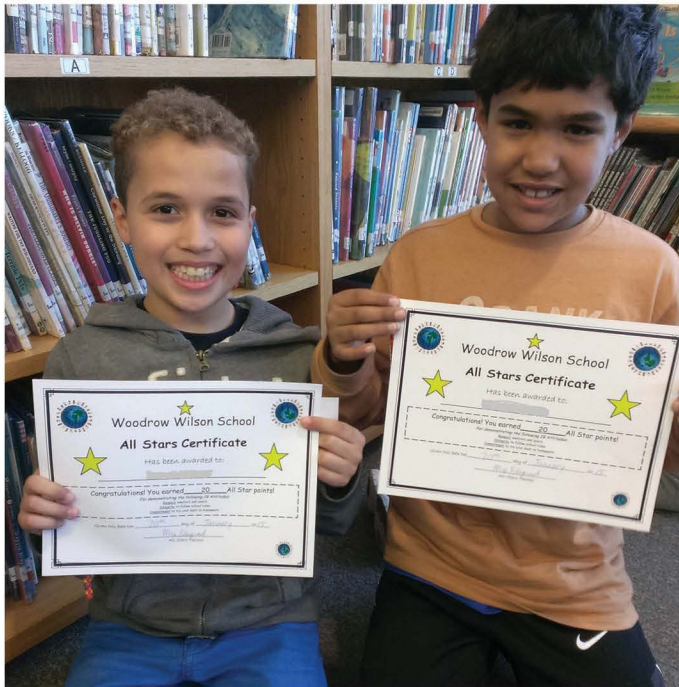
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It is with sincere appreciation for their many years of hard work that we say goodbye to **Michelle Bodin-Hettinger, Susan Ebert, Nancy Fried-Tanzer, Sasha Grebenyuk and Lisa Shuster** as they embark on new adventures. Also, heartfelt thanks to **Lucia Panichella** for her continued support as she transitions from JFS Director to special projects specialist.

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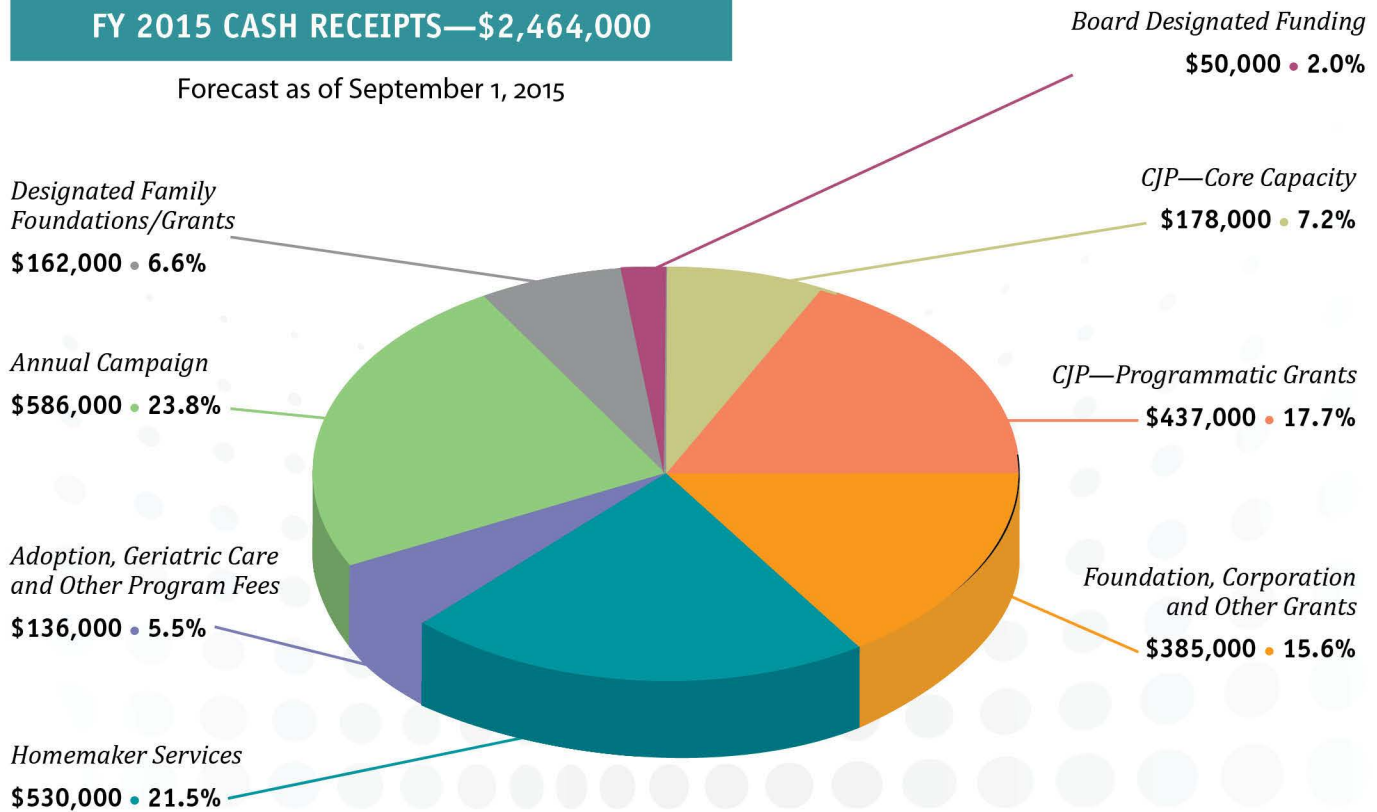


