

**Jewish Family and Vocational Service  
of  
Middlesex County**

**Annual Report**

**June 20, 2011**



**JFVS**

Values you know.  
Opportunities to grow.

## **JEWISH FAMILY AND VOCATIONAL SERVICE OF MIDDLESEX COUNTY**

### **AGENCY HISTORY**

Jewish Family and Vocational Service of Middlesex County (JFVS), with offices in Milltown and Monroe Township, New Jersey, is a multi-service non-profit agency. For thirty years, JFVS has been committed to helping individuals and families realize a fulfilling life experience at home, in the workplace, and in the community by providing effective social services, counseling and advocacy through responsive, innovative programs.

Founded in 1979, with a staff of two part-time employees, JFVS served 100 clients in northern Middlesex County during its first year. Over the years, the Agency has grown in response to community needs. Major program services include: services for senior adults; individual, group, and family counseling; legal, educational and social service assistance for immigrants and refugees; a wide range of educational, vocational, career, and training services for employers and job seekers; adoption services; services for persons with disabilities; and an essential needs program to assist families in crisis. In 2006, JFVS merged with Jewish Family Service of Southern Middlesex County to create a county-wide Agency to better serve the community. JFVS provides service to all members of the community regardless of religious affiliation.

JFVS has an active Board of Trustees which provides Agency governance and leadership. Volunteers support program activities to allow the Agency to increase services within the county.

JFVS has a long tradition of serving the community. Its history is one of change, flexibility, and growth, reflecting a single goal – to bring help to those members of the community in need. JFVS is proud of its past and enthusiastic about its future.

### **PROGRAM SERVICE MODEL**

Staff with expertise in each of the service areas provides a full array of services within the program department. Service delivery is provided via a strength-based model which focuses on the client's abilities, strengths, interests, and preferences. Services are individualized to the needs of the person and take into consideration family situation, health issues, and the individual's support network.

JFVS offers five main areas of program services:

- Career and Vocational Services
- Community Services
- Immigrant and Refugee Services
- Personal Growth and Family Counseling
- Senior Adult Services

### **MISSION STATEMENT**

Jewish Family and Vocational Service of Middlesex County is a non-profit human services agency whose mission, rooted in Jewish values, is to help all individuals and families throughout Middlesex County realize a fulfilling life experience at home, in the workplace, and in the community. We pursue these aims by providing effective social services, counseling, and advocacy through responsive, innovative programs.

## **A MESSAGE FROM THE PRESIDENT**

**Gary Steinbach, MD**

JFVS continues to provide crucially needed services in our community. Whether it's counseling for families in crisis, prepared meals for those unable to cook for themselves, or groceries for hungry children, JFVS is there to help!

This past year has seen an expansion of services to Senior Citizens, as our new CAMEO program provides a healthy lunch and intellectual stimulation daily in Highland Park. We continue to rely heavily on our volunteers and donors to keep these programs in operation. As public funding dwindles, this support becomes more important than ever before.

In our mission of helping those in need, we continue to collaborate with the Jewish Federation of Greater Middlesex County and the Jewish Social Service Committee to assure the health and well-being of all members of our community. **Working together, our professional staff, Board of Trustees, JFVS Monroe Laurie Advisory Council, and volunteers are a powerful force in Middlesex County and its Jewish community!**

## **A MESSAGE FROM THE EXECUTIVE DIRECTOR**

**Sara Levine, LCSW, CSWM**

In reviewing the past year, the words "cooperation" and "collaboration" describe the year's activities. The key Agency entities, Board of Trustees, JFVS Monroe Laurie Advisory Council, staff, and volunteers continue to be focused around the needs of the community. As the national and local economies continue to be unstable, the stresses and strains on individuals and families continue to increase. Many individuals and families are experiencing financial hardships for the first time in their lives. Donors have become clients as they now need the services of the Agency.

