



Jewish
COMMUNITY SERVICES

Annual Report

2022-2023



Achieve more than you thought possible.

Jewish Community Services

MISSION

Jewish Community Services (JCS) provides programs and services for people of all ages and backgrounds, helping them achieve their goals, enhance their wellbeing, and maximize their independence.

VALUES

As an agency rooted in the principles and traditions of Judaism, we affirm a commitment to the following values.

Respect

We honor the inherent value of every individual, treating each person with dignity, and supporting their right to self-determination.

Inclusivity

We focus on what unites us as human beings, welcoming each person and valuing their unique qualities.

Integrity

We are committed to honesty, trust, and transparency, acting in accordance with the highest professional and business ethics.

Community

We believe in fostering meaningful connections that promote a sense of belonging and shared purpose.

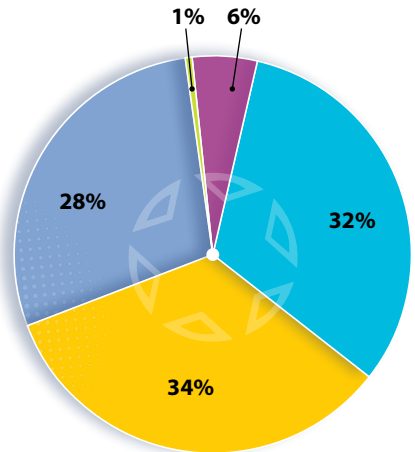
Financial Report

2022-2023

REVENUE

● Fees and Contracts	\$1,277,102
● Government	\$7,360,786
● Grants*	\$7,766,983
● Associated Funding	\$6,538,873
● Other	\$127,231

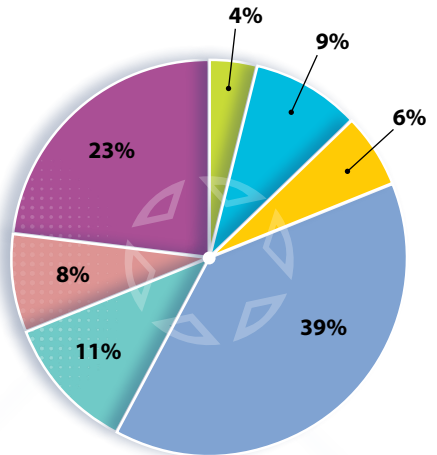
TOTAL REVENUE **\$23,070,975**



EXPENSES

● Access	\$896,232
● Community Connections	\$2,001,584
● Career Services & Economic Advancement	\$1,258,234
● Financial Assistance	\$8,642,105
● Mental Health	\$2,314,606
● Successful Aging	\$1,710,921
● SSID	\$5,108,666

TOTAL EXPENSES **\$21,932,348**



NET CHANGE TO FUND BALANCE **\$1,138,627****

* Grant Revenue is comprised of unrestricted grants and revenue that has been released from restriction during this fiscal year.

** Projected surplus will be used for FY24 projected deficit.

Jewish Community Services gratefully acknowledges all the donors who make vital services to the community possible. For a list, please visit jcsbalt.org/donors.

A Message from the President and Executive Director

The phrase that comes to mind when we review the year is “audacious perseverance.” As a large human service agency, we have been faced with many challenges. Among them are an overwhelming need for mental health and wellness services, continued financial assistance requests, growing concerns experienced by teens, young adults, older adults and those with disabilities, uncertainty of funding, and staff vacancies that leave existing staff to carry large caseloads and make them vulnerable to burnout. Through these challenges Jewish Community Services has managed to continue vibrantly serving our community and fulfilling our mission.

