

JEWISH FAMILY & CAREER SERVICES
2020 ANNUAL REPORT

EXPANDING Possibilities



Kavod

Respect
for the
undeniable
humanity
of each
person.

Chesed

Actions rooted in
compassion and
empathy.



Kehilah

Connections that strengthen
individuals and build
community.

Advocacy that
fosters fairness
and equity.



Tzedek Avodah

Service to
others that
has the
power to
repair our
world.



Message from Our Board President



“As we proceed with executing our strategic plan, we are prepared to address the new realities in a continuing and post COVID-19 world.”

From generation to generation, throughout its 112-year history, JFCS has continuously delivered critical human services within our Louisville community to strengthen individuals and families, in both steady times and periodic geodemographic waves — including during immigration resettlements, influenza epidemics, and turbulent economies. Little did we all know we would soon face another time of uncertainty.

Fortuitously, just weeks before the emergence of the global COVID-19 crisis, the JFCS Board of Directors adopted a new strategic plan to confront the shifting national and local landscape for human services organizations. As a result, the JFCS Board and professional staff were in a stronger position to address, communicate, and respond rapidly to the needs of current and new clients.

On behalf of our Board of Directors, I extend a special thanks to the JFCS professionals and volunteers for their adaptability and swift action. Our community’s response for support was also exemplary.

Guiding us in client service delivery has been a set of Jewish values identified and prioritized as a component of the strategic plan. We serve people of all backgrounds with:

- Kavod:** Respect for the undeniable humanity of each person.
- Chesed:** Actions rooted in compassion and empathy.
- Kehilah:** Connections that strengthen individuals and build community.
- Tzedek:** Advocacy that fosters fairness and equity.
- Avodah:** Service to others that has the power to repair our world.

My admiration for and engagement in JFCS have been propelled due to JFCS’ long track record of impactful client outcomes. As a long-time board member and as President, I can convey that individual and institutional donors should feel confident that their investment in JFCS expands possibilities for each person and every family to meet life’s challenges with confidence.

Moreover, I am so pleased and honored to work alongside quality, devoted, and personable board members. They relish their association in contributing their time, expertise, and financial support as ambassadors for JFCS. Along with passing the President’s gavel to Robin Stratton, I welcome our new and returning board members. As we proceed with executing our strategic plan, we are prepared to address the new realities in a continuing and post COVID-19 world — that is, in what, how, where and to whom we deliver services and engage with stakeholders as a sustainable organization.

A handwritten signature in dark ink, appearing to read 'P. Resnik'.

Peter Resnik, CFA, CPA
Board President

This year has been a collective stress test, challenging us to care for ourselves and each other in realities that would have seemed far-fetched just a short time ago.

JFCS began 2020 focused on expanding the Sonny & Janet Meyer Food Pantry. We aimed to offer a new consumer-choice model so people would have more options for fresh and whole foods in a pleasant and welcoming environment. Our Board and staff were charting a course for the future, creating a strategic framework grounded by the fresh articulation of our vision, mission and values.

At the end of January, our community came together and celebrated the Food Pantry's grand reopening. Two days later, the Board formally adopted our strategic roadmap for the coming years. By early March, we were knee-deep in planning for continuity of service as the COVID-19 pandemic arrived in Louisville.

A year unlike any other, 2020 has surfaced structural inequities and systemic weaknesses. But, it has also revealed deep reserves of dedication, imagination, flexibility and fortitude. This is no more apparent than in the extraordinary efforts of the JFCS staff. At the start of the crisis, and through the many months since those early adrenaline-filled days, they have dedicated themselves to ensuring the needs of our clients are met.

In every area of our work, from the front line to the back office, our staff has

embodied *avodah*, service to others that has the power to repair our world. Homecare aides have suited up with PPE to make sure no senior is left alone. Career and mental health counselors have adopted virtual platforms, learned skills and adapted their approach to provide meaningful support in new ways. Our administrative team developed remote processes for every core business function. We reinvented our way of working so we could say "yes" to our community at a time of crisis.

In these turbulent times, we remain guided by our values: respect, empathy, connection, equity and service. Our values are the rudder in choppy waters. They keep us focused on our vision of a Greater Louisville where all live with dignity and purpose. Before, during and beyond this moment, JFCS is and will be here to expand possibilities for each person and every family to meet life's challenges with confidence.

We thank you for your belief in our work and the support you provide to make it possible.



Deborah Frockt
Chief Executive Officer

Message from Our CEO



"JFCS is and will be here to expand possibilities for each person and every family to meet life's challenges with confidence."

