Annual Report 2004



A Blanket of Support



Jewish Family Service Agency

JFSA is a non-profit social service organization serving members of the Jewish and broader communities in the Lower Mainland. We provide resources and opportunities to strengthen and enhance the quality of life of individuals and of families. Our purpose is to serve the Jewish community. We anticipate, identify and respond to societal and community issues and to individual needs.

We are committed to:

- Jewish values, ethics and community spirit.
- High quality, accessible professional service delivered by caring staff and volunteers.
- Respect for individuals and their beliefs.
- Collaborative relationships with other agencies and organizations.



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Message from the President & Executive Director

For 68 years, the Jewish Family Service Agency (JFSA) has been providing a blanket of support for our local Jewish community in greater Vancouver. This support has evolved over time to meet the ever-expanding needs of a rapidly growing community, which now numbers nearly 30,000.

In 2003-2004, JFSA supported over 7,000 individuals in need in both the Jewish and general communities across the Lower Mainland. Programs such as emergency financial assistance, food support, and housing placement help those with the most urgent of basic needs - food, clothing, and shelter. Other services include the resettlement and integration of new immigrant families; outreach, support, and meal programs for our seniors; counselling for individuals and families in crisis; vocational guidance and job development for the unemployed and underemployed; and advocacy and support of individuals with special needs. Indeed, our mandate is both vital and broad as we attempt to stretch the blanket of community support ever further.

With 30 dedicated staff members, hundreds of devoted volunteers, and thousands of generous donors, JFSA strives to ensure that everyone in need in our community is sheltered under this blanket.

This year we launched new initiatives for greater outreach to seniors and to adults with special needs. JFSA expanded existing programs and services across departments, and our budget grew to nearly \$2 million. Our growth meant having to search for a larger home for the agency, so JFSA will continue to have the capacity to serve our growing community.

Lani Levine



dani Levine

Joseph Kahn-Tietz



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As you read our annual report, we hope you feel pride in your association with this wonderful agency and appreciate the comforting blanket of support that we extend together, as partners, throughout our community.

"What do we live for, if it is not to make life less difficult for each other?" GEORGE ELIOT

Basic Needs Services

Requests for basic assistance remained high during this past year. A range of factors have contributed to income insecurity, including labour market restructuring, changing economic conditions and market fluctuations, changes in federal social programs, and changes in provincial policies. Together these contribute to family instability, to child and family poverty, to the burgeoning number of "working poor", to job insecurity, to fewer full-time family friendly jobs, and to social problems associated with unemployment and poverty.

Our capacity to assist the most marginalized members of the community with food, clothing, housing and medical support increased due to the generous support of community members and funders - particularly the Combined Jewish Appeal and Jewish Immigrant Aid Society and our own JFSA Family Visionaries. Due to this increased level of support we were able to provide direct or in-kind aid to over 3000 individuals and families throughout the community.

New programs were also launched this year to help empower individuals and families to break out of the cycle of poverty. A new housing coordinator was hired and an affordable housing registry was set up, a probono dental service was also developed. JFSA helped with many services and programs:

Food Programs

- Jewish Food Bank
- Good Food Box
- Holiday Hampers
- · Community Kitchens
- Food Vouchers
- Emergency Food Distribution

Pro Bono and In-Kind Services

- Pro-Bono Legal Clinic
- Pro-Bono Dental Service

Inclusion Programs

- Tickets to Inclusion
- Camp subsidies
- JCC subsidies
- High Holiday tickets

A Blanket of Shelter



Financial Assistance

- Direct Aid
- Holocaust Emergency
- Assistance Fund
- Seniors Medical Fund
- Anonymous Donor Fund for Emergency Relief
- Jewish Immigrant Aid Services

Community Partners

Jewish Federation of Greater Vancouver, Yad b'Yad - The Council on Poverty, Jewish Women International, B'nai Brith Non-Sectarian Community Food Bank, Jewish Immigrant Aid Services of Canada, Mazon Canada, Peretz Institute, all Greater Vancouver synagogues, the Diamond Foundation.



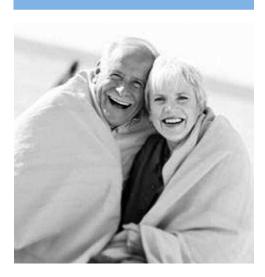
Seniors Outreach Services

Seniors Outreach Services assisted over 500 seniors and their families to manage the difficult transitions inherent in the aging process - such as isolation, poor nutrition, loss of friends and family, loss of physical independence, residential care requirements, and financial security. With warmth and compassion, our professional counsellors and cadre of volunteers extended a helping hand to reduce seniors' isolation and help them maintain their independence at home.

