



2016 Annual Report

Committed to strengthening individuals, families, and the community by providing counseling and support services, based on Jewish values.

Dear Friends,

MESSAGE FROM THE PRESIDENT

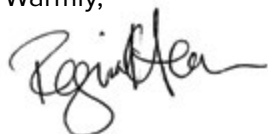
Thanks to your enthusiastic support, 2016 was an exciting year for Jewish Family Services of Delaware!

It was a year of transition: starting with the opening of our first office in Sussex County, and ending with the retirement of JFS' long-time and beloved CEO, Dory Zatuchni.

In December, we were fortunate to welcome Basha Silverman, a Delaware native, back to our community as the agency's new CEO. And after months of preparation and an outpouring of community support, our volunteers warmly embraced the first refugee family to Delaware this winter.

The addition of new services, increased annual donor support and vital legacy gifts, and our expanding corps of volunteers and professional staff combined with our steadfast supporters ensure that JFS will remain strong for many years to come. This past year's successes have positioned JFS for outstanding service delivery in 2017 with many opportunities for continued growth and the expansion of our most innovative and successful programs. Thank you for making all JFS has achieved possible – with your support, the future at JFS is bright!

Warmly,



Regina Kerr Alonzo
President



JFS Board Chair, Regina Kerr Alonzo (left) and CEO, Basha Silverman (right).

MESSAGE FROM THE CEO

I am inspired, thankful, and proud.

There's something pretty amazing about coming home after some time away. In my first nine months at JFS, I've reconnected with old friends and acquaintances and explored the landscape of JFS' operations in the state. I've witnessed firsthand the magnitude of the work we do at our locations across Delaware.

Growing up in this community ingrained in me the very values that Jewish Family Services is driven by today: the belief that each of us is responsible for one another; the notion that we are obligated to care for the well-being of our aging parents and grandparents; the calling to protect the "strangers in our midst"; and the imperative to work every day to repair the broken pieces of our world.

I am inspired by the work of our fantastic staff and Board of Directors, thankful for the generous support of JFS donors and volunteers, and proud of all our accomplishments together.

Thank you,



Basha Silverman
Chief Executive Officer

Achievements in 2016:

Counseling and Care Management Welcomed in Sussex County

In response to the growing need for older-adult care management and counseling services in Sussex County, JFS opened its first office in Southern Delaware in January 2016. Elected officials, local partners, and the Seaside Jewish Community warmly welcomed us. Our experienced and diverse team of therapists are providing vital mental health services for older adults, members of the LGBTQ+ community, and families impacted by addiction.

Refugees Resettled and Grassroots Energy Harnessed for Future Arrivals

Throughout 2016, JFS helped 255 refugees through its émigré program, which provides a system of care for some of the most vulnerable new immigrants referred to the agency by the state. Through its culturally sensitive case management, JFS enabled these refugees to integrate into their new communities, helping them to apply for low-cost housing, find employment, enroll in schools, and access healthcare.

At the end of the year, JFS built an impassioned interfaith coalition of 29 faith and community groups responsible for preparing for the refugees who were slated to arrive in 2017.

Vulnerable Delaware Youths Now Receiving Services at School

In 2016, JFS reimagined its Prevention Education programs for at-risk Delaware youths enrolled in FutureNet and Media Matters, moving into public school settings for the first time. These classes are integrated into the school day, and participating students receive credit towards graduation. For some students, this is the first opportunity they've had to succeed in a school setting. FutureNet students learned to cope with their learning disabilities and mental health challenges and addressed barriers to employment through goal-oriented support and exposure to new opportunities. By utilizing media technology, students in Media Matters, some of whom

struggle with reading and writing, participated in class assignments, crafted their own narratives, and told their stories in a way that matched their abilities.

Well-Deserved Recognition for Brandywine Village Volunteers

In October, JFS's Brandywine Village Network (the Village) volunteers received the 2016 Governor's Outstanding Volunteer Award. 183 volunteers provided 3,116 hours of assistance and 2,226 one way rides totaling 12,525 miles to help 112 older adults age in place.