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JEWISH FAMILY SERVICE OF METROWEST

FY 2015 CASH RECEIPTS—\$2,464,000

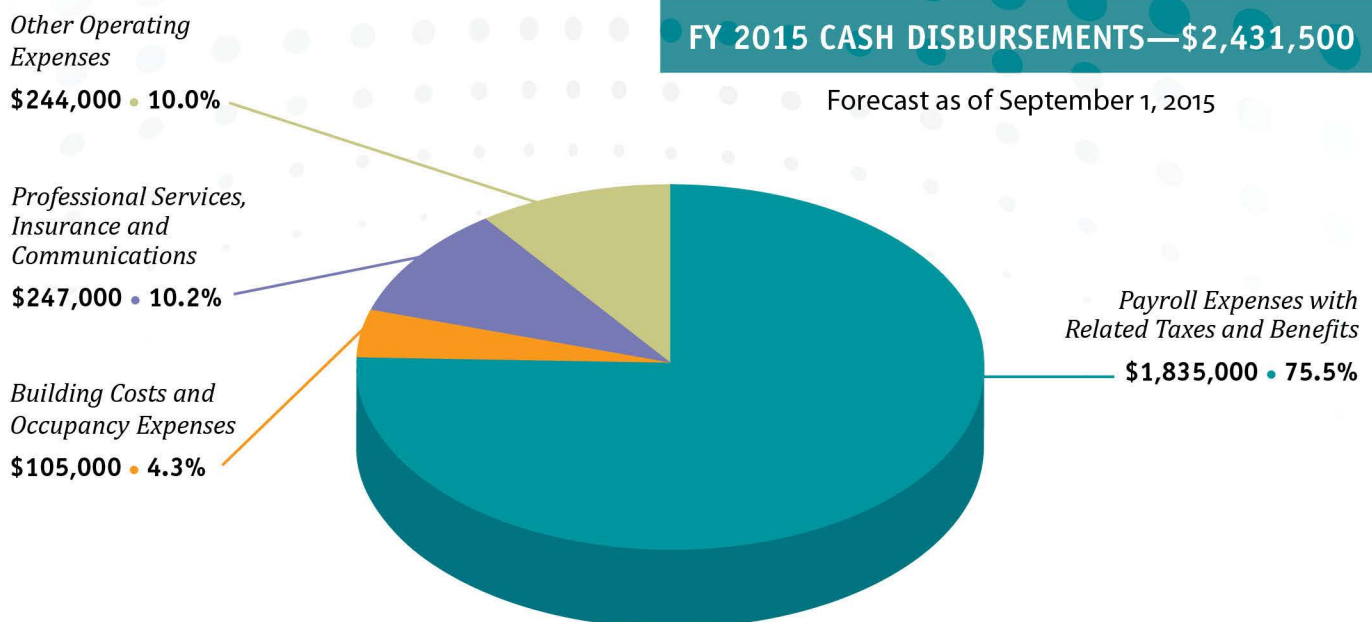
Forecast as of September 1, 2015



JEWISH FAMILY SERVICE OF METROWEST

FY 2015 CASH DISBURSEMENTS—\$2,431,500

Forecast as of September 1, 2015



Jewish Family Service of Metrowest provides vital social, health and community services to alleviate suffering, enhance lives and support people in need.



Guided by the Jewish traditions of social responsibility and compassion, we are dedicated to supporting people of all ages and backgrounds, treating them with respect and dignity, helping them maintain and sustain healthy lives and independence, providing culturally relevant services and working with community partners to broaden our impacts.

JEWISH FAMILY SERVICE OF METROWEST

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