2019-2020 BOARD OF DIRECTORS

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Gail Pohn

Steve Shapiro
Jeffrey Weiss

We thank Debbie Friedman, Amy Gilbert, Stephanie Mutchnick, Carole Snyder and Dr. Diane Tobin for their Board services through June 30, 2020.

We welcome Vas Abramov, Pam Alaimo and Corey Buckman as Directors who began their terms July 1, 2020.

Our Impact

In 2020, the global COVID-19 crisis tested everything we have learned in our 112-year history as a human services agency. Our clients faced new and unexpected challenges, as did our staff, and we adapted to provide services to those in our community who need it most.



Career Services

HELPING PEOPLE NAVIGATE CAREER EXPLORATION AND TRANSITIONS.

183

Refugees and immigrants were assisted in career recredentialing and career ladder. This is a 50% increase in the number of people served than in 2019.



Jewish Life

HELPING PEOPLE EXPRESS JEWISH VALUES THROUGH SERVICE AND ACTION.

52

Holocaust survivors received support to help them live with dignity.



537

Louisvillians were guided through career exploration and transitions. This is a 75% increase in the number of people served than in 2019.

Counseling Services

HELPING PEOPLE IMPROVE EMOTIONAL WELL-BEING AND REALIZE LIFE GOALS.

287

Adults, youth and children were provided with counseling and psychiatric services.

Family Strengthening

HELPING PEOPLE NAVIGATE LIFE'S CHANGES AND CHALLENGES THROUGH A CLIENT-CENTERED CASE MANAGEMENT APPROACH.

203

Individuals and families were given better access to food, toiletries and household necessities. This is a 45% increase in the number of people served than in 2019.



754

People were provided holistic family strengthening services and direct assistance.



Klein Older Adult Services

HELPING OLDER ADULTS LIVE WITH DIGNITY AND INDEPENDENCE; HELPING FAMILIES THROUGH THE AGING PROCESS.

847

Older adults and family caregivers were given support to help manage the aging process. This is a 32% increase in the number of people served than in 2019.

Navigate Enterprise Center

HELPING PEOPLE PURSUE ENTREPRENEURSHIP AND ECONOMIC SELF-SUFFICIENCY.

186

Refugees, immigrants, and other underserved community members were supported in their pursuit of economic self-sufficiency and becoming entrepreneurs.



A Year Unlike Any Other...

In March 2020, the global COVID-19 crisis brought about a drastic shift in how JFCS provides services and ongoing support to clients. We quickly adapted to a world in which in-person services were no longer an option. Our dedicated professional staff continued to provide counseling, career support, access to food and direct assistance to our clients and community members who need it most. As months passed we witnessed first-hand a significant increase in the number of individuals and families navigating new financial realities and seeking services in response to COVID-19.


In response...

We adapted our Mental Health First Aid course to a virtual format.

Mental Health First Aid training prepares participants to assist those experiencing a mental health crisis and covers risk factors, warning signs, evidence-supported treatment and self-help strategies. Evidence shows that the need for this kind of training has increased through the COVID-19 pandemic.

Our counselors provided ongoing career coaching and were recognized nationally for their work.

In addition to the career exploration and transition services we already provide, two JFCS Career Counselors were selected from hundreds of applicants to serve as RISE Counselors. RISE is a program designed for Jewish professionals who have lost their jobs due to the global COVID-19 crisis with resources, tools and support through individualized coaching sessions.



IN OCTOBER 2020
ALONE, JFCS
DISTRIBUTED
MORE THAN 8,500
POUNDS OF FOOD
TO INDIVIDUALS
AND FAMILIES.

The JFCS Sonny & Janet Meyer Food Pantry

The JFCS Sonny & Janet Meyer Food Pantry has been providing clients with food and personal care items since 2005. In 2020, the Food Pantry expanded with support of a Dare to Care/CareSource Hunger Innovation Grant. The grant allows JFCS to serve double the number of people in the Greater Louisville community.

JFCS witnessed a marked increase in need surrounding food security beginning with the global COVID-19 crisis. Between February and September 2020, the number of households and individuals served through the Food Pantry doubled and JFCS distributed more than 5x the amount of food to those in need. In September 2020 alone, JFCS distributed more than 7,600 pounds of food to individuals and families.

The Food Pantry is an important community service that grew from the hearts of generous JFCS supporters, Sonny and Janet Meyer. The Meyers have been serving the Jewish community in Louisville for more than 90 years through their family business at Herman Meyer & Son, Inc. funeral home. When asked what prompted them to begin their involvement with the Food Pantry at JFCS, Sonny said, “If I can bury my Jewish brothers and sisters, I can certainly feed them.”