Innovating Positive Changes: JFS Counseling Gets a Redesign

JFS transformed our intake procedure and increased the number of counselors on staff to better meet the needs of clients. Every person who calls about counseling is now greeted by a Master's-level counselor with the clinical or trauma experience to ensure they are matched with the appropriate treatment options from the minute they call JFS.

JFS Wins Top Workplace Award – Again!

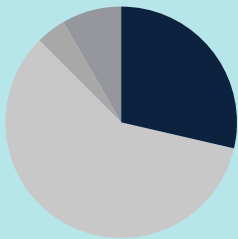
For the second consecutive year, The News Journal recognized Jewish Family Services as a top workplace in the state, an honor bestowed on Delaware companies based on surveys of staff members. JFS is proud to have created a workplace culture that breeds happiness and fulfillment!

In Full Bloom: Dory Zatuchni Village Garden

Planted, grown, and dedicated to longtime JFS CEO Dory Zatuchni, the Village Garden was in full bloom in 2016, and the JFS community put it to use in many ways. Staff members met with their clients in the shaded alcove, seniors played checkers at the game tables, Peer Leaders used it as a backdrop for their PSAs, and vegetables and herbs grown in raised beds along the side of the building were provided to clients of the JFS food pantry. JFS is grateful for the hard work of the Village Garden Committee and the generous donors who made the garden possible.

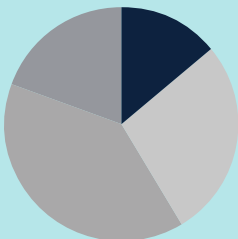
In 2016
JFS Served:

3,023 people
67% in their
homes, schools,
and communities



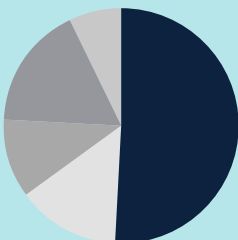
A diverse client base:

African Americans	28%
Caucasians	57%
Hispanics	4%
Other	8%



Generations in our community:

Children	14%
Adolescents	27%
Adults	39%
Older Adults	19%



Core Programs: % of clients served in each area

Counseling	51%
Older Adult Services	14%
Youth Advocacy	11%
Family Support	17%
Volunteer	7%



12,163 COUNSELING SESSIONS

counseling sessions helped children, adults, and families in Delaware better manage their mental health and 91% of counseling clients reported an improvement in mental health.



97 HOMELESS WOMEN

received vital counseling and support.



100% OF CLIENTS

reported a positive and respectful relationship with their JFS clinician.



95% OF CHILDREN

receiving school-based counseling with a JFS therapist improved their coping strategies at home and their behavior in school.



431 OLDER ADULTS

and their caregivers were linked to and received homecare, transportation, meals, financial services, and support groups.



94% OF SENIORS AND/OR ADULTS WITH DISABILITIES

served by JFS remained healthy, independent, and safe in their communities.



59 YOUTH WITH DISABILITIES

are better prepared for the workforce.



335 YOUTH

learned strategies to prevent substance abuse or dating violence, conflict resolution, and new technological or workplace skills.



85% OF FAMILIES

in JFS' family stability program increased their income, established a bank account, or adhered to a monthly budget.



268 HOUSEHOLDS

received food or other critical items.

JFS Values, Stories, and Impact

JFS' mission is to strengthen individuals, families, and the community by providing counseling and support services, based on Jewish values. JFS' stories illustrate how our work is inspired by Jewish values.



“

THE DRIVING, THAT'S WHAT REALLY GOT ME INVOLVED WITH THE VILLAGE. MY DAUGHTER SAID I HAD TO STOP DRIVING AFTER I HAD A CAR ACCIDENT, BUT MY CALENDAR WAS STILL FULL. WITHOUT THE RIDES I GET FROM THE VOLUNTEERS FROM THE VILLAGE, IT WOULD HAVE BEEN PROHIBITIVELY EXPENSIVE TO GIVE UP MY CAR AND PAY FOR TRANSPORTATION. MANY OF JFS' VOLUNTEERS HAVE BECOME MY FRIENDS! – HELEN

Helen Barnett

Brandywine Village Network Member

While Helen Barnett can't tell you when she first heard about JFS' Brandywine Village Network, she quickly tells you how the support the Village offers changes lives. Up until a few years ago, Helen drove herself around Delaware – to the Opera, to classes at the Osher Institute – enjoying a very full and busy life. Then, she got into a car accident, and her children convinced her that it was time to give up driving. But Helen's life wasn't going to slow down. She still wanted to be an active member of the Delaware community, doing the things she enjoys.