These key JFVS entities along with our partners at the Jewish Federation of Greater Middlesex County have been able to continue to expand services to meet community needs. The teamwork between these entities was most evident as JFVS assumed the federally-funded contract for the kosher Senior Nutrition Program serving Middlesex County. Everyone worked together to ensure the continuation of this important program for the Jewish community.

The teamwork demonstrated in the above example is one of many that marked JFVS activities this year. Community members have called on behalf of friends and JFVS stepped up to the plate to assist them. Other agencies requested training on specific issues and JFVS extended our staff to educate our peers. Assisted living centers asked for Jewish holiday activities and JFVS responded. This and so much more has been accomplished this year through a team approach which allows everyone to utilize their expertise to enrich this organization and our community.

As I write this message, I am acutely aware that Gary Steinbach will be completing his tenure as JFVS President this month. Gary's commitment to this Agency and community demonstrate cooperation and collaboration. He has worked tirelessly toward developing a strong team with all the critical pieces of the Agency and our partners at Federation to forward the Agency's mission. I congratulate Gary on a job extremely well done and I look forward to his assuming new responsibilities for JFVS.

May we go from strength to strength!

## **THE YEAR IN REVIEW**

### **PROGRAMS**

#### **The Joel Gensler Career Center - Career/Vocational Services**

The Career/Vocational Department is named in memory of Joel Gensler, a longtime Board Trustee and supporter of the Agency.

##### **Career Link**

JFVS offers comprehensive career assistance to the unemployed or underemployed, individuals seeking a new job, individuals wanting to make a career change, and individuals desiring to start their own business.

- 160 clients
- 1,513 hours of service
- 22 computer training classes attended by 85 clients (includes Women's Center clients)
- Provided English as a Second Language classes through Woodbridge Housing Authority
- Participated in Middlesex County Advisory Council focus groups, "Middlesex County 2020: Creating a Collective Vision for Our Community"

##### **Disability Integration Services**

Through funding from the NJ Council on Developmental Disabilities, JFVS provides disability awareness and sensitivity training to agencies that do not traditionally provide disability services. These efforts are conducted to enable individuals with developmental disabilities to receive integrated and inclusive programs and services.

- 48 staff at non-traditional, community-based agencies participated in disability awareness and sensitivity training
- 81 individuals and/or family members educated about community resources
- 25 non-traditional agencies and disability organizations participated in Resource Fair/Forum
- 10 families attended Resource Fair/Forum
- Resource Directory of trained and inclusive agencies completed

##### **Refugee Employment Services**

JFVS provides career services to refugees to assist in their integration to their new country.

- 26 clients
- 10 clients received English as a Second Language training

##### **Supported Employment**

JFVS provides supported employment services to individuals with traumatic brain injuries, developmental disabilities, and mental health disabilities.

- 28 clients received employment services, 45% placement rate
- 425 hours of service

### **Women's Center**

JFVS offers services to women in transition as a result of separation, divorce, widowhood, or disability of a spouse. Services include educational and academic counseling, career services, computer training, and life skills workshops.

- 109 clients
- 2,600 hours of service
- 7 life skills workshops attended by 70 women
- Next Step Networking event for women in transition, co-sponsored by Morgan Stanley
- Co-sponsored "I Am a Victim of Domestic Violence" with JFCS of Mercer County
- Initiated Open House programs at local libraries to increase awareness of Women's Center
- Developed partnership with Chelsea Assisted Living (East Brunswick) for holiday gift donations for children of 20 Women's Center clients

### **Community Services**

#### **Essential Needs Program**

JFVS provides emergency services for all individuals in need of food through the kosher food pantry and holiday food programs. Toys and other gifts are provided for Chanukah and Christmas holidays. School supplies are provided in the fall.

- 476 families (1,502 individuals) received food
- 1,656 bags of food provided
- 368 families (784 individuals) received Passover food baskets
- 40 families (102 individuals) received holiday gifts
- 25 children received backpacks with school supplies

#### **Information and Referral Services**

JFVS manages all requests for service through a centralized intake process. The intake worker provides resource information and makes referrals to JFVS programs and/or other community services.

