

Family of
Heroes



2006 Annual Report
Jewish Family Service Association





Our Mission

Jewish Family Service Association
of Cleveland,

a private, non-profit organization,
serves to **strengthen families**
and **individuals**

in both the Jewish and general communities
in Northeast Ohio.

Guided by traditional Jewish values
of **communal responsibility**
and **social justice**,

JFSA is committed to enhancing
every individual's ability
to **thrive** in our community.

Letter from the Board Chair & CEO

Dear Friends:

This year's annual report theme reflects our appreciation and recognition of all the individuals and organizations that form our "Family of Heroes."

During the past year, JFSA continued to serve our community with high quality programs and services while remaining sensitive to the emerging needs of the populations we serve. We have continued to expand services to individuals with mental retardation and/or developmental disabilities and serious mental illness through our comprehensive Ascentia: Pathways to Community Living program. We have continued to sharply focus on delivering the right services to older adults, both healthy, active seniors and the frail and vulnerable elderly. We have re-doubled our efforts to provide much needed services for Holocaust survivors through our partnership with the Cleveland Jewish Federation and the Cleveland Holocaust Survivors Life Needs Initiative. Other programs and services continue to be refined to meet the current needs of our community including the expansion of our skilled nursing services.

We are excited about the promising changes occurring within JFSA as well. With a new leadership team in place, we are actively embarking on new ways to make our services more accessible and convenient for all those who need them along with a transformation and enhancement initiative designed to improve our infrastructure and create operating efficiencies.

We are thankful to our dynamic Board of Directors who provide innovative leadership and guidance; to our loyal volunteers who donate generous amounts of time; to our outstanding professional staff who endeavor on a daily basis to help individuals and families heal and grow stronger; and, to our many donors and funding organizations that embolden our mission.

We are pleased to share with you JFSA's continued growth and progress, and look forward to celebrating all the heroes in our lives.



William A. Wortzman
Board Chair



Milton J. Schachter
President and CEO



Heroes



Look around. There are heroes among us... donors, volunteers, family members and caregivers, healthcare professionals and community leaders--all of whom share our mission of strengthening families and individuals in our community.

Community Heroes

JFSA's mission to strengthen individuals and families at every stage of life is a reflection of the importance and value our community places on the family. Although the needs of families have certainly changed since JFSA's founding over a century ago, the one thing that has remained constant is the need for resources that help families grow and thrive, and with that, the continued support of our mission from every corner of the community.

We salute our community of heroes, those organizations, businesses, and civic leaders whose support is critical to achieving JFSA's mission and supporting the populations we serve: victims of domestic violence seeking safety, healing and recovery; older adults seeking to live safely and independently for as long as possible; adults with mental retardation/developmental disabilities seeking to live productive and meaningful lives; families coping with divorce or the loss of a loved one; and, individuals with mental illness seeking a community of supportive systems.

By strengthening the family, JFSA strengthens our community.



"A hero cannot be a hero unless in a heroic world."

- Nathaniel Hawthorne




Quiet Heroes

JFSA volunteers are the heart of our agency. Whether delivering meals to a homebound senior, befriending an adult with MR/DD or mental illness, helping immigrants to prepare for their citizenship exam, teaching English to refugees, providing respite to family caregivers, or assisting professional staff with general office duties, our volunteers quietly perform the extraordinary every day. They are role models of *tikkun olam* – repair of the world.

During the past year, JFSA volunteers performed thousands of hours of service, illustrating the significant impact this vital resource has on our organization. We anticipate even greater levels of volunteer participation through our new initiatives aimed at recruiting college students for internships, and leadership development for young adult volunteers.

"Volunteers are the first to lend a helping hand, the last to turn away."

- Anonymous



"The goal of the hero is to return normal life to the living."

- Margaret Weis and Tracy Hickman

Everyday Heroes

Each JFSA employee is an everyday hero. Caring for individuals is at the core of every staff member's responsibility, whether they are a home health aide, social worker, community outreach worker, administrative assistant or management professional. Their commitment and dedication to serving clients is a reminder of the heroes surrounding us everyday.

As an "Employer of Choice," JFSA will continue to nurture a supportive and collaborative working environment and provide effective training and development programs and opportunities for career development and advancement.