The Village stepped in to make sure she can do just that, from driving her to events and classes to finding a young couple who does her grocery shopping, so that Helen has been able to continue to live in her home in Wilmington.



B'tzelem Elohim bitz•EH•lem eh•lo•HEEM

JFS believes all people are worthy of being treated with humanity and dignity. The agency helps seniors to live and age with independence at home.



“

I WAS HOPING THAT MY SON WOULD LEARN ABOUT GIVING BACK, GIVING TO OTHERS, AND BEING SELFLESS AND STILL FEEL A REWARD FROM VOLUNTEERING. AN INTERNAL, NOT AN EXTERNAL REWARD, WHICH MAKES YOU FEEL GOOD ABOUT HELPING SOMEONE ELSE. I FELT HE WAS AT A PIVOTAL TIME, AND IT WAS A GOOD TIME TO INSTILL THOSE VALUES. I VOLUNTEER ALL THE TIME, AND I HAVE SINCE JOSHUA'S AGE, WHICH IS WHY I THOUGHT IT WAS IMPORTANT TO PASS IT ON TO HIM. – CHRISTINA, JOSHUA'S MOM

Joshua and Christina

Brandywine Village Network Volunteers

“BY VOLUNTEERING WITH JFS, I LEARNED THAT YOU CAN JUST BE THERE FOR SOMEONE TO HELP AND COMFORT THEM DURING THEIR TIME OF NEED. I LEARNED TO BE SELFLESS AND TO HELP OTHERS BECAUSE YOU WANT TO, AND BECAUSE IT HELPS SOMEONE ELSE AND MAKES THEIR LIFE BETTER.”

– JOSHUA, 11 YEARS OLD

The Brandywine Village Network mobilizes nearly 200 volunteers to help older adults live independently in their homes. Two of those volunteers are Joshua and his mom, Christina. When Joshua was 11 years old, they were matched with Village member Gordon Gee, who suffered a stroke several years ago, leaving him with restricted mobility. As Village volunteers, Christina and Joshua helped with yardwork, chores, and shopping. For Christina, volunteering with her son was an opportunity to teach him to be giving, selfless, and appreciative. They chose to volunteer with the Village because it fit easily into their lives, but ultimately they found themselves thinking of their time with Gordon as time with a member of their extended family. Their concept of giving back has changed, too.



L'dor Vador Le•DOOR Vah•DOOR

JFS offers volunteer opportunities that allow parents to pass down their values from generation to generation.



“

NOT MANY PLACES WOULD ACCEPT KIDS THIS AGE, AND MISS JOANNE REALLY MADE THEM OPEN UP. SHE'S ASKING QUESTIONS, SHE'S GETTING FEEDBACK FROM THEM, AND THEY DON'T EVEN KNOW IT. AND NOW THAT'S SHE'S WORKING TOGETHER WITH DR. GUPTA, IT'S A PERFECT FIT. SINCE JANUARY, THEY'VE BOTH BEEN COMING HERE. THEY KNOW THEY CAN WORK, TOGETHER. – ELEANOR

I LIKE TO PLAY BOARD GAMES WITH MISS JOANNE. – ROBERT, AGE 13

AND I LIKE TO DO MODEL MAGIC!
– GIOVANNI, AGE 12

Eleanor, Robert, and Giovanni Saylor

JFS Clients

Eleanor Saylor adopted Robert and Giovanni through the foster care system as toddlers. She says that from the day they became a forever family, the boys had emotional problems. Today, Robbie is almost 13, and Giovanni is almost 12. As they've grown, it's been difficult to find the support the family needed.