How did we have the courage to achieve this lofty goal? The only explanation is because we had “helpers.” Our clients and the community in general continue turning to us with great needs, inspiring us to find strength to serve. Our staff show up each day in support of one another and dedicate themselves to serving our community. Our Board and Advisory Council members provide advice, encouragement, support, and commitment that is essential to our success and sustainability. Our donors and foundation funders demonstrate the wisdom to support recruitment and retention needs for our staff and

remain steadfast in supporting the vital needs of the clients. Our many community partners dare to dream and work with us to bring needed programs and services to so many desiring support. The Associated campaign donors and those who gave to the mental wellness campaign demonstrate their commitment to our efforts in addressing the continued and growing needs of our community. And the staff of the Associated remain remarkable thought partners and true collaborators in our joint mission to create a stronger community.

We all look to helpers along the way and JCS is eternally grateful for our helpers. We now enter fiscal year 2024 with vigor and energy to continue to support others on their journey.

With gratitude,



Harel Turkel
President



Joan Grayson Cohen
Executive Director

The Impact of Our Programs and Services

JCS helps people of all ages and backgrounds...

...achieve their goals.

92% of Ignite Career Center clients who attained employment and completed their initial 30 days, were still employed at 90 days. This criteria is predictive of job longevity.

...enhance their wellbeing.

93% of clients receiving therapy services report meeting all or some of their treatment goals upon discharge with 100% of clients reporting improvement in overall functioning at time of discharge.

93% of people of all ages who participated in psychoeducational programs and support groups said they gained knowledge and acquired behavioral skills and strategies that will help them manage and enhance their wellbeing.

...maximize their independence.

96% of all clients receiving Support Services for Individuals with Disabilities met or exceeded treatment goals related to independence. 100% of our residential clients met or exceeded their goals.

73% of Economic Advancement clients who received financial assistance were able to maintain financial independence for at least 6 month after aid concluded.

94% of older adults receiving case management and personal care assistance were able to age in place and postpone or avoid transition to a higher level of care.

Insights

What can JCS and our Stakeholders learn from the Impact data?

- There is high need for both prevention and intervention to help people reduce their risk of serious mental health conditions and to enhance their overall wellbeing.
- Financial assistance in combination with career services positively impact our clients' mental health and economic outcomes.
- Individuals with disabilities receiving residential or community-based services will optimize their independence in performing activities of daily living.
- Affording personal care support is one of the most important factors for aging adults to stay in their homes.
- Many adults on fixed or limited income are able to achieve financial sustainability with the help of case management and financial wellness education.

How will JCS use these learnings?

- To be effective in addressing the growing mental health needs in our community, we must continue providing a full continuum of mental health services – prevention, treatment, and continuing care.
- Recruitment of licensed clinicians and staff is critical in continuing to deliver the breadth and depth of services.
- The ending of the Public Health Emergency and elimination of related emergency federal and state funding resources require closely monitoring and responding to the changing needs of individuals and families within our community.
- The active, ongoing pursuit of corporate and community partnerships leads to employment opportunities for our clients and their ability to achieve self-sufficiency.

I turn to JCS...to help me achieve more than I thought possible.

The JCS Access Center provides a warm point of contact for people seeking services and resources to help them achieve their goals, enhance their wellbeing, and maximize their independence.

Customer Service is a top priority – the JCS Access Specialist team answered 95% of all calls immediately, meaning that prospective clients spoke to a real person rather than leave a voice mail. **To date in FY23**, Access Center staff have responded to 9,015 phone, email, and walk-in inquiries from community members.

For inquiries requesting JCS services, the JCS Intake team consults with the prospective client and assesses their needs. For FY23, Intake staff engaged:

- 323 Intakes for Mental Health
- 136 Intakes for Economic Advancement
- 292 Intakes for Successful Aging
- 207 Intakes for Ignite Career Center
- 21 Intakes for ElderCare Services
- 224 Intakes for Patient Care Connection
- 31 Intakes for SSID



Services

- Information and Referral
- Service Intakes
- Assessments

I turn to JCS...when I need guidance and support to navigate life's twists and turns.

Community Engagement and Partnerships utilizes psychoeducational sessions, support groups, and outreach to help community members of all ages navigate changes, transitions, and challenges they may face throughout their lifecycle.