Our Family of Heroes

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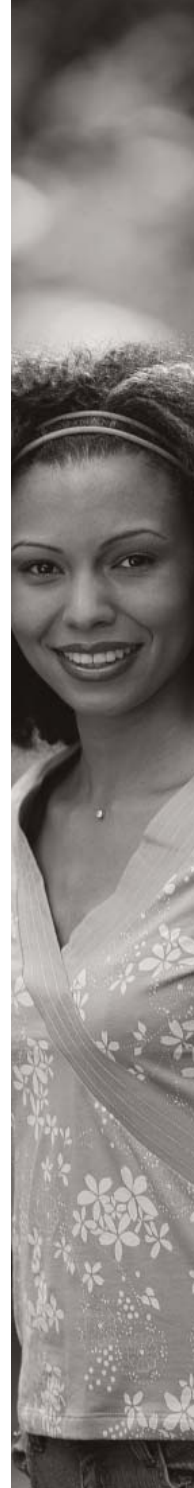
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 Woodruff Foundation

List represents donations received from January 1 to December 31, 2005.





Service Activity

July 1, 2004 through June 30, 2005

	Number of Clients Served [*]
Maturing Family Services	2,052
Ascentia: Pathways to Community Living	700
Community Care at Home	680
Resettlement and Counseling Services	371
Career Services	296
College Financial Aid	246
TOTAL	4,345

Funding Sources

July 1, 2004 through June 30, 2005

Jewish Community Federation (including United Way Services)	\$ 3,567,740
Private Pay for Service	2,232,573
Government ¹	13,450,819
Grants and contributions ²	3,249,734
Other ³	222,060
TOTAL	\$22,722,926

Expenses

July 1, 2004 through June 30, 2005

By Client Population

Direct Services	
Adults with Disabilities	\$9,088,545
Families	1,923,264
Mature Adults	1,884,738
Clients in their homes	4,785,678
Total direct services	17,682,225
General Administration	4,164,351
Total Expenses	\$21,846,576

By Expense Category

Personnel	\$16,632,536
Food, Drugs and Other Supplies	1,273,992
Purchased Services	1,341,324
Other Operating Expenses	2,598,724
Total Expenses	\$21,846,576

^{*}Total Number of Clients represents access to multiple services.

¹Government Sources: Western Reserve Area Agency on Aging, HIAS/US Government (Soviet Refugees), Cuyahoga County Board of Mental Retardation/Developmental Disabilities, Cuyahoga County Community Mental Health Board, State of Ohio, Ohio Department of Alcohol and Drug Addiction Services, Ohio Department of Human Services.

²Accounting standards require the recognition of multi-year grants in the year in which they are granted.

³Includes investment income, rental income, and management fees.

All figures are audited. Audit is available for inspections at the agency.

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 Stephen Schwartz, Ph.D., *Associate Executive Director of Ascentia*
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Mindi Axner, *Director of Development*
 Tim Williams, *Director of Information Technology*
 Jeff Morris, *Director of Operations*
 Cindy Dambach, RN, *Director of Community Care at Home*
 Sue Biagiante, LISW, *Director of Maturing Family Services*
 Beverly Siegel, LISW, *Director of Family Life Services*



Ascentia: Pathways to Community Living

Services for individuals with mental disabilities

- Community Support Services
- Residential Services
- Clinical & Therapeutic Services
- Work & Recreational Services
- Family Advocacy & Support Services

Community Care at Home

- Skilled Nursing
- Home Health Aides
- Companions
- Homemaking/Meal Preparation
- Light Housekeeping
- Transportation & Grocery Shopping
- Sleep-Over Services
- Specialized Alzheimer's Care at Home
- Nurse On-Site

Maturing Family Services

Services for older adults

- Counseling/Case Management
- Bilingual Case Management
- Holocaust Survivor Program
- *Legacy Corps* Respite Program
- *Friends InDeed* Home Management Assistance
- *Help-Line* Personal Emergency Response System
- Home Delivered Meals

Family Violence Services

- 24 Hour Family Abuse Hotline: 216.691.SAFE (7233)
- Individual Counseling & Support Groups
- Emergency & Short Term Housing
- Justice System Advocacy & Legal Assistance
- Community Education & Professional Training
- Teen Outreach & Immigrant/Refugee Outreach

