

2019-2020 IMPACT REPORT

REFLECTIONS OF *Gratitude*



Jewish
Family &
Community
Services

Helping People Help Themselves Since 1917

A LETTER FROM OUR *CEO*



Dear JFCS Supporters and Friends,

As I sat down to write this letter, I took a moment to look back over the last year. Although it's been difficult to watch our community and country struggle, and while we've grieved alongside the families who have lost loved ones due to this terrible virus, we have also had the privilege of seeing our community strengthened by people showing up with compassion, kindness, and generosity to help each other in their times of need.

Jewish Family & Community Services is considered an essential organization, so our doors have never completely closed. We've seen the worry in the eyes of those coming to us for food and financial assistance. We've heard the tremors in the voices of our seniors who are calling because they can no longer handle the isolation. And, we've comforted the children who have had to come into the foster care system when the pressures at home became too much for their parents to handle.

Thanks to you, our faithful donors, committed staff and concerned stakeholders, we've been able to meet the increased needs of our community. JFCS has adjusted how we serve, finding ways to stay connected virtually with those who are depending on us. We couldn't have done it alone. It took all of us and we did it together.

I wish you and your families comfort and health. Please remember JFCS is also here for you, so don't hesitate to reach out if there is a way we can support you.

Be well,



Colleen Rodriguez

CEO, Jewish Family & Community Services

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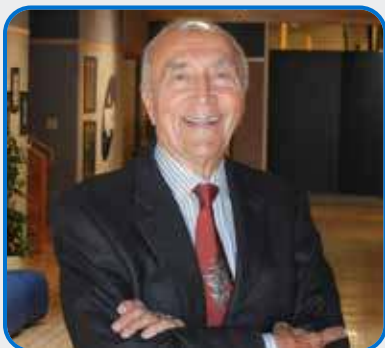
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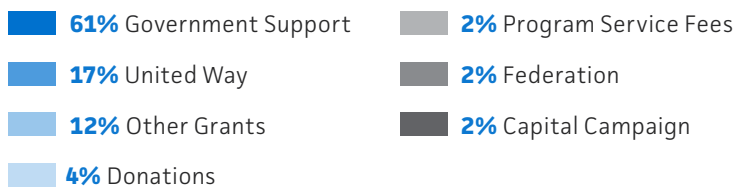
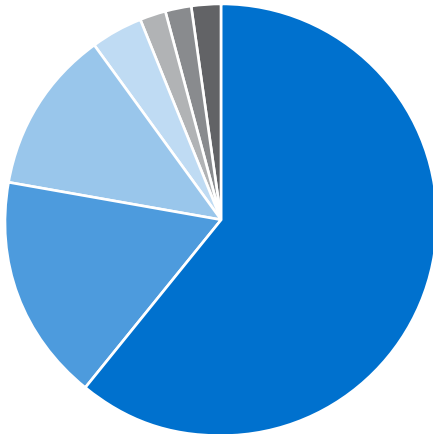
"Our family is proud to support JFCS's continued commitment and hard work that directly impacts the lives of children, families and seniors in our community. During these unusual and reflective times, we encourage everyone to take a moment to learn more about the vital programs and services JFCS provides to the growing list of those in need. JFCS is recognized throughout the philanthropic community for the depth and breadth of the critical work carried out on a daily basis. Therefore, the ongoing support of JFCS is extremely important to the overall health and well-being of our community."

– Laurie DuBow

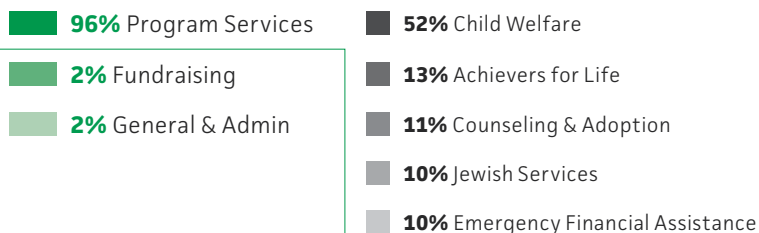
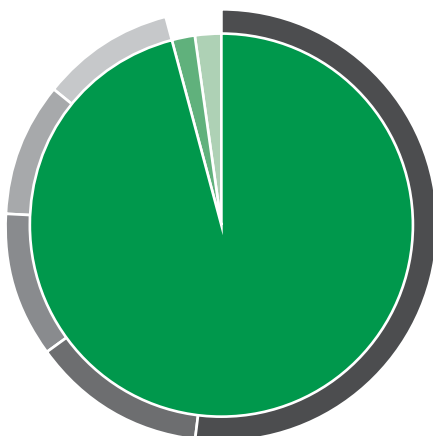
FY 2019-2020 Financials

SOURCES OF REVENUE

\$14,748,047



ALLOCATION OF RESOURCES



Over the past two decades, JFCS has realized substantial growth in services, investments in those services and funding.