In FY23, JCS provided 1,327 community members with guidance, support, and connection through 192 group sessions, consultations, workshops, and outreach activities.

Services

- Grief Services for All Ages and Losses
- Services for Individuals and Couples Navigating Fertility Challenges
- Groups for Caregivers of Loved Ones with Dementia and Parkinson's Disease
- Groups for Adults Living with Parkinson's Disease, Memory Impairment, and Low Vision
- Outreach and Programs for Isolated Older Adults
- Programs for Educators, Parents, and Grandparents
- Psychoeducational Mental Wellness Programs for Adults



I turn to JCS...for career coaching, job search resources, and workplace strategies.

Go Further. Get There Faster.

Ignite Career Center offers comprehensive career development services that help individuals of all ages, abilities, and skill levels maximize their potential and achieve their employment goals. Ignite connects vetted, polished candidates to our network of employers of all sizes and across many industries, thus contributing to their recruitment and retention of a vibrant workforce.

In FY23, Ignite provided services to 260 individuals and collectively generated \$1,633,720 in salaries by helping them attain appropriate jobs.

Ignite actively partnered with 234 employers, addressing their workforce recruitment and retention needs.



Services

- Career Planning and Coaching
- Job Readiness Training
- Resume Development
- Interview Preparation
- Personal/Social Media Brand Building
- Networking Skill Building
- Job Placement Assistance
- Job Coaching
- Recruitment and Retention Services for Employers



I turn to JCS...when I am experiencing financial stress.

Economic Advancement addresses the needs of families and individuals younger than age 65 who are experiencing economic challenges. Through a highly personalized process, staff work with clients to identify their specific needs and help them obtain the full array of services and resources to attain long-term financial stability.

In FY23, JCS distributed over \$1,316,741 to more than 160 households, helping them meet their basic needs, including housing and food.

In addition to the direct aid, clients benefited from economic case management to develop a plan and access additional resources to help them move toward financial self-sufficiency and independence.



Services

- Financial Needs Assessment
- Benefits Eligibility Assessment
- Financial Wellness Services
- Advocacy
- Budgeting and Money Management Training
- Resource Information and Referral
- Homelessness and Food Insecurity Prevention



I turn to JCS...for programs that help my students enhance their wellbeing and build resilience.

Prevention & Wellness provides dynamic, interactive programs that help children, teens, and young adults increase awareness about factors impacting their emotional, behavioral, and physical health and develop skills that enhance mental well-being, build resilience, and promote healthy decision making.

In FY23, JCS delivered 45 Prevention & Wellness program sessions across Baltimore independent and public schools. Through programming, 1,448 unique attendees gained tools and skills to build resilience and navigate challenges to their physical, mental, and emotional wellbeing.



Services

- Wellness Programs on Topics such as Substance Misuse, Depression, Suicide, Anxiety, Bullying, Internet Safety, Trauma, Consent, and More
- *Wellness My Way*: On-Demand Wellness Curriculum
- Jewish Big Brother Big Sister Program
- *The Mental Well* for Young Adults
- *Out of Stigma's Shadow* Podcast
- *The Mental Well* Blogs, Reels and Posts for Young Adults
- Children's Grief Programs and Services

I turn to JCS...for a safe place where I can talk through my stressors in a supportive environment without fear of judgement.

Mental Health Services help people of all ages improve their mental well-being. Therapy and psychiatric services help people identify and manage troubling emotions, thoughts, and behaviors.

In FY23, JCS provided mental health services to 674 clients, which included 8,436 psychotherapy sessions, 942 psychiatric sessions and 709 psychiatric rehabilitation services.



Services

- Individual, Couples, Family, and Group Therapies
- Substance Use Evaluation, Family Treatment and Navigation Services
- Psychiatric Medication Management
- Psychiatric Rehabilitation Program
- Clinical Case Management
- Psychological First Aid and Critical Incident Response Team



I turn to JCS...for resources to help me age in place with dignity.