Refugee and Immigrant Services

- Case Management
- Job Placement Assistance
- Interpretation & Translation Services
- Citizen Preparation Services

Divorce Mediation

Career Services

- Career Counseling
- Job Search Workshops
- *Profit from Experience* Senior Career Services

College Financial Aid

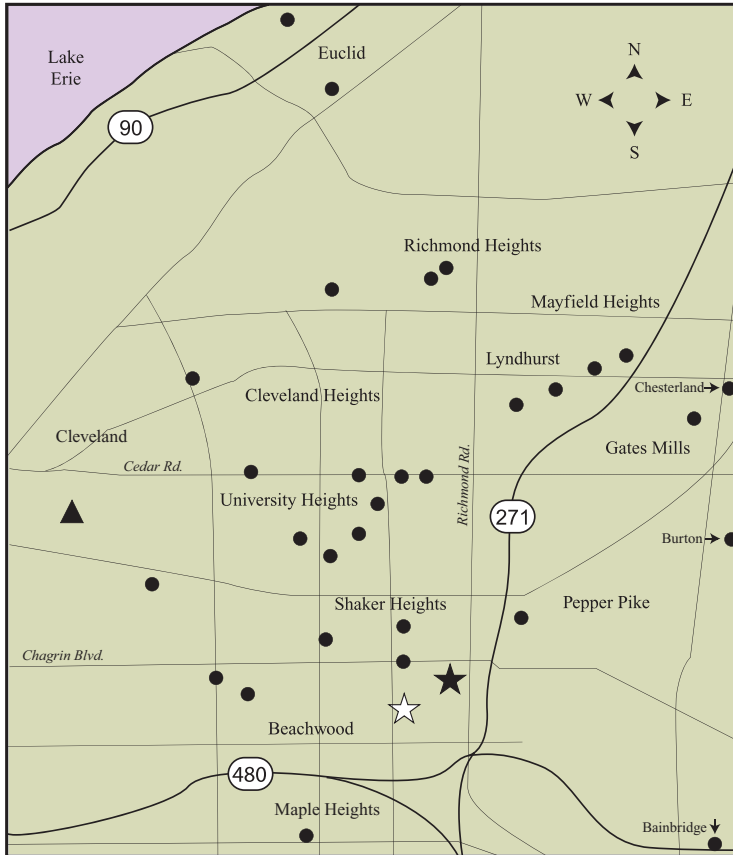
Scholarships, grants and loans

Volunteer Services

- Traditional Volunteer Activities
- Student Internships
- Young Leadership Initiative



Our Community is Our Campus



JFSA Locations

- ★ The Drost Family Center
24075 Commerce Park Rd.
Beachwood, Ohio 44122
216.292.3999
- ▲ The Psychobiology Clinic
12200 Fairhill Rd.
Cleveland, Ohio 44120
216.231.7050
- ☆ JFSA Administration
3659 S. Green Rd. Ste. 322
Beachwood, Ohio 44122
216.504.2600
- Group Residences

www.jfsa-cleveland.org



Jewish Family Service Association
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FEES: Some JFSA Services are covered by third party payors including private insurance, managed care companies, Medicare, and Medicaid. For information on fee schedules, please call the Finance Department at 216.504.2600. MEMBER: The Jewish Community Federation, United Way Services, Association of Jewish Family and Children's Agencies, International Association of Jewish Vocational Services, The Ohio Council of Behavioral Healthcare Providers, Ohio Providers Resource Association. ACCREDITED: Council on Accreditation of Services for Children and Family Services, Ohio Department of Mental Health, Ohio Department of Mental Retardation, Ohio Department of Alcohol and Drug Addiction Services, Council on Accreditation of Rehabilitation Facilities. CONTRACT AGENCY: Western Reserve Area Agency on Aging, PASSPORT, OPTIONS, Cuyahoga County Board of Mental Retardation/ Developmental Disabilities, Cuyahoga County Community Mental Health Board, Cuyahoga County Department of Human Services, Ohio Department of Job and Family Services. Medicare and Medicaid certified. A 501(c)(3) non-profit organization. JFSA is a drug free workplace. JFSA is proud to serve all families regardless of religious affiliation. The 2006 Annual Report was designed and produced internally by the JFSA Marketing and Communications Department.