- 95% increase in the number of people nourished through the Max Block Food Pantry

FY 2000 ■ 3,540

FY 2020 ■ 6,914

- 625% growth in investments for services to the Jewish community

FY 2000 ■ \$227,056

FY 2020 ■ \$1,419,392

- 470% growth in investments for services to the general community

FY 2000 ■ \$2,678,834

FY 2020 ■ \$12,601,090

- 508% growth in revenue

FY 2000 ■ \$2,905,809

FY 2020 ■ \$14,748,047

- 801% growth in net assets

FY 2000 ■ \$1,397,255

FY 2020 ■ \$11,189,200

- 20+ years of findings-free fiscal audits









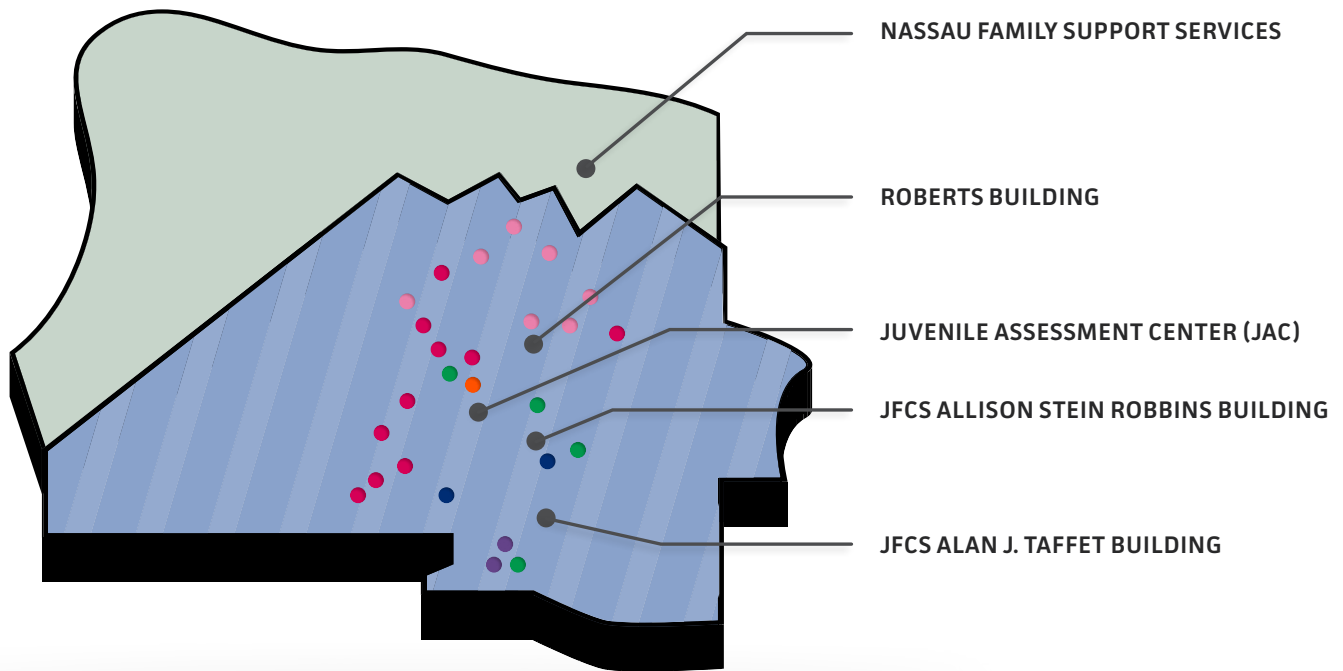
“JFCS is dedicated to assisting people in their time of need, in a compassionate and dignified way. The management team gives us the confidence that our donation will advance the mission of the organization. We are proud to support JFCS.”

