Dear Friends,

As we reflect upon this past year, we are more grateful than ever for the opportunity to serve our community through our meaningful work. In the face of a worldwide pandemic, extraordinary division, and exacerbated daily challenges, our mission has never wavered with your loyal support, JFS has responded to the changing needs of our community with compassion, innovation, collaboration, and resilience.

In 2020, our team of 60 statewide employees adapted quickly and continued, without interruption, to provide over 6,000 individuals, family members, and caregivers exceptional service. With the help of individual, corporate, foundation, and government funding, we remained vibrant, strong, and accessible for those who need us. We provided counseling and case management through telehealth, hosted virtual support groups, introduced an emotional support hotline, and delivered care packages, all with health and safety in mind. We never stopped responding to the increased need for our services.

Throughout a year of unexpected challenges and changes, JFS not only continued and expanded existing programs, but we added new services. JFS merged with another nonprofit, Cancer Care Connection; launched the Employment Support Network, including robust volunteer recruitment efforts; and expanded our dementia care and caregiver support program, JFS COMPASS. This was possible because of the unwavering commitment of the JFS team, who remain dedicated to our clients, community, and mission, and put the needs of those we serve above all to ensure their well-being.

It is with humble gratitude that we thank you again for helping us through one of the most difficult years in our agency’s history. This visual report only skims the surface of JFS’ accomplishments and your impact this year!

Thank you for making our mission possible—you help JFS and our entire community thrive.

Norman Pernick
Board Chair

Basha Silverman
Chief Executive Officer

EQUITY DIVERSITY & INCLUSION

100% of JFS services and staff were successfully transitioned to virtual platforms within 48 hours.

In July, Cancer Care Connection became an affiliate of JFS, providing cancer patients and caregivers practical guidance and emotional support during 6,664 counseling and consultation sessions.

Specialized virtual support groups were established to respond to community needs, including groups for essential frontline workers and isolated teens.

Virtual Wellness Summit provided information, connection, and resources to over 230 participants through 14 live sessions.

The Holiday Helpers program distributed over $7,000 worth of gifts and care items to 75 individuals and families.

One refugee family, who entered in 2018, welcomed a new baby AND received permanent residency status.

15 unemployed individuals were enrolled in 45 professional volunteers were trained within the first month of the new Employment Support Network program, providing holistic support through wellness, financial, and career coaching.

COMPASS engaged an average of 2.9 caregivers per dementia patient and provided 54 virtual support visits.

400 individuals, families, older adults, and refugees in need of assistance with housing, food, utilities, and transportation.

COVID-19 emergency response funds were distributed to over 400 families impacted by unemployment and the pandemic received resources and referrals through the Employment Support Network.

15+ unemployable individuals were enrolled and 45 new baby AND received permanent residency status.

Refugees and immigrants melting across the state received Chromebooks from a generous private funder through HiAS.

Over 30 students with disabilities form across the state participated in online FutureLink Summer Camp.

Telehealth improved accessibility and eliminated consistent barriers to services.

Equity Diversity & Inclusion efforts were prioritized to promote social justice, dismantle systemic inequalities, and inspire allyship and advocacy in the policies and practices of the agency.

15 unemployed individuals were enrolled and 45 professional volunteers were trained within the first month of the new Employment Support Network program, providing holistic support through wellness, financial, and career coaching.

COMPASS engaged an average of 2.9 caregivers per dementia patient and provided 54 virtual support visits.

The interdisciplinary COMPASS team held 6 virtual Caregiver Support Workshops and 9 public information sessions for dementia caregivers, patients, professionals, and community members.

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Our Mission

To improve the quality of life of individuals, families, and the community by providing counseling and support services.

Our Promise

We provide comprehensive support regardless of religion, race, social-economic status, sexual orientation, gender identity, disability, or special need.

2020 ANNUAL REPORT

Jewish Family Services of Delaware

www.jfsdelaware.org/donate