- 3,309 referral and information contacts
- 72% received follow-up for JFVS services

#### **Volunteer Program**

JFVS offers various opportunities for community residents to volunteer their services to the Agency including office support positions, program drivers, and program aides.

- 300 active volunteers
- Conducted Volunteer Recognition Event

## **Immigrant and Refugee Services**

### **Citizenship Services**

In October 2010, JFVS was one of 48 agencies nationwide to receive federal funding from the US Department of Homeland Security, Office of Citizenship to promote English language learning, foster education on the rights and responsibilities of citizenship, and assist with obtaining US citizenship.

- 2 citizenship-focused ESL classes initiated at 2 community sites (South River and New Brunswick), 3 additional ESL classes added
- 13 legal permanent residents enrolled in citizenship-focused ESL classes
- 14 legal permanent residents received citizenship application assistance

### **Immigration Services**

JFVS is authorized by the Board of Immigration Appeals to represent clients before the US Department of Homeland Security and to advocate in person at immigration proceedings before the US Bureau of Citizenship and Immigration Services.

- 76 immigrants became US citizens
- 34 immigrants received their Green Card
- 64 immigrants accessed entitlement programs (Medicare, food stamps, etc.)
- 316 immigrants benefited from JFVS advocacy with the Department of Homeland Security
- 217 immigrants attended 10 immigration workshops presented at adult schools and local libraries
- 325,797 visits to JFVS instructional video, Applying for US Citizenship

### **Resettlement Services**

JFVS provides resettlement services to refugees. Services are focused on the first 90 days of resettlement and beyond in order to facilitate integration into the United States.

- 7 individuals resettled from Russian and Ukraine
- 4 individuals received post-resettlement services (immigration issues, linkage to social services, job placement)
- 135 CHAT calls to 8 homebound Russian-speaking individuals

## **Personal Growth and Family Counseling**

### **Adoption Services**

JFVS offers adoption counseling, home studies, post-placement supervision, and post-adoption counseling.

- 4 adoption/foster care home studies completed
- 1 post-placement supervision completed

### **Family Counseling**

JFVS offers counseling services to children, adolescents, adults, and senior adults to address a wide variety of family and mental health problems. Services include psychosocial assessment, all counseling modalities, educational workshops, and support groups.

- 127 individuals received behavioral healthcare services
- 529 assessments and individual/family counseling sessions
- 4 adolescents participate in 35 social skills group sessions; 395 hours of service provided

### **Intensive In-Home Counseling for High-Risk Families**

JFVS provides intensive in-home individual and family counseling for families under the supervision of DYFS for child abuse and/or neglect.

- 52 families (74 adults, 87 children) received intensive in-home counseling
- 2,959 hours of service provided

## **Senior Adult Services**

### **Bereavement Support Group**

JFVS provides bereavement groups for people that have experienced a loss in their lives.

- 51 clients
- 53 sessions provided
- 232 days of service

### **Beyond Bereavement**

JFVS offers a self-run socialization group for those that have moved beyond the traditional bereavement group. Beyond Bereavement meets monthly.

- 30 participants
- 12 sessions held
- 180 days of care

### **Breakfast Club**

JFVS provides a socialization group for isolated seniors on Monday and Wednesday. Members attend one or both days.

- 33 members
- 95 session
- 950 days of care

### **CAMEO – Senior Nutrition Program**

In August 2010, JFVS assumed responsibility for the federally-funded senior nutrition program previously operated by the Campus for Jewish Life. The program provides stimulating activities and socialization for senior adults with a nutritious lunch five days per week.

- 77 participants
- 1,191 days of care

### **Caregivers Support Groups**

JFVS provides monthly support groups for caregivers of elderly parents or other family members.

- 11 clients
- 11 sessions
- 40 days of service

### **Elderday**

JFVS provides a 5 hour per day, 3 days per week, structured activity program for senior adults with cognitive/physical impairments, disabilities, and serious medical conditions. The program serves a dual purpose of enhancing the senior adults' quality of life, while providing respite to caregivers. Participants attend one or more days.