When someone recommended Eleanor check out Jewish Family Services, she was open to it, not only because she felt she had run out of options, but because she herself is Jewish, so Eleanor felt particularly comfortable going there for help. Robbie started play therapy with one of JFS' licensed therapists, Joanne Kassees, LPCMH, in the Newark office in November, and Giovanni joined him this past January. Eleanor has been so pleased with the services she and her children have received that she recently made the decision to move all of Robbie's mental health care to JFS. Because JFS offers so many different forms of support in the same place, Eleanor and her husband have also been able to use the counseling services at the Newark office for themselves.



Shalom Bayit Shah•LOHM BAH•yeet

JFS believes in helping families achieve a happy and peaceful existence. We break down barriers to access so that children and adults can receive the supportive services they need.



“

MISS SARAH IS MY GO-TO PERSON, MY VOICE OF REASON. WHEN I'M IN NEED, I CALL MISS SARAH – MY RESOURCE MOM. THROUGH GETTING HELP FOR MYSELF, I WAS ABLE TO RECOGNIZE THAT MY DAUGHTER NEEDED HELP AND TO ASK FOR RESOURCES FOR HER. ALL YOU NEED TO DO IS ASK FOR THE RESOURCES, AND THEY'RE HERE FOR YOU.

– JANEL

Janel Harris

JFS Client

Janel, a single mother, was struggling with anxiety and depression. In addition, she was in need of stable housing. Janel found exactly what she needed at JFS: help navigating the seemingly insurmountable challenges she was facing. Janel was embraced by Sarah, a Family Consultant in JFS' Promoting Safe and Stable Families program (PSSF).



Chesed ChE•sed

JFS practices care and compassion for others. We help people meet life's challenges and manage their mental health.



“

WHEN YOU BECOME A PEER LEADER, YOU GO OUT IN THE COMMUNITY AND IN YOUR SCHOOL TO TEACH PEOPLE HOW TO DO THE RIGHT THINGS AND HOW TO MAKE RIGHT CHOICES AND HOW TO HELP OTHER PEOPLE. BEING A PEER LEADER HELPED ME TO NOT BE SO SHY, AND NOW, I'M AN AMBASSADOR AND A ROLE MODEL FOR OTHERS IN MY COMMUNITY. – KE'ANNA, 16

Ke'Anna Williams

Prevention Education Peer Leader

Ke'Anna Williams is a Junior at St. George's Technical High School in Middletown, where she is part of the Early Childhood Education program. In June of 2016, she joined JFS' inaugural class of Peer Leaders, which included 10 young men and women, ages 13 to 18, attending different schools throughout New Castle County. She first got involved with JFS in 2014 through the agency's Prevention Program. In the class, Ke'Anna helped write, star in, and shoot a Public Service Announcement (PSA) video encouraging her peers to “choose their own image” instead of letting others define them.

Last summer included training, planning, and team building so that she and the other students had the tools to implement and lead prevention programming in their own schools during the year. After going through the Peer Leaders program, Ke'Anna created a group where students were comfortable sharing their feelings and could work together with their peers to resolve their problems.



Kehillah Keh•hee•LAH

JFS is part of the community. We help people develop skills to build a safe and secure future.



“

“WHEN I VOLUNTEERED WITH THE JFS RISE PROGRAM, I THOUGHT I WOULD BE LIKE AN UBER, BUT IT’S BECOME SO MUCH MORE. THIS FAMILY HAS BECOME MY FAMILY. I’VE BEEN BLESSED TO WALK BESIDE THEM AND TO HELP THEM INTERPRET ALL THESE NEW EXPERIENCES. AND THROUGH HELPING THEM, THEY HAVE BLESSED ME BACK BY FILLING A VOID IN MY LIFE.” – ANN