Successful Aging coordinates services and connects clients age 65+, some of whom are Holocaust survivors, to resources that can help them maximize their independence and age in place safely, confidently, and with dignity.

In FY23, JCS helped 621 seniors age in place, pay their bills, purchase sufficient food, and achieve public benefits. 329 are Holocaust survivors. JCS distributed over \$150,000 in financial assistance and over \$5.5 Million from the Claims Conference to support home care for Holocaust survivors.



Services

- Case Management
- Financial Assistance
- Healthcare Benefit Screening
- Translation and Assistance with Documentation
- Patient Care Connection
- Eldercare Consultation

Services for Holocaust Survivors*

- Personal Care Subsidies
- Home Care Funding
- Emergency Funding
- Individual Compensation
- Social Gatherings

*Social services for Nazi victims are supported by grants from the Conference on Jewish Material Claims Against Germany. Additional support is provided by the Maryland Department of Aging and KAVOD SHEF (in partnership with Seed the Dream Foundation).

I turn to JCS...for support services that help me maximize my abilities.

Support Services for Individuals with Disabilities (SSID) provides care, support, and advocacy for individuals and families of individuals with developmental disabilities. The Residential Program provides 24/7 supervision, staffing, and nursing to 27 individuals living in nine homes in the Baltimore area in which Jewish culture and tradition are celebrated. The Supported Living Program affords participants the opportunity to receive personalized care in their own home by trained and compassionate caregivers. These services are designed to help each participant live with dignity, exercise as much independence as possible, and remain connected to and active in their communities.

In FY23, JCS provided residential and community-based services to 101 individuals with disabilities. Employment support services were provided to 94 clients.



Services

- Residential Program
- Community-based Supports
- Case Management
- Assistance with Future Planning
- Employment Support Services for Individuals with Disabilities
- Wellness Programs for Adults with Developmental Disabilities

I turn to JCS...for cutting-edge continuing education that advances my professional skills.

JCS Institute for Professional Development (IPD) offers meaningful, high quality professional development sessions that increase the knowledge, skills, and competency of professionals, allowing them to effectively respond to the needs of the individuals, families, and communities they serve.

Jewish Community Services is approved by the Maryland Board of Social Work Examiners to sponsor continuing education for social workers, psychologists, and licensed professional counselors.



In FY23, JCS IPD delivered over 99 continuing education programs and shared expertise with 261 unique participants on topics including:

- Implicit Bias and Microaggressions
- Introduction to Ketamine Assisted Psychotherapy
- Sand Tray Therapy
- Trauma Informed Practice
- Behavioral Economics
- Play Therapy
- Commercial Sexual Exploitation of Children
- Impact of Religious Bias on Non-Religious Clients
- Affirmative Care for LGBTQIA+
- Quiet Firing
- Early Intervention for Mental Illness
- Boundaries and Supervision
- Rights of Individuals with Disabilities

JCS can achieve its mission because of its dedicated, multi-disciplinary staff.



JCS was recognized as a Top Workplace 2022 by Baltimore Sun Media. This honor reflects our staff's unwavering dedication in supporting our mission and their commitment to our organizational values – respect, inclusivity, integrity, and community – both in our service to clients and in our workplace culture.

In FY23, more than 200 employees of diverse backgrounds and disciplines worked to fulfill the agency's mission.

Benefits of Working with JCS

- Competitive Compensation & Benefits Package
- Generous Leave Including Parental Leave
- 401(k) with Match
- Professional Development and Growth Opportunities
- JCC Fitness Center & Pool Membership
- Wellness Programs
- Supportive, Collaborative Environment
- Mission & Values Driven Culture

Journeys

Trisha is a survivor of childhood abuse. She came to JCS therapy services for treatment for her extreme anxiety and post-traumatic stress. Trisha's trauma made her feel like she needed to be on high alert all the time which made sleep difficult. After a few months in therapy using a specific psychotherapy intervention using eye movements to treat trauma, known as "Eye Movement Desensitization and Reprocessing" (EMDR), she had a significant reduction in anxiety and stress during the day and is now sleeping better at night. Trisha reports that she is feeling "strong" and hopeful again that her life can be even better.