Social support programs - including friendly visitors, grief support, telephone friends and Seniors Lunch Clubs, now in both Richmond and Vancouver continue to promote connectedness to the Jewish community. In-home assessments, care planning with family members and ongoing case management established home care support systems for those in need. To ensure good nutrition, close to 4000 meals were served through the Kosher Meals-on-Wheels, Seniors Lunch Clubs and Community Kitchens programs. A new program, the Home Support Services Pilot Project, was added this year. This program matches newcomers who need Canadian experience with seniors who require assistance with activities of daily living. JFSA was there to help with our varied services:

- Outreach Services
- Case Management and Referral
- Seniors Lunch Clubs (Vancouver and Richmond)
- Kosher Meals-on-Wheels
- · Community Kitchens
- Bikur Holim Hospital Visits
- Volunteer Outreach
- Grief Support Services for Widows and Widowers
- Home Support Services Pilot Project

A Blanket of Comfort & Warmth



Community Partners

Jewish Federation of Greater Vancouver, L'Chaim Adult Day Centre, Temple Beth Tikvah, Al Polsky Golf Tournament, City of Vancouver, Vancouver Coastal Health Authority, Shalom BC, Diamond Foundation, United Way, Temple Sholom

"The oldest trees often bear the sweetest fruit."

ANONYMOUS

Resettlement & Integration Services

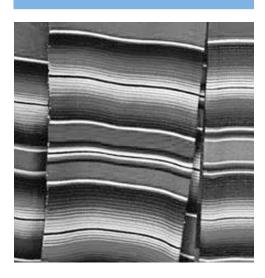
During the past year, JFSA provided Resettlement and Integration Services to nearly 150 Jewish immigrant families from all over the world - including South America, Europe, the Former Soviet Union and Israel.

We played an essential role in welcoming, integrating and assisting these families through services that range from information and referrals for ESL, camps and schools for children to intensive integration support. There are also a number of programs designed to assist newcomers and to get the local community involved, such as the Host Family Program and the Jewish Integration Council.

Advocacy was provided for those facing challenges with the immigration process, and a number of social and cultural events were hosted to help make newcomers feel at home. Pre-immigration assistance continues to be provided particularly to families in Argentina and Israel. JFSA helped welcome newcomers through:

- Household Distribution Service
- Ongoing Integration Council Projects
- Community Bus Tours
- Orientations and Cultural Events
- Most Bridge Society for Russian Seniors
- Host Family Program
- Community Kitchen for Russian Speakers
- Housing and ESL Referrals

A Blanket of Welcome



Community Partners

Jewish Federation of Greater Vancouver, Shalom BC, Jewish Immigrant Aid Services of Canada, BC Settlement Integration Program.

"Look for no reward in goodness but goodness itself."



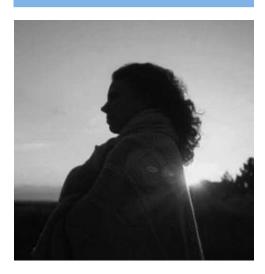
Vocational & Job Match Services

This past year saw JFSA provide more than 250 individuals looking for work, with Employment Services. Over 70% of these clients were placed directly into the workforce through our employer network, online job postings, or indirectly through vocational counselling services. Among our offerings were orientation to the Canadian workforce and labour standards, interview skills workshops, services for clients with disabilities and career planning for those interested in changing jobs.

JFSA also provided Job Match Services to over 70 businesses and organizations in an effort to make JFSA a primary recruiting resource to these employers. By providing a registry of job postings, generating 300+posted vacancies in 2003-2004, 113 candidates were sent directly to employers. Employers also continue to have the opportunity to advertise their vacancies to job ready clients, who can apply to postings via the JFSA website. Over 50 people were placed directly into new jobs via this service. JFSA assists with the following services:

- Interview Skills Workshop
- Orientations to the Canadian Job Market
- Resume Writing Workshops
- Action Plan Development and Career Planning
- Online Job Match
- Job Placement & Recruitment Resources
- Training Scholarships

A Blanket of Security



Community PartnersJewish Federation of Greater Vancouver, Yad b'Yad - The Coalition on Poverty, VanCity.

"I know of no more encouraging fact than the unquestionable ability of man to elevate his life by conscious endeavor."