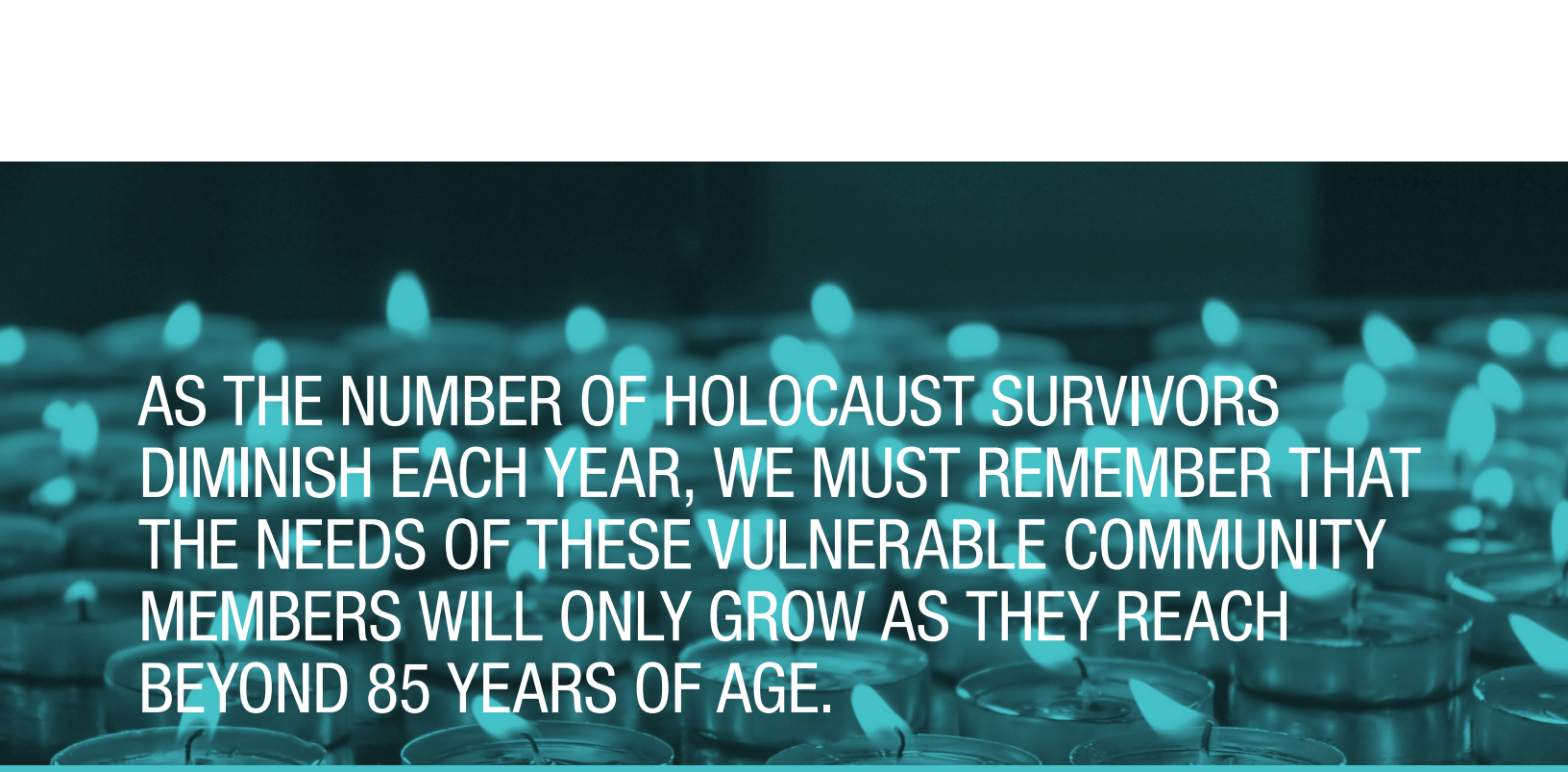
“...I can certainly feed them.”

Daniel, an older adult with financial difficulties and anxiety, needed guidance from JFCS staff to **secure food** and essential items as well as manage his mental health.

Kavod Chesed

Barbara, a mother and health care worker, came to JFCS for **counseling and support** to leave a financially and emotionally harmful relationship with the father of her young daughter.

Frederic, an entrepreneur contending with language barriers, worked with JFCS to establish his own business and continue on his path to **economic self-sufficiency**.



