

2009 Annual Report

Jewish
Family
Service^{of}
Western Massachusetts



Boldly Moving Forward



President's Message

Dear Friends,

Jewish Family Service has never been busier and served so many as in 2008-09. In October 2008, the financial markets plummeted. True to our **BOLD Visions** strategic



plan and with our leadership firmly behind us, we shifted gears as we temporarily put our capital campaign on hold and focused on developing an Urgent Economic Response Program to support those whose lives have been seriously affected by the economic downturn.

Despite enormous challenges we ended the fiscal year with a balanced budget. New operating efficiencies were realized by consolidating offices and reducing staff. We are continuously monitoring our systems and procedures to ensure best practices and cost effectiveness as we position Jewish Family Service to continue our work in the future.

We are fortunate to have exceptional leadership, with Steve Korn and Daniel Plotkin, as co-chairs of our **BOLD Visions** Campaign Cabinet. Luis Escobar leads our Finance Committee with prudence. Our Executive Committee is rounded out with Marsha Shapiro and Anita Sarro, whose experience in many areas has provided us with invaluable advice. Our Marketing and Communication Committee is co-chaired by Hermine Levey Weston and Debra Ann Latour. The Needs Assessment Committee was guided by Marsha Shapiro. Brenna Sadowsky led our Dedication/Recognition Committee. My heartfelt thanks and gratitude to all our leaders and Board members for their dedication to our agency's mission and clients. The talented and hard working JFS staff must be recognized for their over-the-top commitment to those we serve.

We are also pleased to have been selected to participate in the Western Massachusetts Create a Jewish Legacy program and to begin receiving testamentary gifts, paving the way for JFS's future.

I also want to thank the agencies, schools and synagogues we work with for partnering with us to strengthen our community. And I especially want to thank our loyal and generous community supporters – we couldn't do our work without you!

Martin I. Broder, MD

President

Your Community Resource since 1915

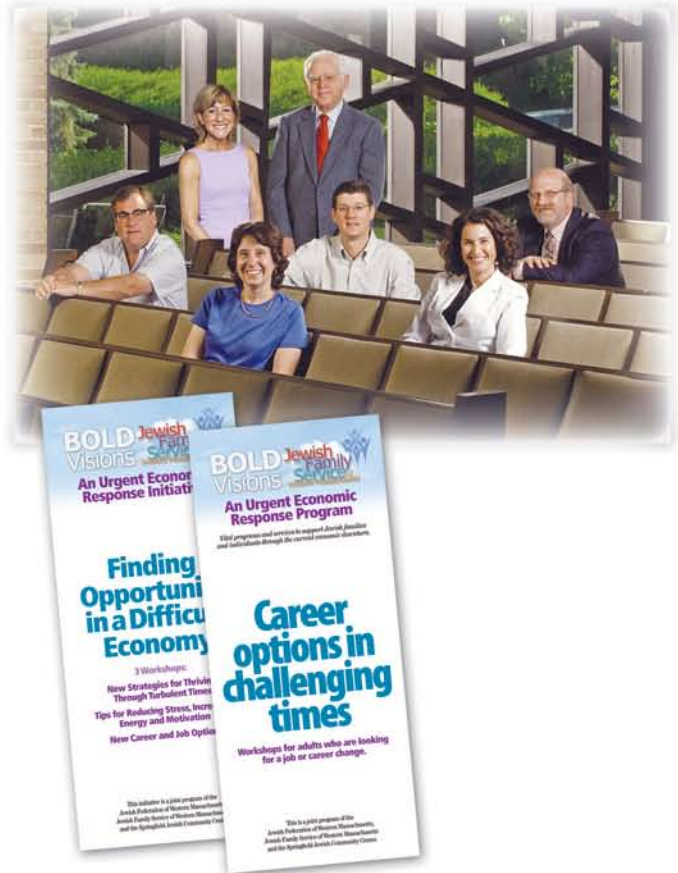
Responding to change

Making an impact

Improving lives

Strengthening families

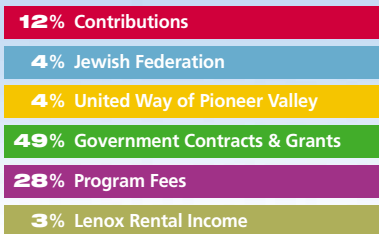
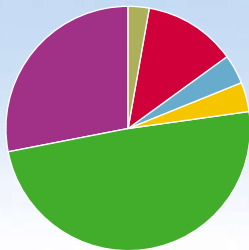
The BOLD Visions Impact Team. From left to right, front: Daniel Plotkin, Jocelyn Tobin, Hermine Levey Weston. Back: Elizabeth Leshine, Martin Broder, Steven Korn and Stuart Weissman.