Ann Thomas

JFS RISE with Refugees Volunteer

For Ann Thomas, caring for others is second nature. After 11 years of caring for her late husband while he struggled with Parkinson’s disease, Ann needed something to fill the time in her life that had long been taken up with caregiving. She was already an active member of Red Clay Creek Presbyterian Church when the opportunity came to be part of the JFS Refugee Integration and Support Program (RISE). She was paired with a young couple from Syria who needed rides and a basic introduction to life in the United States. Before retiring, Ann was a school administrator and had spent a life in education. Ann easily stepped into the role of helping to educate and resettle the couple and their 8-month-old baby here in Delaware. From driver’s licenses to applying to college to finding playgroups, Ann has become this family’s invaluable resource, and they have become part of her extended family just as she has become part of theirs. Through Skype and Facetime, she has “met” their parents and siblings abroad, and the couple has met her children, who live in other states.



Tikkun Olam Tee•KOON Oh•LAHM

JFS works toward repairing our world. We assist newcomers to America and mobilize volunteers to welcome them.

Financial Overview

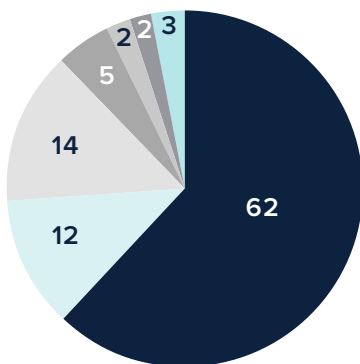
2016 Support & Revenue

Revenue	Revenue Type	%
\$1,553,491	Government Grants & Contracts	62
\$286,050	Private Grants	12
\$343,166	Program Revenue	14
\$112,976	Contributions	5
\$43,066	United Way	2
\$43,542	Jewish Federation of Delaware	2
\$63,682	Other Income	3
\$2,445,973	TOTAL	100

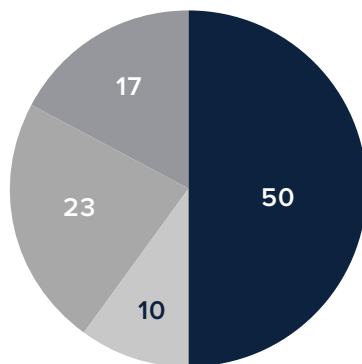
2016 Expenses

Expenses	Department/Category	%
\$1,327,938	Counseling	50
\$272,942	Care Management	10
\$595,138	Youth and Family Support	23
\$465,445	Administration	17
\$2,661,463	TOTAL	100

Support & Revenue



Expenses



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1st Vice President

Kim Drexler
2nd Vice President/Secretary

Valerie Middlebrooks
Vice President of Finance

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Chief Executive Officer

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Director, Finance

Chantel Bratcher
Director, Outpatient Behavioral Health

Maggie Ratnayake
Director, Older Adult Services

Karen Commeret
Director, Care Management

Sophie-Marie Namugenyi
Director, Youth and Family Support

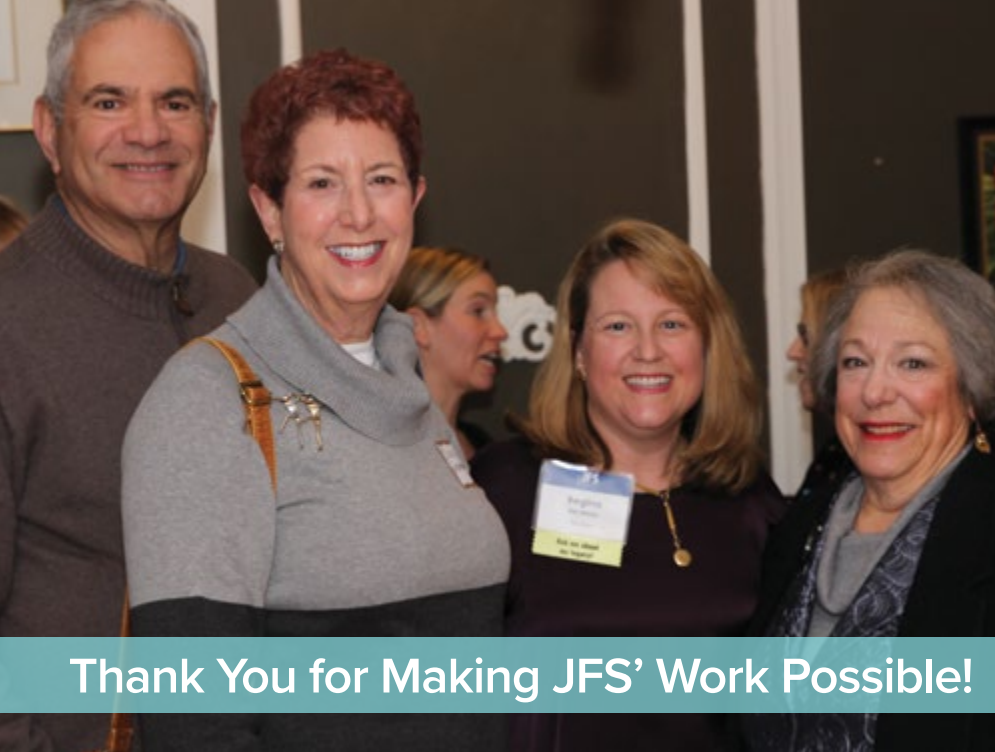
Meredith Stuart
Marketing and Development Specialist