AS THE NUMBER OF HOLOCAUST SURVIVORS
DIMINISH EACH YEAR, WE MUST REMEMBER THAT
THE NEEDS OF THESE VULNERABLE COMMUNITY
MEMBERS WILL ONLY GROW AS THEY REACH
BEYOND 85 YEARS OF AGE.

Holocaust Survivors

One of the most important areas of our work as a Jewish human service agency is supporting Louisville's Holocaust survivors so they can age with dignity. From resettling refugees in past decades to helping those same immigrants navigate complex medical and benefits systems today, we have adapted to meet their needs — and this year was no different.

In 2020, JFCS provided support to 52 Holocaust survivors. JFCS staff and volunteers made regular telephone reassurance calls to survivors facing an overwhelming sense of isolation increased by the global COVID-19 crisis. Food Pantry support, mental health counseling and home care were also part of the picture. These clients were also able to access reparations benefits to help them live with dignity because JFCS was a partner and support system in navigating the process.

Alexi's Story

Alexi* is one such survivor in our Louisville community. During World War II, before he was 13 years old, Alexi was evacuated and relocated multiple times within the Soviet Union. Evading the Nazi genocide was only a single chapter in Alexi's story, as wartime was followed by decades of state-sanctioned anti-Semitism.

Today, Alexi lives in subsidized housing with a fixed income. On top of battling a life-threatening disease, Alexi has severe dental issues due to malnourishment in his youth, which is common for many of the Holocaust survivors JFCS serves.

*Client name changed for privacy.

Estimates say that one-third of Holocaust survivors in the U.S. live at or below the poverty line, compared to 10 percent of the general population of seniors who live in poverty.

Tzedek

Linda, a caregiver for a loved one with dementia, received JFCS **respite care** so she could go to work free from worry about the safety of her loved one.

Kehilah

Ester, an older adult living alone and battling chronic pain, benefited from JFCS **transportation** to doctors' appointments and other essential errands.

The JFCS 1908 Legacy Society

Members of the prestigious 1908 Legacy Society have informed us of their intent to leave a bequest to JFCS or are of blessed memory and have already left such a gift.

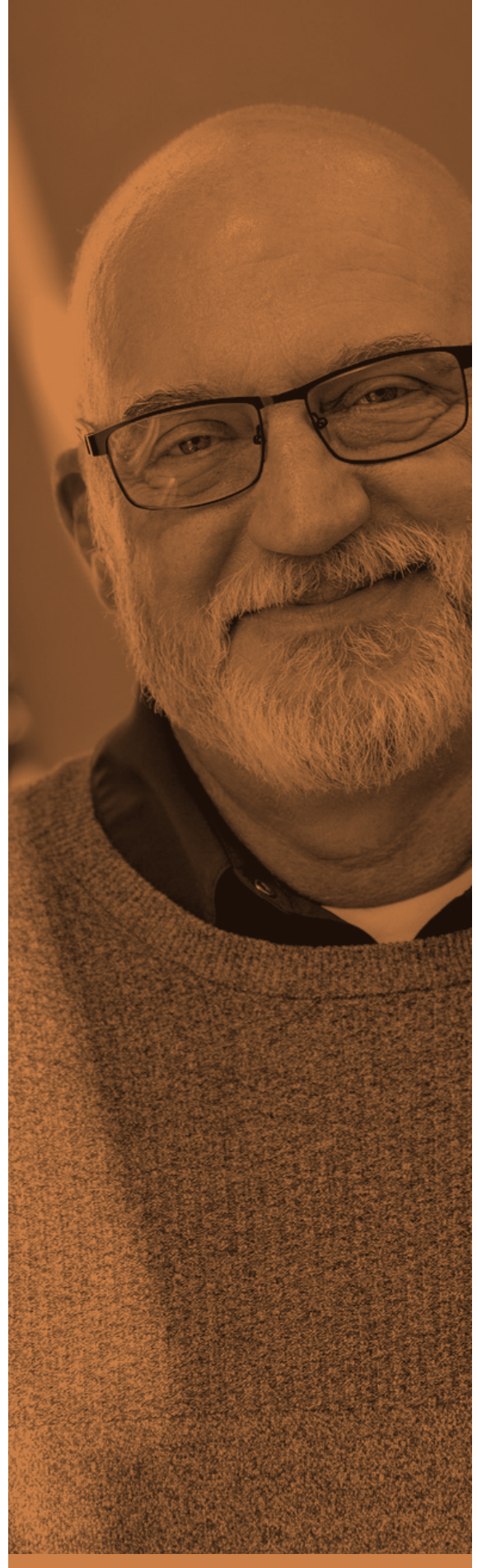
Anonymous (6)	Judith (z"l) & Martin Margulis
Billy Altman	Janet & Sonny Meyer
Arlene & Bruce Belman	Ian Mutchnick
Leigh & Russ Bird	Stephanie Mutchnick
Sarah & Christopher Brice	Nancy Klempner Patton,
Beverly Bromley	in memory of Bobbye
Shannon & Marc Charnas	Robinson and Irving
Rabbi Beth Jacowitz	Klempner
Chottiner	Lillian Pinhas
Lee Chottiner	Suzanne K. Post (z"l)
Mary Cleary	Stephanie Reese &
Amy & Matt Doctrow	Mark Silver
Debbie & Alan Friedman	Lisa & Peter Resnik
Deborah Frockt &	Susan Rudy
Steve Alter	Dafna Schurr &
Bruce Gale	Edwin Cohen
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Jane Goldstein	Greg Singlust
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Douglas S. Gordon	Robert Taylor
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Max Pearson Green	Robert Tiell
Muriel B. Handmaker	Elaine & Ron Weisberg
Martha & Lowell Katz	Leonard Wexler (z"l)
Sherry L. & Jay "Buddy"	Carol & Jacob Wishnia
Kaufman	Amy T. Wisotsky
Lauren Kehr	Sara Yamin
Lisa & Robert Klein	
The Klempner Center	
Karen & Jay Klempner	
Julie Kling	
Margie & Bob Kohn	
Jennifer Leibson	
Phyllis & David Leibson	
Cantor David Lipp	