- 23 clients
- 1,083 days of care

### **Friendly Visitors**

JFVS sends volunteers to the homes of isolated senior adults to provide socialization and a sense of connectedness to the community. Telephone calls provide additional support by offering more frequent contact and reassurance.

- 35 clients
- 825 visits

### **Geriatric Care Management**

JFVS provides geriatric assessments and service planning for senior adults. Licensed clinical social workers are available to provide information, assess the senior adult's needs, plan with the senior adult and their family, implement the plan, and monitor service delivery.

- 8 private geriatric assessments completed
- Participated in 6 St. Peter's University Hospital Health Fairs
- Participated in East Brunswick Health and Wellness Fair
- Participated in South River Health Fair

### **Holocaust Survivor Services**

JFVS is the recipient of multiple grants to support frail Holocaust survivors. The grants provide for case management services, home-delivered meals, personal care, housekeeping services, socialization programs, and transportation. Special funding is available for a socialization program for Holocaust survivors and their spouses, Café Europa.

- 53 Holocaust survivors receive ongoing services
- 74 care management hours; 5,398 meals; 6,999 personal care hours; 1,716 housekeeping hours; 112 socialization days; 280 transportation trips
- 60 participants in Café Europa
- 2 Café Europa programs

### **Kosher Meals on Wheels**

JFVS provides home-delivered kosher meals to senior adults who are unable to shop and/or cook for themselves. Meals are delivered by a team of volunteers.

- 193 clients
- 27,644 meals

### **Lunch Club**

JFVS provides a socialization lunch group for individuals 60+ who are interested in stimulating conversation. The group meets weekly on Thursday.

- Began March 2010
- 28 members
- 39 sessions
- 277 days of service

### **Men's Club**

JFVS provides a socialization group for men in need of companionship. The group meets weekly on Wednesday afternoons; relationships and activities often continue after program hours.

- 13 members
- 43 meeting
- 190 days of care

### **Senior Chai**

JFVS provides a monthly recreational activity for senior adults.

- 221 participants
- 12 programs presented

### **Senior Medicare Patrol**

JFVS provides education on Medicare and Medicaid fraud and abuse throughout the State of New Jersey. Information is provided through community education events, media publicity, and individual problem-solving contacts.

- 3,602 individuals attended community outreach education events
- 5,133 individuals attended group education sessions
- 301 individual problem-solving contacts
- 20 volunteers provided 157 hours of service to the SMP program

### **Women's Group**

JFVS provides a weekly group for active women. This group meets at the Monroe office and other community locations. Trips are included in program activities.

- 39 members
- 42 sessions
- 550 days of care

## ACHIEVEMENTS

### Administrative Activities

- Published 5 newsletters, *JFVS Happenings*
- Updated donor list
- Enhanced financial recording systems resulting in excellent 2010 Audit
- Moved fundraising from Philanthrappeal to Fund-EZ program to integrate with General Ledger for more accurate donor/campaign reporting
- Replaced six obsolete broken computers with Windows 7 platform
- Replaced computer servers and installed terminal server to work remotely from Monroe office
- Replaced outdated end of lease copier

### Board of Trustees Activities

- Developed and implemented Board Development Plan
- Strengthened Board membership, participation and leadership
- Identified need and leadership for new Board committees
- Developed fund-raising calendar
- Completed fund-raising activities
- Delivered holiday food baskets and gifts
- Served as community liaisons
- Represented agency at community events

### Monroe Advisory Council Activities

- Presented Summer Luncheon
- Assisted with Senior Chai programs
- Assisted with fund-raising and program mailings
- Represented agency at adult community health fairs
- Served as community liaisons

### Programming Activities

#### Career/Vocational Services - Joel Gensler Career Center

- Gained Approved Vendor Status for NJ Division of Developmental Disabilities
- Developed partnership with Woodbridge Housing Authority for on-site ESL classes
- Developed partnership with Chelsea Assisted Living, East Brunswick
- Completed Resource Manual on Integrated/Inclusive Services for Individuals with Developmental Disabilities

