Dear Friends,

Taking a moment to reflect on our 116 year journey as an agency - who we are, what we do, and the people we serve - we would like to highlight some of our achievements during 2013.

First, however, we would like to express a sentiment we often share privately: we are proud of JFS for many reasons - for our work to protect children at risk; for our counseling to support families in crisis; and for the programs in place to help seniors in need. Yet we are most honored to serve because of one core truth: no agency in the Delaware Valley does more, each and every day, to support the well being of our community - in the spirit of our faith - than Jewish Family Services of Delaware. While many of our clients are Jewish, ALL of our 2700 clients learned what it MEANS to be Jewish: the beauty of our traditions, the power of our commandments and our commitment to Tikun Olum. It was, by any measure, a truly rewarding and impactful year:

- Our vibrant and dynamic Board worked with staff to develop a new Strategic Plan and associated supporting sub-committees -- that will become JFS’s guidepost for the coming years;
- Our REEL Talk event once again left guests in awe of the skill and potential of area youth as we honored Joan and Robert Appleby and Gil and Sonia Schorr Sloan at World Cafe Live at the Queen;
- The capacity of our outpatient behavioral health programs increased by more than 9%, with 55% of counseling services originating from Newark;
- Our Bag Hunger Campaign realized over 1500 pounds of food and frozen meals through collaborations with Jewish Federation of Delaware, the Siegel Jewish Community Center, Albert Einstein Academy, Congregation Beth Emeth, Congregation Beth Shalom and Temple Beth EI and Hillel;
- Our exciting Brandywine Village Network continued to grow with the help of over 100 volunteers, enabling older neighbors remain in their own homes with the support of their community;
- Through our Youth Development program, we provided workforce development, case management and video production programs in Delaware’s detention centers;
- Our Émigré Services program assisted 46 families, including refugees from Haiti, Iran, Iraq and Nigeria.

These notable achievements are an amalgamation of the efforts of our highly professional staff and dedicated volunteers. We are a proud agency serving thousands of clients, all of whom have needs that JFS is uniquely positioned to support. They are our friends, our neighbors, our families. They are us.

Thank you for all you have done, and continue to do, to enable JFS to grow and serve our community.

Sincerely,

Alan Horowitz
President

Dory Zatuchni
CEO
JFS is about community...

756 children, 634 adults & 59 older adults received counseling services.

older adults and their caregivers received information about community resources available to them to assure they can age with dignity.

B’nai B’rith House residents worked with JFS’s Senior Resident Manager to help them access services to support their independence.

women residing at a Wilmington shelter were supported by JFS’s clinicians assisting them in returning to their communities.

Brandywine Village Members were able to remain in their own homes with safety and comfort through the support of 102 volunteers.

individuals (parents, grandparents, foster care parents, guardians) caring for children under 17 yrs old reached out to JFS’s Promoting Safe and Stable Families’ Family Consultants in order to achieve financial sustainability.

older adults and physically challenged individuals residing in long term skilled care facilities throughout the State of Delaware were assessed by a JFS Case Manager to determine the feasibility of returning to their homes.

separated and divorcing parents participated in JFS’s Family Court certified Healing Hearts program, gaining understanding of the impact of the divorce upon their children.

Émigrés/asylum seekers, supporting 76 family members, acquired training and gained employment opportunities through its vast network of businesses, employment services’ vendors, state social services centers and other non-governmental organization. Émigrés arrived in Delaware from more than 10 countries including Burma, Cameroon, Cuba, Egypt, Haiti, Iran, Iraq and Sierra Leone.
JFS is about helping...

The youth in our community are demonstrating it is never too soon to start volunteering. Whether part of school extra-curricular requirements, a bar or bat mitzvah, or simply an activity, the youth are building community spirit and helping those in need.

Seventeen youth honored JFS by selecting a project benefiting our clients. From center pieces filled with canned goods (later distributed to families in need) to walking pets for older adults, the recipients were extraordinarily grateful. Special thanks to Congregation Beth Emeth’s B’not Mitzvah youth David Pessin, Brian Margolies, Becky Markowitz; Congregation Beth Shalom’s B’not Mitzvah youth Ariella Beals, Becky and Geri Burr, Ethan Cooper, Ethan Fruchtmann, Evie Giffin, Lea Harlev, Clay Horowitz; Kesher Israel Congregation’s B’not Mitzvah youth Ben Katz, Jessica Miller, Brooke Schwartz, Todd Silberglied, Spencer Sewell and Temple Beth Israel’s Bar Mitzvah youth Eli Manaker.

JFS Volunteer of the Year Rick Hynes (right) with Brandywine Village Network Coordinator Maggie Ratnayake

While Rick Hynes’s volunteer activities appear to be everywhere throughout the Brandywine area, to JFS he is the champion for older adults. From tasks ranging from daily phone calls, shopping for groceries and handyman chores, to jobs as complex as educating others on Medicare benefits, Rick consistently demonstrates his deep-seated empathy for others’ well being.
Volunteers

We apologize for any names that were inadvertently omitted from this list.