Jade, a 6th grader, was experiencing symptoms of anxiety and depression, including helplessness, fatigue, lack of motivation, and panic attacks. Jade was hesitant and anxious about disclosing her symptoms to her parents and support systems. Jade's JCS therapist helped her explore the barriers preventing her from sharing her symptoms. Their sessions ultimately transitioned into family sessions in which the therapist facilitated meaningful and honest conversations between Jade and her parents. As a result, Jade has become more receptive to having her JCS therapist collaborate with her teachers and school counselors to provide the support she needs. Jade continues to address her struggles with depression and anxiety, but now she feels empowered to speak more openly about her symptoms and is willing to reach out to family, clinicians, friends, and academic staff to support her through her journey to improve her mental wellness.

Jack, who has a developmental disability, lived his whole life with his caring, supportive family. As his parents grew older and Jack approached middle age, they reached out to JCS for services to help Jack get the skills and resources he needed to live independently. Through our Supported Living Program, he has been able to do just that. Now 55 years old, thanks to the ongoing support from his JCS professionals, Jack lives independently

in the community and is thriving. He works at a local store 3 days a week, walks to shops near his home, and takes pleasure in collecting antique radios and listening to 'oldies but goodies' music. He has a great relationship with his Direct Support Staff who take him grocery shopping, to medical appointments, to get haircuts, and to meet his friends for lunch or bowling. Jack is proud of his independence and considers his JCS Direct Support Staff part of his extended family.

Leonid left Ukraine, and arrived in Baltimore where he lives with family friends. After being here for six weeks, his hosts suggested he contact JCS for help in finding employment. Though Leonid had learned some English in school, he was most comfortable speaking Ukrainian. He had been building his English language skills by interacting with people at an athletic club. In Ukraine, Leonid had gotten degrees in Audit & Accounting and worked with a prestigious international consulting company in Lviv. He had started to pursue a master's degree in finance in Ukraine prior to the start of the war. While he has strong accounting skills, he discovered that the US and Ukrainian accounting systems do not completely align. With guidance from his Ignite Career Coach, he enrolled in a three-month basic accounting course at a local community college. The coursework will be a rigorous learning experience, but ultimately the gateway to obtain a position as a Financial Analyst, which is his targeted position, and a much better and more independent life. During a recent coaching session, he received a phone call from his father to let him know he was still alive after a week of fierce bombings. Leonid teared up with relief and his career coach's heart swelled for him as well.

Mindy was struggling to find employment in the twilight of her career. Even with years of experience and a wealth of knowledge to offer, it seemed like she was often being overlooked, which was why she reached out to our Ignite Career Center. Mindy's Ignite Career Coach helped her update her resume, customize her cover letters, and practice interviewing skills. She also connected her to job leads through our employer partners. With this support, Mindy stayed focused in her job search using the resources available to her

and actively reached out to her community and professional networks. When one of our employer partners listed an open position at a local school, the skillset and responsibilities seemed to align with her previous experience, so she enthusiastically applied, received an interview, and was hired! Mindy is now thriving in her new position and finds it highly rewarding.

Michael is a married father of three children who was struggling to make ends meet. He works as an educator in a local independent school and brings in a little extra income by tutoring but was still having trouble meeting household expenses each month. Michael began working with a JCS Financial Wellness Counselor. Through their sessions, he began to better understand his long-term relationship with money and identified unconscious spending habits. With this increased awareness, Michael worked with his Financial Wellness Counselor on behavioral changes to curb impulse spending and created a reasonable monthly budget. His counselor also helped him obtain a grant to reduce his BGE bills and re-negotiate his internet bill. Michael was able to take bold steps to gain control of his finances. With newfound confidence, Michael even felt empowered to ask for a raise at his job.

