

STILL STANDING UP FOR THOSE LEFT BEHIND



JFS of Metrowest

2016 REPORT TO THE COMMUNITY



Marc Jacobs, CEO; Louis Kates, President

Jewish Family Service of Metrowest (JFS) is proud of the exceptional work our staff and volunteers accomplish each year on behalf of over 5,000 community members in Metrowest and Greater Boston.

Every day, individuals and families turn to JFS when they are in crisis. We hear their heartbreaking, emotional stories. We also see the pride and gratitude that later come when meaningful help is given and desperation is transformed into dignity and self-sufficiency.

These stories speak to the heart of JFS. It is in hearing these stories that JFS is compelled to a bigger mission – to stand up for those left behind and drive change in our community that extends beyond our office doors.

Through innovative, responsive programs, JFS is moving the needle across multiple domains with powerful and measurable impacts. JFS is instrumental in:

- *Significantly reducing poverty in the Jewish community.*
- *Creating access to college for those who never imagined college in their futures.*
- *Inventing new and vibrant models for harnessing the power of volunteers to affect change and strengthen our community.*
- *Building meaningful connections with frail older adults to reduce social isolation and improve quality of life.*
- *Developing sophisticated performance measurements that quantify impacts.*

JFS is already headed and rapidly advancing in each of these arenas. And it is the involvement and generosity of our many donors and volunteers that make these impacts possible.

Our partnership with Combined Jewish Philanthropies (CJP) is deep and aligned. With CJP, and with partners from our amazing network of Jewish community organizations as well as with Framingham State University and other local partners, we are leveraging and multiplying impacts together.

We invite you to see JFS as your vehicle for building a just and caring society.

Sincerely,

Marc Jacobs
Chief Executive Officer

Louis Kates
President





Your partnership and investment make it possible for JFS to provide...



POVERTY REDUCTION

in the Jewish community

ACADEMIC ACHIEVEMENT AND PATHWAYS TO COLLEGE

for low-income, first-generation students

INNOVATIVE, INTEGRATED RESOURCES

that empower immigrant families to succeed

PERFORMANCE MANAGEMENT

that demonstrates effectiveness and impact

SOCIAL, EDUCATIONAL AND SUPPORTIVE PROGRAMS

that help older adults maximize independence as they age

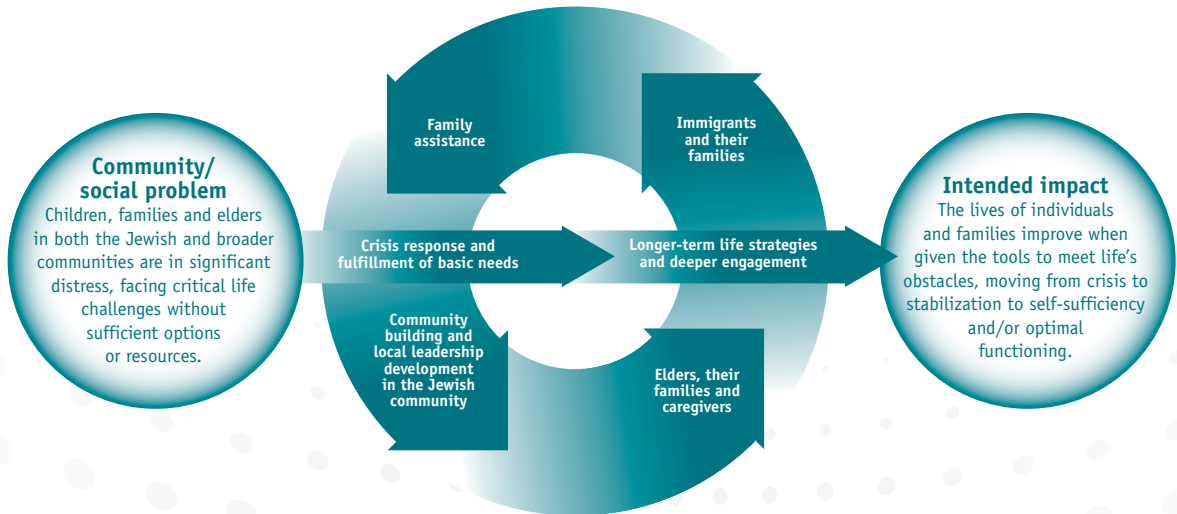
VOLUNTEER ENGAGEMENT INITIATIVES

that impact and strengthen our community



PERFORMANCE MANAGEMENT

that demonstrates effectiveness and impact



In 2015, JFS partnered with experts in impact measurement and embarked upon a new performance management process. Beginning with the definition of the targeted problems, corresponding goals and desired outcomes, JFS began a systematic review of each of its programs. Desired outcomes were selected, target benchmarks were established and relevant performance data are being collected and reviewed on an ongoing basis.