"The volunteer you sent today was the nicest lady I've ever met. I don't know how you find these people who are so kind and willing to help. No question – I'm renewing my membership next year!"

- Elinor, BVN member (age 76)
JFS is about compassion...

**JFS’s BAG HUNGER**
campaign provided more than 1500 pounds of food for 118 families with canned goods, fresh produce (with special thanks to Ken Kamm) and frozen meals.

**Boy Scout Troop 70** reached out to others for hours on end at a local supermarket collecting over 1500 lbs of canned and boxed goods for JFS’s FOOD CLOSET.

**Congregation Beth Emeth’s Caring Committee, Widener Law School Jewish Students Association and university students from Hillel** prepared **215 meals** stored in our freezer for those in need and community members following discharge from hospitalization.

During Thanksgiving, in collaboration with Congregation Beth Emeth, JFS volunteers delivered more than **57 meals** to homebound elderly.

**B’nai B’rith Youth Organization** teens planted flowers at JFS’s entrance, providing a welcoming environment for our guests.

**73** Children, parents and grandparents received coats, sweaters, jackets and holiday gifts through our **ADOPT-A-FAMILY PROGRAM** generosity supported by McCarter and English, Monzack, Mersky, McLaughlin and Prowder, P.A., Claymont Community Center, Rebel Runners, Cole Schotz and Pauline Ratkowiak, Rachel Mersky, Dan and Avie Silver, Randy and Meghan Betz and Dan and Meredith Rosenthal.

**The Pernick and Wilk** Families’ Vegetable Garden in honor of past president Judith Wilk was planted under the tutelage of Sheri Stanton-Evans by the Eng family and Becky Rosen that provided fresh veggies to more than **45 JFS clients**.

**Originating with JFS past president Ruth Balick**, 37 volunteers prepared and served Christmas dinner to more than **200 individuals and families in need** at the Ministry of Caring’s Emmanuel Dining Hall.
JFS is about outcomes...

JFS IS A MULTI-SERVICE ORGANIZATION WHICH WORKS TO STRENGTHEN THE WELL BEING OF THE INDIVIDUAL, FAMILY AND COMMUNITY REGARDLESS OF RACE, RELIGION, CREED, GENDER OR SEXUAL PREFERENCE.

We serve our entire community.

FAMILIES SEEKING SUPPORT

For individuals from age 3 to 102.

- 94.97% or 1378/1451 of individuals and families reported an improvement in their mental health through JFS’s counseling
- 100% or 115/115 women residing at Ministry of Caring’s Mary Mother of Hope shelter reported improvement in their well being as a direct result of JFS’s professional clinical support

CHILDREN AT RISK

Working specifically with adjudicated and reentering youth, JFS is committed to supporting them as they begin the process of looking beyond their present circumstances, helping them to envision safe and productive futures removed from the deleterious effects of poverty and criminal activities.

- 88% or 66/75 successfully participated in JFS’s workforce development program FutureNet) Promoting positive youth development;
- 94% or 227/239 youth acquired and demonstrated skills that build healthy relationships and connections to social support systems through JFS’s video production program Media Matters;
- 70% or 9/16 previously adjudicated youth successfully reentered their communities-of-origin following adjudication and did not recidivate into the state’s correction system.

SENIORS IN NEED

Our integrated approach utilizes staff, volunteers and members of the business community to assist seniors in meeting their needs, support their economic security, and ensure their environmental safety and security.

- 94% or 104/108 Brandywine Village Network members remained in their own homes or with their families with BVN services
- 93.87% or 659/702 seniors throughout New Castle County were linked to support services such as home care, transportation, home repair, meals, benefits and entitlement programs
- 100% or 102 volunteers reported satisfaction in helping seniors with transportation, household chores, shopping, errands, and companionship

CLIENTS CAN ACCESS JFS SERVICES THROUGHOUT NEW CASTLE COUNTY. OUR STAFF TRAVEL TO MANY LOCATIONS TO PROVIDE SERVICES.

Albert Einstein Academy, Claymont, Lombardy and Carrcroft, Silverlake and Marbrook Elementary Schools, Ministry of Caring’s Hope House, Delaware’s Division of Youth Rehabilitative Services Ferris School for the adjudicated youth and the transitional cottages, A. I. DuPont Middle School, Boys and Girls Clubs, Individual homes, B’hai B’rith House, Cadia Rehabilitation, Christiana Care Health System, Foulk Manor, Forwood Manor, Luther Towers, Ingleside Retirement Communities, Milton and Hattie Kutz Home and senior centers including Claymont Senior Center, Newark Senior Center and Wilmington Senior Center
REEL Talk, JFS’s 2013 fundraising event was dedicated to Joan & Robert Appleby and Sonia Schorr Sloan & Gilbert Sloan, the dynamic foursome who joined forces to support the agency’s innovative vision of comprehensive services to address the unmet needs of adjudicated youth exiting Delaware’s juvenile justice system.