A physician participating in our Patient Care Connection (PCC) program reached out to his dedicated JCS social worker. The doctor had been treating an older patient for a period and suspected she was holding back information about her home environment that was impacting her health and well-being. Unsure about how to raise his concerns with the patient, the doctor sought the counsel and guidance of the PCC social worker, whose expertise and judgment he trusted. Suspecting the patient may be experiencing domestic violence, they strategized about the best way to approach a discussion with her. With the patient's consent, the JCS social worker was present and helped facilitate a conversation during which the patient revealed that she was, in fact, experiencing domestic violence. The doctor and PCC social worker were able to take necessary steps to help her move to a safe environment and get the additional resources she needed.

Reflections

“Thanks for providing the session on **Mastering Your Emotions**. This was one of the best sessions I have been to! I found the information helpful and will be adding additional resources to my mindfulness toolbox in managing emotions.”

– **Participant, “Mastering Your Emotions” Workshop**

“I have learned and benefitted from remembering I am not alone on this journey. The experience, strength and hope of others is a valuable resource for me. I have learned that it’s ok to not be patient all the time in every situation. I know I do the very best I can and that is good enough. The value of the support of others in the group cannot be overstressed and I am grateful for all of them.”

– **Participant, “When Your Loved One Has Dementia” Group for Care Partners**

“I have macular degeneration in one eye, and I feel good about learning some of the advances that were available to people with Low Vision. Even if I get one tip in a meeting, I find it very valuable. Thank you so much.”– **Participant, “Living with Low Vision” Group**

“Participating in the [**Storytelling from the Heart**] program affirmed my belief that sharing one’s story is a very valuable resource to pass family history to others, whether family members or not. My family had not communicated well with one another and as a result, my brother and I have missed out on much of our family history. I have told stories and always encouraged my students to do the same and listen to stories told by their own family.” – **Participant, “Storytelling from the Heart”**

“I liked learning that movement can help me with my anxiety. I’ll always remember, ‘when in doubt, shake it out.’” – **Teen Participant, “Be Well” session at local high school**

“Our collaboration [with JCS’ **Prevention & Wellness** team] has been a game-changer for many students, and I cannot thank you enough for your dedication, professionalism, and passion for educating youth. As a team we are grateful for this collaboration and hope to see it grow and further impact change in our wellness program.” – **Health Education Faculty, K-12 Independent School**

During our **“Heartstrings”** program for children grieving a loved one, we read a book whose last page is an illustration of the Northern Lights in the shape of a heart. In a recent session, a young girl, whose sister had died, hesitantly raised her hand, and told the group another name for the Northern Lights is the Aurora. She said she knew that because her sister’s name was Aurora. The keyring she made during the program as a symbol of her lasting connection to her sister was made up of the Aurora’s colors—blues, greens, and purples.

A 4-year-old attending a JCS **children’s grief program** at school raised his hand and said, “my Safta (grandmother) died, and my daddy is so sad. I don’t know what to do to help him.” The JCS grief clinician leading the program quickly put together a kit for a craft project that the child took home to do with his father. The child went home happy, and the next day at drop-off, his dad expressed his appreciation to the school.

In a recent **“Mindful Art with a Purpose,”** a program in which older adults use creative self-expression to enhance mental well-being and reduce isolation, Ellie, who is a Holocaust survivor shared a piece she had created that represented Kristallnacht and her family’s horrific experiences that fateful night in November 1938. Some of the other participants had never heard a survivor’s testimony, let alone a visual interpretation of what happened that night. As devastating as this was to Ellie, which she detailed, she also spoke about her life today, the joy of her family, and her commitment to live her life as a tribute to courage, tenacity, family, and love. There were no dry eyes and so many who openly shared their shock, amazement, and disbelief that they were so unaware of this event. The impact that Ellie’s words and artwork had were palpable and never to be forgotten.



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