It is about accountability, first and foremost, to clients and to our community.

—Lino Covarrubias,
JFS Chief Operations Officer



The initial focus was on the **Family Assistance** program. To determine the efficacy of interventions, JFS designed and piloted an instrument that measures baseline and economic status movement across four defined categories – crisis, vulnerability, stability and self-sustainability.

In another initiative, JFS is collaborating with Boston College School of Social Work to assess our elderly clients in an effort to identify and mitigate risk for social isolation.

Over time, the agency’s evolving, integrated data collection system will enable sophisticated, longitudinal analysis that

will inform programmatic changes and the development of new initiatives.

Through this transformative process, JFS has committed itself to rigorous self-assessment, to ongoing learning and revision based upon that learning, and to internal and external transparency. It has created a culture of openness, of enthusiastic and thoughtful knowledge acquisition and sharing, of continuous assessment and quality improvement.



POVERTY REDUCTION in the Jewish community



IT ALL ADDS UP TO:

400



families received **1,223** hours of intensive expert case management

175



new families turned to JFS for assistance

700



bags of groceries given to hungry families from **Lucy and Joe's Food Pantry**

150



Passover and Purim baskets distributed to low-income families

26



job seekers received re-employment assistance through **Ready for Success**

12



unemployed clients landed new jobs

Together with CJP, JFS' **Family Assistance** program is significantly reducing poverty in the Jewish community. Through a combination of information, referral, resource development, case management, nutritional access, employment readiness and financial support, case managers address the immediate needs of families in crisis, then continue to work with them until they are stable and self-sustaining.

IMPACT!

“*They are cold; they're hungry; they need a place to turn. With agencies like JFS, we stand behind these families.*”

—Sarah Abramson, Associate Vice President,
Caring and Social Justice, CJP



ACADEMIC ACHIEVEMENT AND PATHWAYS TO COLLEGE

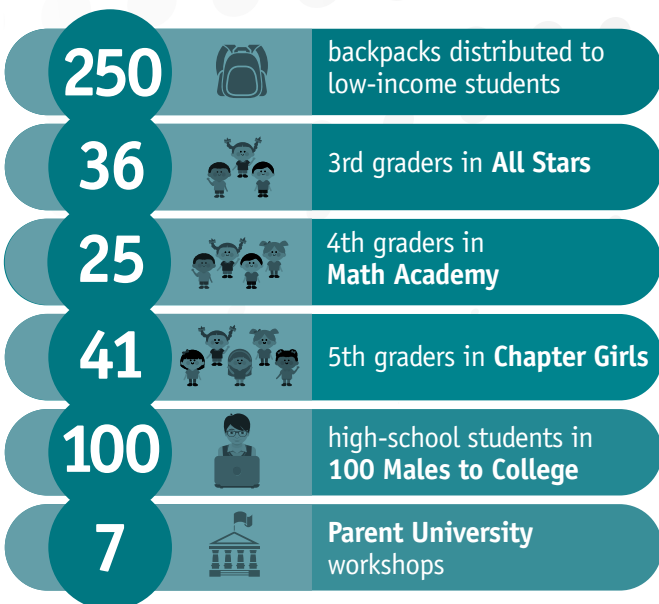
for low-income, first-generation students



In partnership with the Wilson Elementary School, Framingham State University and Mass Bay Community College, JFS' **Reducing Achievement Gaps** initiative is giving our community's most economically and educationally challenged school-age children and their families the help and resources they need to succeed in school and in life. After school tutoring and mentoring

reinforce lessons learned in the classroom; a new **Performing Arts and Learning** theater program bolsters creativity and problem-solving skills; and the Framingham-wide **100 Males to College** collaborative supports disadvantaged students as they work to escape poverty through academic achievement.

IT ALL ADDS UP TO:



JFS tackles the whole achievement gap situation, by helping with academics and also by putting food on the table.

—Sarah Barrett, Lead Teacher, Wilson Math Academy

IMPACT!