– Gary Chartrand

HERE FOR *Jax*

1,740 SQUARE MILES COVERING DUVAL COUNTY, NASSAU COUNTY & PALM COAST

- | | | |
|--|--|--|
|  Counseling in School |  Academic Support |  E.P.I.C. Education |
|  Food Pantry |  Hospital |  Courthouse |



"Our community needs organizations that provide remembrance and teach tolerance of a diversity of cultures to help us understand and respect one another... One of Florida Blue's corporate values is courage, and we thank JFCS for teaching that every day."

– **Darnell Smith,**
Florida Blue Market President for
North Florida Region

NASSAU FAMILY SUPPORT SERVICES

- JFCS is co-located with Family Support Services of North Florida, providing in-home abuse prevention services to help keep children out of the foster care system and living safely in their homes.

ROBERTS BUILDING

- The Family Assessment Support Team Prevention program (FAST) caseworkers help keep children safe and in their homes by supporting parents.

JFCS ALLISON STEIN ROBBINS BUILDING

- Achievers For Life provides academic support to middle school students who are at-risk of dropping out.
- Max Block Food Pantry & Fanny Landwirth Clothes Closet provide food and clothing to people in need.

JUVENILE ASSESSMENT CENTER (JAC)

- JFCS staff work with youth offenders and the courts to keep juveniles out of jail and moving in positive directions.

JFCS ALAN J. TAFFET BUILDING

- JFCS Headquarters supports staff who provide services such as child welfare, Jewish Services, counseling, adoption, financial assistance and administration.
- The Frisch Family Holocaust Memorial Gallery educates and inspires attendees through rotating exhibits about the Holocaust.
- The Chartrand Family Tolerance Education Center provokes new discussions and thoughts between diverse groups of people who may not otherwise cross paths.



HERE FOR *Extraordinary Times*



Deployed a team of 22 caseworkers to **HELP PREVENT HOMELESSNESS FOR MORE THAN 1,300 FAMILIES BY DISTRIBUTING \$815,000 IN RENT, MORTGAGE AND UTILITIES ASSISTANCE** from Florida's First Coast Relief Fund, Bank of America and the Jewish Federation & Foundation of Northeast Florida.



Not since the Spanish Flu of 1918 has the United States faced a pandemic as overwhelming as COVID-19. JFCS was here for the community then, and responded to this year's crisis with flexibility, innovation and fiscal integrity in order to help thousands in need.

- During the COVID-19 pandemic, JFCS saw a 60 percent increase in visits to the Max Block Food Pantry. JFCS staff and volunteers changed food distribution to curbside pick-up to ensure the safety of all involved and served upwards of 90 families each week.
- In response to greater need due to the pandemic, JFCS volunteers delivered 385 frozen meals and groceries to Duval and Flagler County Holocaust survivors within four months.
- JFCS was able to adeptly shift many essential services – such as adoption proceedings, court sessions, mental health counseling, and family visitations – to virtual models to be able to continue helping families in need.

“I’m a 57 year old dental hygienist and this is the first time that I’ve needed to ask for help to pay my bills. I was losing hope and in fear of being evicted when I was notified that JFCS could provide up to \$1,200 in rental assistance. I’ve heard that miracles happen every day, but now I can say that I’ve experienced one. Thanks to JFCS I am still in my home and for that I am eternally grateful.”

– **Jennifer**, *Emergency Financial Assistance Client*



HERE FOR *Those in Need*



JFCS was founded in 1917 to assist people in need of food and emergency shelter. Today, our agency is still changing lives by distributing federal, state and private funds to help Northeast Florida residents meet basic needs and get back on their feet. With generous donors and

volunteers like you, we not only prevented homelessness and hunger for a total of 9,899 people in 2019/2020, but also helped them achieve self-sufficiency, while preserving their dignity.

- JFCS was humbled and overwhelmed by the generosity of more than 400 volunteers, who sponsored 1,680 children and 50 Holocaust survivors for the holidays.
- JFCS worked with Baptist Health and Brooks Rehabilitation to provide financial assistance and resource support for 276 of their employees and launched a new, similar partnership with UF Health Foundation.
- JFCS and our amazing volunteers celebrated foster teen birthday celebrations for 40+ teens, some of whom had never had a birthday party before.
- More than 1,000 children and families shopped at the Fanny Landwirth Clothes Closet, which is available to foster children and the community at large.



6,914

PEOPLE FED

62,226

MEALS DISTRIBUTED
through the Max Block Food
Pantry through Consumer
Choice Shopping



Counseling at JFCS saved my life. More than once.

