



annual report
2011



mission statement

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

our values

We value and honor the fundamental sanctity and worthiness of all human beings, *Tselem Elohim*.

We demonstrate dignity and respect in every aspect of our work, *Chessed*.

We put into practice a commitment to heal and repair the world, *Tikkun Olam*.

We operate with fiscal efficiency and integrity, *Haginat Ba'asakim*.

president's message

Dear Friends:

I'm pleased to share some thoughts about Jewish Family Service's work over the past year. This year has encompassed countless hours of Board and volunteer engagement, financial support, the visionary leadership of our Executive Director, Bob Marmor, and the many caring and tireless professional staff.

Because of you, we can respond to the emerging needs of the Jewish community and the community at-large through counseling and eldercare services, programs to build strong families and a doorway for all Jews to find their place and be connected to their Jewish identity. We are so proud of the rich diversity of this vibrant community.

Early this year, we opened our long awaited new office on the Springfield Jewish Community Campus. This new location offers Jewish Life Programs, Counseling, Elder Care Services, and many support groups that are vital to strengthening our community.

As I write this, JFS is in the process of launching a new website. Visitors to the new site will be able to easily navigate for information and interact with JFS Programs and Staff. I hope you will visit us often, online and in person, to meet the people we serve and the programs you fund. Our staff is ready to offer you or your neighbors responsive services, volunteer opportunities, or listen to your ideas, call us!

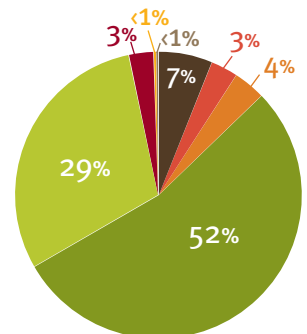
On behalf of everyone at JFS, thank you and best wishes for a healthy and joyful new year.

Marsha Shapiro
President

financial report

Jewish Family Service of Western Massachusetts And Lenox Charitable Fund

Income	2010
Contributions	\$146,262
Jewish Federation	\$69,900
United Way of Pioneer Valley	\$83,764
Government Contracts, Grants	\$1,244,903
Program Fees	\$689,127
Lenox Rental Income	\$67,521
Interest, Dividends, Misc.	\$3,024
Realized Gains/Invst.	\$4,526
United Way Prior Period Adjustment	-\$62,823
Total Support and Revenue	\$2,246,204



our programs

jewish life enrichment program

There are many emerging social service needs that have been identified in the national Jewish community and right here in western Massachusetts. We are able to quickly adapt with dynamic approaches and responsive social services for the contemporary Jewish community, addressing life cycle issues such as parenting, youth development and caregiving. In addition, we provide support to those who are affected by the economy with the Urgent Economic Response Program. We also offer post adoption resources and support.

528 individuals enriched by Jewish Life programming.

older adult program

Elder Care is one of our hallmarks. From resource and referral services, guardianship to geriatric care management, people depend on us to help them assess and identify the best options for their loved one's well-being. We are living longer and have more complex needs. More than ever before an unprecedented number of "Baby Boomers" with aging parents are engaging this vital Elder Care service to support elders and their family caregivers.

710 families received guidance and 150 frail elders were cared for through guardianship.

new american/refugee resettlement



Our tradition includes the New American program that resettles hundreds of refugees each year that are fleeing from religious and political persecution. We help them "become Americans" which is a badge of honor they wear with great pride. In the spirit of reciprocity for those Jewish refugees that were offered safety in their new home in the U.S. for decades, this is part of our legacy of caring. These New Americans add a new dimension of vitality and character to the western Massachusetts community. Our New American Program is a national model and is one of the largest programs of its type in the Hebrew Immigration Aid Society network.

172 refugees from around the world were resettled and 1,113 individuals were helped with resettlement programs.

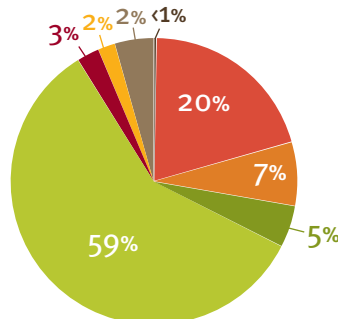
counseling program

We are known for compassionate, caring and professional counseling services. Counseling offers support to individuals, children, families and couples across the economic spectrum. This well established program is known for its trustworthy staff. The department also offers Bereavement and Caregiver support groups as well as outreach social work to area synagogues and institutions. As the community's "Jewish Safety Net," we are the first call for help in the Jewish community.

1,507 hours of counseling provided compassionate care to help people solve their problems.

COMBINED STATEMENT OF ACTIVITIES FOR THE YEAR ENDED SEPTEMBER 30, 2010

Expenses	2010
Adoption Program	\$10,438
Older Adult Program	\$434,471
Counseling Program	\$155,287
Jewish Family Life	\$105,806
New American Program	\$1,261,736
Lenox Charitable Fund	\$54,049
Marketing and Development	\$41,094
Management and General	\$95,213
Total Expenses	\$2,158,094



Net Asset Change	2010
Change in Net Assets	\$88,110
Net Assets—Beginning	\$247,543
Net Assets—Ending	\$335,653

This financial information is excerpted from the complete financial statements for the year ended 9/30/10. Audited by the firm of Moriarty & Primack Certified Public Accountants. The full financial statements are available upon request at Jewish Family Service of Western Massachusetts, Inc. 15 Lenox Street, Springfield, MA 01108.

legacy society contributors

We are extremely grateful to our community's visionary leaders who have made a commitment to support Jewish Family Service through their estate plans:

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or omitted your name. Please
contact us with any changes.
Thank you.

* of blessed memory

salute to volunteers

We proudly honor the dedication and enthusiasm of JFS volunteers who multiply the value of services to the community. English and Citizenship teachers and tutors work with New Americans to help them negotiate the intricacies of our language, customs, history and traditions. Those who help with special events make the occasions and holidays more festive. In addition, our Board and committee members generously give their time and talents to keep our mission alive for the people we serve and for our community.

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