INNOVATIVE, INTEGRATED RESOURCES

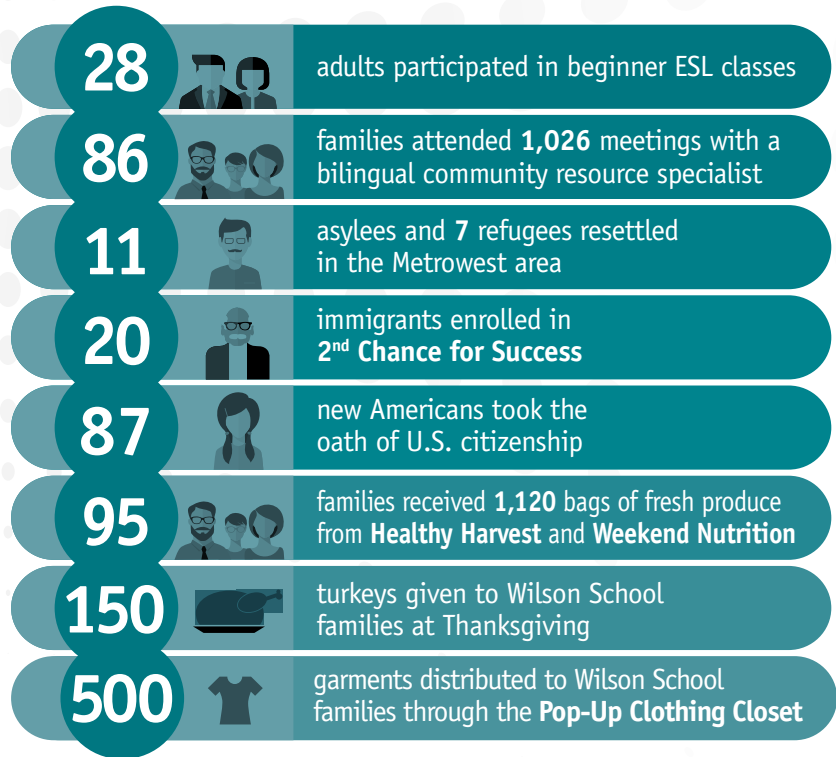
that empower immigrant families to succeed

Looking at the whole picture, they need more than just one item or one service. JFS and ETR are joining forces to help in a comprehensive manner.

—Janice McQuaid, Career Advisor, Employment & Training Resources (ETR)

JFS is developing innovative, integrated resources that address the social, emotional and financial needs of immigrants, refugees and asylees. **2nd Chance for Success** builds skillsets and guides under-employed and unemployed immigrant and minority workers to stable job opportunities; intensive case management and supplemental nutritional assistance help support families as they adapt to their new surroundings; and citizenship and civic integration programs empower new Americans to actively engage in their community.

IT ALL ADDS UP TO:



IMPACT!



SOCIAL, EDUCATIONAL AND SUPPORTIVE PROGRAMS

that help older adults maximize independence as they age



JFS helps frail older adults maximize independence and provides appropriate support in a pragmatic and compassionate way as capabilities diminish. Exercise classes and informative workshops encourage healthy living; **Patient Navigators** increase access to medical care; **Kesher** and **Kesher 13** provide opportunities to engage in faith-based activities; **Friendly Visitors** reduce social isolation; and expert **Geriatric Care Management** and **Homecare** services support older adults and their families as they navigate the physical, emotional and financial challenges that come with aging.

The JFS Patient Navigator Program is a unique program that is truly benefiting elders in Framingham.

—Martin D. Cohen, President/CEO, MetroWest Health Foundation



IT ALL ADDS UP TO:

504



participants attended 75 programs at 17 sites

327



Patient Navigator clients assisted with medical appointments

260



clients received intensive care management

150



Kesher and **Kesher 13** participants

81



clients that speak Russian, Spanish or Chinese as their primary language

IMPACT!



MORE IMPACTS

that strengthen families and build community



“ I will be forever grateful to JFS for making my family’s dreams a reality ”

— Adam V. Russo, Esq., CEO, The Phia Group, LLC, JFS Adoptive Parent



Families are at the core of the JFS mission and through strategic partnerships, JFS is multiplying its impacts and building community across the Metrowest and Greater Boston regions.



Through the **Adoption Choices** program, JFS is expanding outreach to would-be parents and birth mothers that need expert, professional assistance navigating the adoption process.

JFS is increasing resources that address the needs of LGBTQ individuals and families.

JFS’ **Jewish Family Network** with the Jewish Community Centers of Greater Boston are helping parents with young children make connections, find support and engage in low-cost, fun activities that celebrate Jewish traditions, build community and strengthen families.



SEIZE THE DREAM

JFS proudly honors Marsha and Harvey Chasen and Dena and Michael Rashes, extraordinary community partners whose powerful efforts are impacting the lives of children and families throughout Metrowest, Greater Boston, Israel and communities around the world.