Financial Report

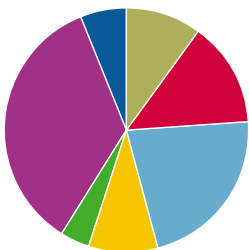
JEWISH FAMILY SERVICE OF WESTERN MASSACHUSETTS AND LENOX CHARITABLE FUND

Combined statement of activities for the year ending September 30, 2008



INCOME 2008

Contributions.....	\$	255,551
Jewish Federation	\$	88,000
United Way of Pioneer Valley.....	\$	86,667
Government Contracts & Grants.....	\$	1,076,707
Program Fees.....	\$	622,305
Lenox Rental Income	\$	57,922
Interest, Dividends, Miscellaneous ¹	\$	3,408
In Kind Donations ¹	\$	8,376
Total Support and Revenue	\$	2,198,936



EXPENSES 2008

Adoption Program.....	\$	313,332
Older Adult Program	\$	502,118
Counseling Program.....	\$	212,654
Jewish Family Life	\$	103,739
New American Program.....	\$	808,800
Lenox Charitable Fund ¹	\$	16,328
Project Ride ¹	\$	19,799
Marketing & Development	\$	226,397
Management & General.....	\$	119,329
Total Expenses	\$	2,322,496

1- Not represented in the charts because the amounts are less than 1% of total revenue or expense.

Net Asset Change

	2008	2007
Net Assets - Beginning	\$ 315,827	\$ 386,538
Prior Period Adjustment	\$ —	\$ 25,047
Net Assets - Ending	\$ 192,267	\$ 315,827
Change in Net Assets	\$ (123,560)	\$ (45,664)

Note: In 2007 and 2008 the Organization incurred losses in large part due to the costs associated with the initial groundwork for the launching the BOLD Visions Capital Campaign.

This financial information is excerpted from the complete financial statements for the year ended 9/30/08. The full financial statements are available upon request from Jewish Family Service of Western Massachusetts, Inc. 15 Lenox Street, Springfield, MA 01108.

BOLD Visions:

A dynamic approach to meet the challenges of contemporary Jewish life

Urgent Economic Response Program

Vital services to support Jewish families and individuals through the current economic downturn

In partnership with the Jewish Federation of Western Massachusetts and the Springfield Jewish Community Center, Jewish Family Service launched a comprehensive program to help members of the Jewish community during the recession.

- Requests for counseling increased 50% and we responded.
- We wrote a Resource Manual and updated our website with information on existing resources and helpful references.
- Employment workshops helped individuals with job/career researching, networking, interviewing and resume writing skills and covered topics such as thriving in turbulent times, overcoming adversity, and decreasing stress.
- Emergency cash assistance helped dozens of households with immediate needs such as food, clothing and heat.

Jewish Life Enrichment

Responsive social services and innovative programming to enhance the lives of today's Jewish families and individuals

- New outreach programs such as Bond With Your Baby Through Jewish Ritual and Song, Jewish Women's Song Circle and holiday cooking classes were well attended, engaging many unaffiliated and interfaith families.
- The Mothers' Circle, an interfaith program offered at two locations, strengthened Jewish identity and awareness in families.
- Parenting support groups and parenting workshops provided guidance and assistance with the challenges and joys of parenting.

Older Adult Department

Helping elders age with dignity

- We are the only agency in Western Massachusetts serving as legal guardian for frail, vulnerable and abused elders.
- SeniorLink, our geriatric care management service acts as an independent broker providing assessments and linking families to resources with the goal of maintaining an elder's independence.
- Caregiver support groups and services continue to provide professional support and resources to those who are caring for a loved one.

Counseling Department

Supporting individuals, children and families through life's challenges and transitions

- Our talented multi-disciplinary clinical team offered individual, child and family therapy as well as information and referral services.
- Innovative workshops included Parenting Challenging Children, Living with Stress in Uncertain Times and Grandparenting Children of Interfaith Families.
- An ongoing Bereavement Support group provides comfort and assistance for those mourning the loss of a loved one.

MISSION STATEMENT

JFS provides professional services to assist all individuals and families with life's challenges and transitions, based on the Jewish principle of performing acts of loving kindness, Gemilut Chasadim.

OUR VALUES

- JFS values and honors the fundamental sanctity and worthiness of all human beings, *Tselem Elohim*.
- JFS demonstrates dignity and respect in every aspect of our work, *Chessed*.
- JFS puts into practice a commitment to heal and repair the world, *Tikkun Olam*.
- JFS operates with fiscal efficiency and integrity, *Haginut Ba'asakim*.

AdoptionLink

Providing education and resources to Jewish families

- In response to changing demographics and needs, we reorganized our adoption program to focus on post-adoption support and resources.
- New partnerships were formed to enhance information and referral services.

New American/Refugee Resettlement

From persecution to freedom

- Our resettlement service continues to be one of the largest resettlement programs in the Hebrew Immigrant Aid Service (HIAS) national network. We help relocate individuals and families that have no family members living in the United States.
- We resettled 177 individuals from Somalia, Burundi, Eritrea, Iraq, Syria, Iran, Burma and Bhutan.
- Our comprehensive program includes a nationally recognized community support service to help refugees with their adjustment to a new life and an employment program to aid refugees in attaining self-sufficiency.

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of Western Massachusetts