HENRY DAVID THOREAU

Counselling Services

Our Counselling Department continued to provide affordable counselling services to the community. We have provided over 1200 hours of direct service to individuals, couples and families through our fee-forservice program. This year was also a year of expansion, as JFSA:

- Increased outreach efforts and needs assessment for gay, lesbian, transgender and bisexual Jews.
- Launched an outreach bereavement program for the Jewish community; including delivery of Comfort Kits, follow up support and counselling and Jewish Widows Support Group in collaboration with Louis Brier Home and Hospital.
- Increased JFSA School Counselling Services to Vancouver Hebrew Academy
- Introduced JFSA School Counselling Services to Vancouver Talmud Torah Elementary School

We continued efforts in our established community development and outreach programs:

- ASTEH, a kosher safe house for women and children leaving abusive situations, is fully operational with the assistance of Jewish Women International
- The Jewish Teen Initiative, a collaborative project with the Jewish Community Centre of Greater Vancouver and Jewish Federation of Greater Vancouver and Jewish Education Service of North America, has completed the comprehensive needs assessment and the results will be reported in late 2004

A Blanket of Support



Community Partners

Jewish Women International, Jewish Community Centre of Greater Vancouver, Jewish Federation of Greater Vancouver, Louis Brier Home & Hospital, Jewish Community Foundation, Jewish Education Service of North America

"Look after me and I'll look after you."

TALMUD, BAVA METZI'A



Special Needs Department

The Special Needs Department continues to touch the lives of Jewish adults with special needs, as members of the Jewish community, through the VIP (Very Important Partners) program. The VIP program enables adults with special needs to volunteer in our community. JFSA collaborates with the Isaac Waldman Jewish Public Library, Louis Brier Home and Hospital and the Weinberg Residence for the Books to Go program.

Books to Go is a joint project between JFSA and the Isaac Waldman Jewish Public Library, with funding from the Jewish Federation of Greater Vancouver. Dedicated VIP volunteers bring books from the Isaac Waldman Jewish Public Library to the Louis Brier Home and Hospital and Weinberg Residence.

VIP's second project began in 2004, the Comfort Kit Project. Small crates containing foods, words of comfort, candles, and prayers are given to families after the death of a loved one. Comfort Kits are assembled and delivered by a devoted group of VIP's. The Isaac Waldman Jewish Public Library offers a free one-year membership that is also included in the kit.

A third program, currently under development, is called Canes Enable, which will provide volunteers with exciting job skill training opportunities in painting and selling canes. This is being developed in partnership with local Jewish artists giving workshops to help design the canes.

JFSA's VIP Programs offer employment opportunities, community partnerships and a chance to give back:

- Books to Go
- Comfort Kits
- Canes Enable

A Blanket for Everyone



Community Partners

Isaac Waldman Jewish Public Library, Jewish Community Centre of Greater Vancouver, Louis Brier Home & Hospital, Jewish Federation of Greater Vancouver, Crate Ideas, Dan-D-Market and Kosher Food Warehouse, Omnitsky Kosher BC, Weinberg Residence, Jewish Community Foundation, Chevra Kaddisha (Jewish Burial Society), Yosef Wosk, Marcia and Gerry Vineberg

"The first step toward change is awareness. The second step is acceptance."

NATHANIEL BRANDEN

Endowments

Abe & Elaine Charkow Endowment Fund for Immigrant Services

Alvin & Ellen Cohen Family Fund

B'nai B'rith Endowment Fund

Barry Corrin Endowment Fund

Community Endowment for Poverty Relief

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Ben & Esther Dayson Endowment Fund

DeLange Endowment Fund

Diamond Family Endowment Fund

Dorothy Freedman Endowment Fund

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Jewish Family Service Agency Endowment Fund

Jewish Family Service Agency Fund

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Jewish Federation of Greater Vancouver

Jewish Immigrant Aid Society

Jewish Women International

Jewish War Veterans of Canada

Law Foundation of BC

Lohn Foundation

Mazon Canada

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Vancouver Coastal Health Authority

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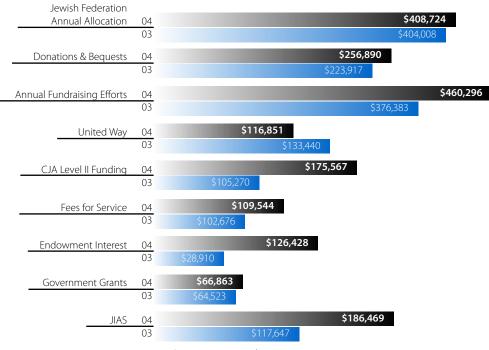
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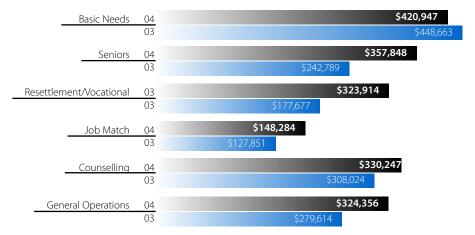




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