“ *The dedicated staff and volunteers of JFS work tirelessly 24/7/365 to make seemingly impossible problems manageable.* ”

— Harvey and Marsha Chasen (above left)

SPECIAL FRIENDS HOST COMMITTEE

- Aron Ain
- Michelle and Darren Black
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- David Boronkay
- Allan Chasen
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- Fireplace
- Foodie Café
- Heritage at Framingham
- JCHE- Shillman House
- Larry Levine’s Kosher Market/
Catering by Tevya

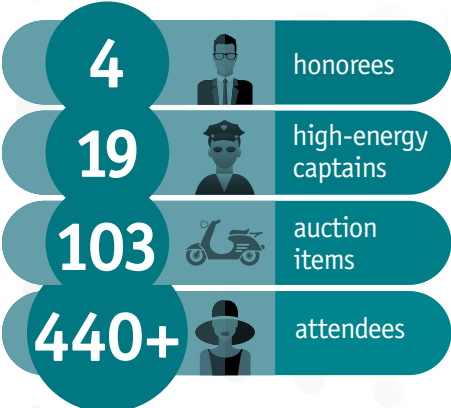
- Legal Sea Foods
- Margery Gussak Catering
- The Melting Pot
- North End Treats
- Samba Steak & Sushi House
- The Sleepy Baker
- The Verve – Crowne Plaza
- Yummy Mummy Brownies
- Zaftigs Delicatessen
- Zoup!

SPECIAL THANKS TO...

- Chart Productions
- David Fox Photography
- DOWSHU
- Kronos

- Peterson Party Center
- SER Exposition Services
- ThelmaWorld Productions

IT ALL ADDS UP TO:



IMPACT!

“ *We’ve spent time with JFS staff and programs; their individual and collective impacts demonstrate social action at its best.* ”

—Dena and Michael Rashes (above right)



VOLUNTEER ENGAGEMENT INITIATIVES

that impact and strengthen our community



Inaugural Diane and Chester Black Lecture for Volunteerism and Civic Engagement; Guest Speaker: Ambassador Alan D. Solomont (Retired), Dean of the Jonathan M. Tisch College of Citizenship and Public Service, Tufts University

Last year, over **300 volunteers** fueled JFS' impact in the community, donating **5,000 hours** across **15 programs**. Guiding immigrants through the citizenship process, providing backpacks with school supplies to students in need, distributing produce for **Healthy Harvest**, collecting clothes for low-income families, escorting frail older adults to medical appointments and ensuring the success of **Seize the Dream** are just some of the ways JFS volunteers impact and strengthen our community.

Thank you to our many volunteers for partnering with JFS to stand up for those left behind!



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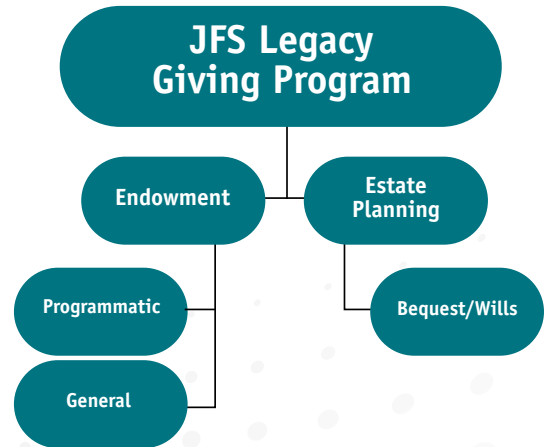


LEGACY GIFTS

ensure JFS' impact in the community for future generations

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 funds to:

- Meet future needs
- Maintain consistent program funding
- Expand financial resources
- Respond in the event of an emergency



Priority Program Areas for Endowment Funding

Civic Engagement, Community Service and Leadership

Education, Mentoring for Low-Income Children and Families

Hunger, Basic Needs, Family Assistance and Employment

Healthy Aging in the Community for Frail, Vulnerable Elders; Support for Family Caregivers

“Your concerns and priorities have helped shape JFS today. Your legacy gift will help shape tomorrow.”

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

The Boston Foundation –
Martin Fund, A.D.
Chandler III

Saul Kurlat Trust

Max Michelson

Shirley Poplin

Marcia and Paul
Rosenberg

To ensure that the values and concerns that have inspired your involvement in JFS will endure for generations to come, please consider creating a named fund, establishing an endowment, and/or including JFS in your estate planning.

Together, we can maintain the agency's promise to the community to stand up for those left behind.



DONORS & CONTRIBUTORS



\$500,00+

Combined Jewish Philanthropies
(includes core capacity
and all programmatic grants)

\$40,000-\$99,000

Susan Copeland
Herb and Maxine Jacobs Foundation
MetroWest Health Foundation
Tufts Health Plan Foundation

\$25,000-\$39,999

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It is with sincere appreciation for their many years of hard work that we say goodbye to **Donald Drew, Deborah Golden, Deborah Martin** and **Sarah Roth** as they embark on new adventures.