– Margaret*

** picture changed for privacy.*

HERE FOR *Mental Health*



2,418

PEOPLE BENEFITED FROM DUPONT COUNSELING GROUP SERVICES THROUGH

- individual, couples & family mental health counseling
- teletherapy
- outpatient substance abuse treatment
- animal-assisted therapy
- parenting education
- school-based counseling



JFCS Dupont Counseling Group provides family, individual, couples and group counseling to adults and children throughout the entire community. Located in the JFCS Alan J. Taffet Building, our counseling division has a private entrance, accepts both private insurance and Medicaid, and offers sliding-scale fees based on clients'

finances. Dupont Counseling Group has grown tremendously over the past year, becoming particularly agile in early 2020 as we adapted to the unique circumstances presented by COVID-19.

- JFCS began providing teletherapy to patients who were unable to come into our offices during COVID-19.
- In 2019, JFCS became the first agency in Jacksonville to have an animal-assisted mental health therapy program.
- JFCS offers outpatient drug treatment services, enabling Northeast Florida residents who struggle with addiction to get the support they need. Last year, our team helped 90 clients get on the path to recovery.



HERE FOR *Jewish Services*



4,058

**CASE MANAGEMENT
CONNECTIONS WITH
SENIORS/HOLOCAUST
SURVIVORS**

1,200

RIDES PROVIDED

**6,750 MEALS &
1,800 FOOD BOXES**
(with fresh fruit, vegetables,
eggs and grains)

JFCS helps people of all races, religions and backgrounds throughout the First Coast, yet we were founded in faith and remain dedicated to serving the Jewish community. Please explore the many ways you have helped us serve the unique needs of 2,568 members of the Jewish community.

- Our Frisch Family Holocaust Memorial Gallery not only commemorates unfathomable loss and the will to survive, but also provides a space dedicated to learning the lessons of history through the power of art. We educated a total of 1,130 people by:
 - welcoming 427 individual visitors
 - hosting 21 community events and 37 tour groups
 - bringing diverse community groups together at the Chartrand Family Tolerance Education Center to discuss acceptance, diversity and injustice
- We proudly served more than 100 Holocaust survivors in Duval and Flagler counties by:
 - providing 12,152 hours of home care
 - partnering with Feeding Northeast Florida, enabling our dedicated volunteers to deliver more than 2,500 bags of groceries to their homes
- We're also dedicated to the Jewish children in our community:
 - providing Pre-K through 8th Grade students at the Martin J. Gottlieb Day School and the Torah Academy with enrichment services to help them fully participate in the richness of Jewish educational, social and cultural life
 - sending free Jewish books and music to the homes of 743 children and 182 pre-teens through our PJ Library and PJ Our Way programs
- Thanks to a partnership with The Jewish Federation & Foundation of Northeast Florida, we were able to assist 103 Jewish families with rent, mortgage, utilities and medical bills.



HERE FOR *Children*



JFCS was the first licensed Jewish child-placing agency in Northeast Florida. Now, we not only facilitate adoptions, but we help children of all races, religions and backgrounds grow up healthy, educated and protected. Thanks to our compassionate and loyal supporters, JFCS is able to enhance children's lives every day through services including:

- Achievers for Life
- Adoption
- Child Welfare
- High-Risk Newborn Therapeutic Services
- Play Therapy
- Family Reunification
- Supervised Visitation

- JFCS helped curb juvenile crime by providing 544 youth at the Juvenile Assessment Center with juvenile assessments and connections to helpful intervention resources.
- Through a partnership with the United Way of Northeast Florida and in cooperation with Communities In Schools of Jacksonville and Big Brothers Big Sisters of Northeast Florida, the JFCS Achievers for Life staff:
 - helped 1,345 struggling students in ten Duval County middle schools advance to the next grade level
 - provided 230 parents and/or families with services that included food assistance, financial assistance and counseling
 - counseled more than 600 children and teens in 17 Arlington area schools



3,225

CHILDREN PROTECTED
through Foster Care and
Case Management

125

CHILDREN ADOPTED

146

CHILDREN REUNIFIED
with Families

Thank You 2019/2020 DONORS

YOUR SUPPORT MATTERS

YOU and your generosity enabled JFCS to help local people in their most vulnerable moments. Thank you for the many ways you've contributed. We hope we can continue to count on your support in the coming year!

- Give to our General Fund to Help with Areas of Greatest Need • Support a Program that's Special to You •
- Sponsor Our Annual Fundraiser • Leave a Legacy • Volunteer Your Time •

Contact smenaged@jfcsjax.org or call 904.394.5727 today.

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