Sonia and Gil are the torchbearers; Joan and Bob are the philanthropists. Their work is indicative of those who look to wider horizons rather than focusing on their own personal circumstances. They are the great connectors: individuals to groups, families to communities, consciousness to awareness; preparation to action. Their passion and lifelong dedication to improving the lives of individuals, families, and communities throughout Delaware bind all of us together.
We gratefully acknowledge the sponsors of REEL Talk.

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Robin Karol-Eng & Jerald Eng
Ruth Ann & Errol Ger
New Castle County Executive Thomas Gordon
Marilyn & Bert Green
Susan & Jordan Hullman
Patricia & Peter Hurd
Berta B. Kerr
Rebecca & Michael Rosen
Eve Slap

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Alexia & George Moutsatsos
Deborah & David Ross
Sharon Wolfe & Benjamin Schwartz
Avie & Dan Silver
Gil & Sonia Schorr Sloan
Orly & William Wallach
The 2013 audit was completed by Belfint, Lyons & Shuman, P.A., Certified Public Accountants. Comprehensive audit information is available at www.jfsdelaware.org.
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Jewish Federation of Delaware
United Way of Delaware

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Connecting Generations
Delaware Aging Network
Delaware Coalition Against Domestic Violence
Delaware Council on Gambling Problems
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Ministry of Caring

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  Refugee Resettlement Program (Émigré Services)
Emergency Food and Shelter Program

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We apologize for any names that were inadvertently omitted from this list.
“I feel like Media Matters is my comfort place. It’s the only guaranteed good thing I have. I don’t really like school, that’s why I dropped out and got my GED. But because of this class I look forward to coming to school. I’m not really good at interacting with my peers but Media Matters helps me with that. Media Matters allows me to be comfortable with coming out of my comfort zone. I love writing and now I can show and share that.”

-S. Jones, Youth Development client (age 17)

“JFS referred my husband and me to Delaware Skills Center where I studied to earn my certification as a Nurse Assistant. We recently bought a home in Newark. Now my family and I are doing fine in America. Jones Nhinson William helped us alot.”

-Sabah Youkim, Egyptian refugee

“Maggie Sharpe was so helpful. I was experiencing some financial problems and she helped me resolve them. She really knows the community well.”

-Anonymous B’Nai B’rith Client (age 72)

“The change we’ve seen in my mom since she became a BVN member is like night and day. She chats on the phone with volunteers, goes out to lunch with other members, and has something to look forward to every day. That hadn’t been the case for her since my dad passed away. It feels so good to see her connected again.”

-Marti, daughter of BVN member Mary (age 90)

“BVN volunteer Jay Merenda was simply incredible! After just two visits to my apartment, and endless hours on his home computer, we can update my web site remotely. I never thought of Brandywine Village Network being capable of providing such superb technical support. Thanks again.”

-Libby Zirkow (age 80+)

“My favorite part of the FutureNet session was role playing the job interview phone call”

-C. Wynn (age 16)

“Helene is excellent… she was very helpful during a distressful part of my life. I plan to see her again.”

“JFS Services have always helped my family.”

“You have a beautiful facility since the renovations.”

“You have a great organization.”

“Mark is wonderful and helped me greatly.”

“It has all been good from the very beginning.”

“You guys really care about people and answer the phone when I call.”

-Outpatient Mental Health Counseling

Anonymous responses on surveys
Executive & Management Staff
Dory Zatuchni, LCSW  Chief Executive Officer
Mark Casagrande, LCSW  Director, Clinical Services
Brenda Krammes  Director, Finance

Administrative Staff
Marsha Atkinson  Receptionist
Patricia Lawson  Medical Billing Specialist
Shamire Lee  Medical Billing Specialist
Christine Hilton  Medical Billing Specialist
Penny Zappacosta  Administrative Assistant

Counseling Staff
Stephanie Barshay, LPCMH  Clinician
Pam Bushnell, LCSW  Clinician
Jane Cislo, LCSW  Clinician
Denise Croney, LPCMH  Family Crisis Therapist
Beth Donovan, LPCMH  Clinician
Dawn Edgar, MS  Clinician
Janelle Evans, LPCMH  Clinician
Bonnie Mattingly, MSW  Clinician
Stephanie Parisi, MSW  Family Crisis Therapist
Helene Rudnick, LCSW  Clinician
Salila Shen, LCSW  Clinician
Malisa Shreve, LCSW  Clinician
Stacy Repp  Intake Specialist
Dr. Saurabh Gupta  Psychiatrist

Care Management Services
Latasha Coley, MSW  Family Resource Coordinator
Karen Commeret, MSW  Case Manager
Maggie Ratnayake, LPCMH  Volunteer Coordinator
Blane Thompson, M.Ed  Case Manager
Maggie Sharpe, MS  B’nai B’rith Resident
Services Coordinator
Jones Williams  Émigré Case Manager

Youth Development
Cyndi Germack  Career Coach
Brahmin Jackson  Care Manager
Brandon Jackson  Video Producer/Educator

Staff Member of the Year
Latasha Coley (left) with CEO Dory Zatuchni

Latasha is JFS’s family consultant who works directly with single parent families. Through her commitment and dedication, JFS has learned invaluable lessons about how to best serve particularly vulnerable high-risk populations with compassion and engagement.
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