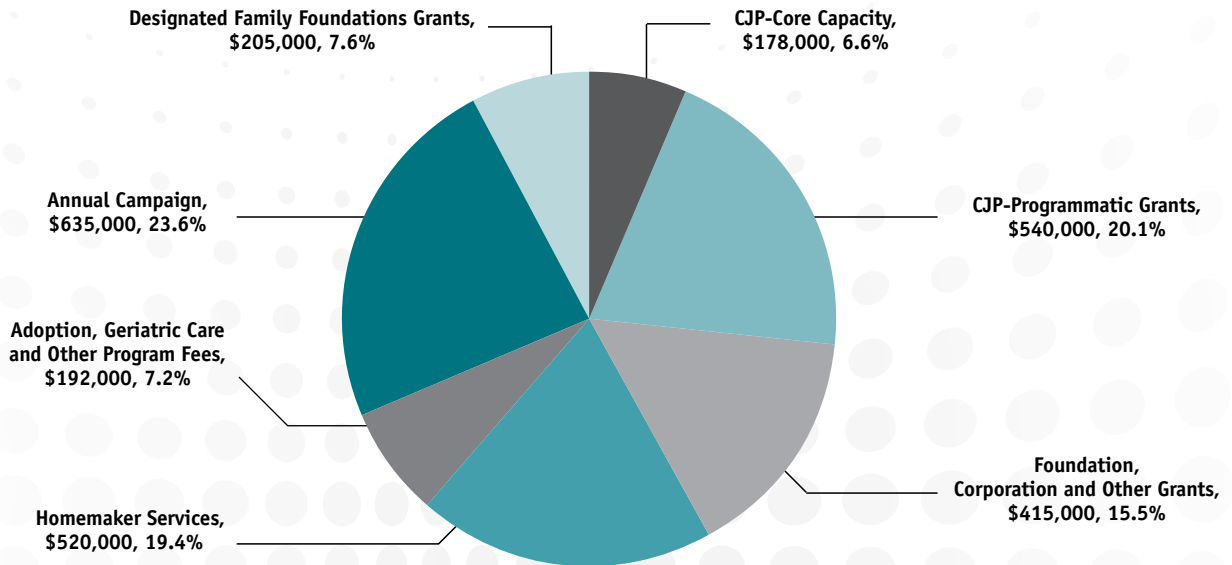


Jewish Family Service of Metrowest

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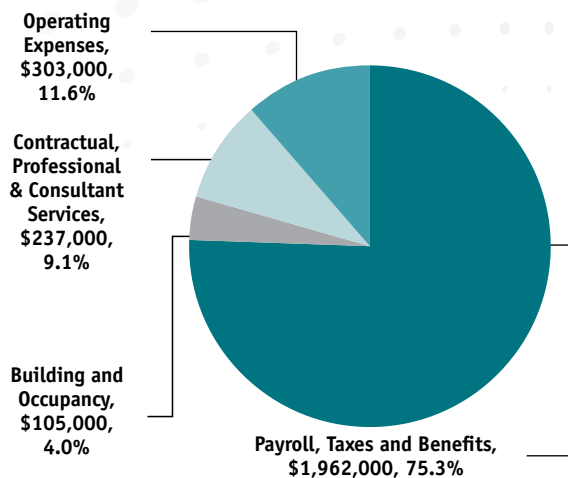
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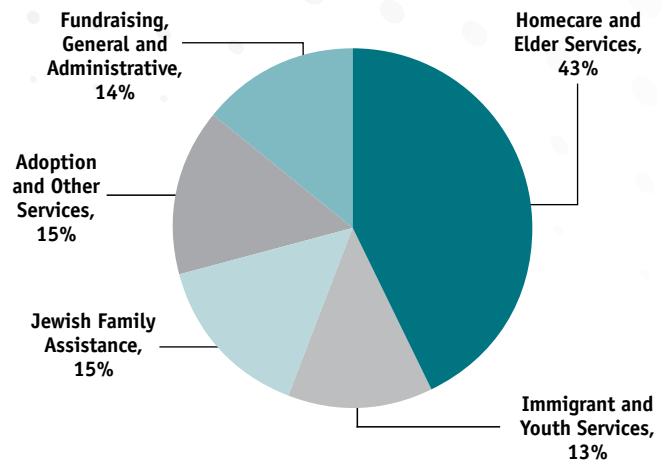
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Jewish Family Service of Metrowest provides vital social, health and community services to alleviate suffering, enhance lives and support people in need.



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.

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