Joanne Saltzberg
Managing Director, Sussex County

Karen Glunt
Coordinator, Clinical Operations

JFS would not be able to accomplish its mission without our staff members' exceptional talent and unwavering commitment to our clients, the community, and JFS. Many thanks for all that you do to contribute to the betterment of all those you meet in the course of your work.

The 2016 audit was completed by Belfint, Lyons & Shuman, P.A., Certified Public Accountants. Comprehensive audit information is available at jfsdelaware.org.



Thank You for Making JFS' Work Possible!

2016 Donors: Supporting the Mission of JFS

We are pleased to thank and recognize all donors who contributed to JFS between January 1 to December 31, 2016, including those who made gifts to the Garden Campaign or designated gifts through the United Way.

Every effort has been made to ensure that the information in the 2016 JFS Annual Report is correct. Please direct any errors or omissions to the CEO at (302) 478-9411 and accept our sincerest apologies. For more information on giving, visit jfsdelaware.org/donate.

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Gifts of \$5000+

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Leela & Martin Rangaswamy
Deana Stempler

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Gifts of \$2000+

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Dory Zatuchni &
Joe Goldberg

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Gifts of \$1000+

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Jewish Family Services Legacy Circle

The JFS Legacy Circle recognizes supporters who have established a named fund to support JFS in their lifetime, informed us of their intent to leave a bequest to JFS, or those of blessed memory who have already left such a gift.

Members of the JFS Legacy Circle join our collective effort to provide a safety net of support aligned with our shared Jewish values. Through their generosity, they are creating a more just world for current generations and for those to come.

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WSFS Bank



**199 volunteers • 3568 volunteer hours
2,708 rides given • 14,613 miles driven**

JFS Volunteers: Setting Values into Action

JFS is supported by a team of dedicated volunteers, who bring their time, energy, and talents to help community members in need. JFS volunteers come from all paths of life and are united in their commitment to support our mission.

There is a saying that many hands make light work, and JFS volunteers do just that. JFS volunteers make donations to the Food Pantry, arrange Mitzvah Baskets, prepare meals, provide transportation to our Brandywine Village Network, tutor at-risk youth, and assist refugees. Each and every hour they spend at JFS helps make the community a better place. A heartfelt thank you to each and everyone of JFS' volunteers!

JFS Volunteer Activity

Type of Volunteer Activity	# of hours	%
Transportation	1,426	40%
Errands & grocery shopping	779	22%
Household assistance	556	16%
Office work & other projects	439	11%
Food pantry	163	5%
Yard work	142	4%
Technology	63	2%
TOTAL	3568	100%



NEW CASTLE COUNTY

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 99 Passmore Road • Wilmington, DE 19803
 (302) 478-9411

SUSSEX COUNTY

20684 John J. Williams Hwy • Lewes, DE 19958
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