z"l – of blessed memory



For more information about making a legacy commitment to JFCS, please contact us at development@jfcslouisville.org

This listing reflects legacy commitments and previously realized legacy gifts through June 30, 2020.



MOSAIC 2020

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**Jewish Heritage
Fund for Excellence**

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Gladys & Sonny and Terri & Steve

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Mutual of America
Rabbit Hole Distillery
Lisa & Peter Resnik

Beth & Michael Salamon
Dafna Schurr & Ed Cohen
Karen & Keith Sherman
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Temple Shalom

The Republic Bank Players Challenge 2020

The [un]golf Tournament to benefit
Jewish Family & Career Services and the JCC

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Schwartz Insurance Group
Robin & Stephen Stratton
Jennifer & Dr. Jeffrey Tuvlin



Fiscal Year 2020 July 1, 2019 – June 30, 2020

REVENUES

\$3,376,867

Fee for Service	\$587,432	17%
Government Grants	\$483,361	14%
Foundation Grants	\$1,356,525	40%
Jewish Community of Louisville	\$315,100	9%
Fundraising through Individual Gifts & Events	\$302,666	9%
Investments	\$184,497	5%
Metro United Way	\$123,832	4%
Other	\$23,454	1%

EXPENSES

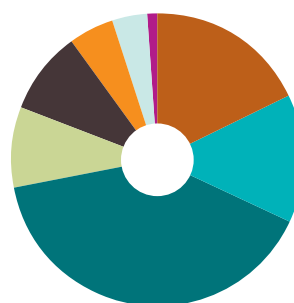
\$2,753,769

Program Services	\$2,251,895	82%
Administration	\$390,721	14%
Fundraising	\$111,153	4%

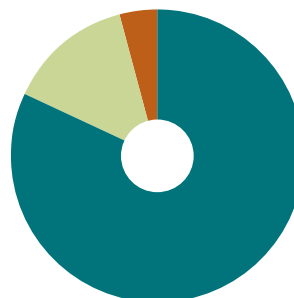
CHANGE IN NET ASSETS

\$623,098*

Net assets at beginning of year	\$6,445,410
Net assets at end of year	\$7,068,508



- Fee for Service
- Government Grants
- Foundation Grants
- Jewish Community of Louisville
- Fundraising through Individual Gifts & Events
- Investments
- Metro United Way
- Other



- Program Services
- Administration
- Fundraising

* These net assets are restricted for use in FY2021.

We thank these partners for their generous support.

**Jewish Heritage
Fund for Excellence**



**United Jewish Louisville
Rapid Response Fund**

Our Focus

Expanding
possibilities...

Align and deliver services that use our core strengths for the **greatest social impact.**

Intentionally develop a **growth mindset** culture that ensures individual, staff and organizational excellence.



Become the place where people can express **Jewish values** through service and action that make a difference in the Greater Louisville community.

Re-imagine the JFCS brand to clearly communicate our **identity and impact.**

VISION

**All in Greater
Louisville live
with dignity
and purpose.**

MISSION

**We expand possibilities for each
person and every family to meet life's
challenges with confidence.**