#### Community Services

- Provided Chanukah party at Care One, East Brunswick
- Hosted Energy Assistance Eligibility Program provided by Puerto Rican Action Board
- Facilitated educational program on Identity and Financial Exploitation at South River Senior Housing
- Participated in panel discussion on options for seniors at senior adult community in Monroe Township
- Presented JFVS services at professional senior services networking meeting
- Provided perishables with food pantry canned goods

### Immigrant and Refugee Services

- Implemented citizenship focused ESL classes
- Increased client linkage to Jewish Social Services for financial assistance

### Personal Growth and Family Counseling Center

- Obtained continued licensing for adoption services
- Obtained continued licensing for behavioral healthcare services
- Increased number of licensed clinical social workers
- Provided training and supervision for 4 social work interns from Rutgers and Columbia Universities

### Senior Adult Services

- Participated in Federation Senior Service Task Force
- Developed new collaborative partners
- Added two socialization offerings at Monroe office
- Received national recognition for Senior Medicare Patrol
- Developed new collaborative partners

### General Activities

- Participated in the Highland Park Street Fair
- Participated in the Edison Family Day
- Participated in the North Brunswick Jewish Heritage Event
- Participated in the Verizon Community Event

## **FISCAL REVIEW**

2010 carried last year's momentum forward. Enhanced financial reporting and management systems included integrated fundraising software eliminating double data entry while providing automatic and controlled reporting plus improved donor outreach. The audit process was clean and supported by unqualified opinions without the issues of prior years. Audit and tax returns for 2010 were finalized and filed.

Financially, 2010 ended with a modest surplus utilized for a onetime salary payment to all employees in lieu of salary increases, which were unavailable during the last several years. It was a well received morale booster for staff who work so long and hard for the agency and our clients.

In 2010, JFVS began to plan for a special event, and entertainment fundraiser. "They Changed Broadway," an Off-Broadway production celebrating 100 years of Jewish contributions to the Broadway musical, was presented on June 5, 2011 to a packed audience of over 800 individuals. This event raised \$12,000 to support JFVS programs.

### **Projects Completed**

Friends/Mishpacha Campaigns  
Purim Cards  
New Year's Cards

Casino Night  
Feinstein Challenge  
Holocaust Services Campaign

Tribute Cards

They Changed Broadway

**Funds Received**

Holocaust Survivor Fund Services  
Rose Wachtel Memorial Fund  
Sandra Heckelman Salon for Success Fund  
Shirley & Sol Lipschitz Fund for Children

**Grants Received**

Jewish Federation

General Operations  
Resettlement Services  
HIP Seniors Highland Park

United States Government

Emergency Food  
Kosher Meals on Wheels  
Senior Medicare Patrol  
SMP Expansion Grant - new  
DHS Citizenship Grant - new

Feinstein Foundation

Passover Food

Middlesex County Department of  
Senior Services

Elderday  
Friendly Visitors  
KMOV  
CAMEO – new

Middlesex County Department of  
Human Services

Career Services  
Counseling  
Elderday  
Food Pantry

United Way

Counseling  
Elderday  
Immigration Services  
Kosher Meals on Wheels  
Women's Center

Conference on Jewish Material  
Claims Against Germany

Holocaust Survivor Services

State of New Jersey

Foster Care Home Studies  
Intensive In-Home Counseling  
Refugee Vocational Services  
Supportive Counseling  
Women's Center

Hebrew Immigrant Aid Society

Resettlement Services

NJ State Bar Foundation

Immigrant & Refugee Services

Edison Township

Elderday

Sidney Harris Foundation

IOLTA

Woodbridge Township

Kessler Foundation

NJ Council on Developmental  
Disabilities

Monroe Senior Services

Immigrant & Refugee Services

Counseling  
Elderday

Vocational Services

Case Management  
Professional Training