



Jewish
Community
Services

Annual **Report**

2021-2022

A Message from the President and Executive Director

The need for connection has been critical for all of us this past year. Many have gone from feeling disconnected and even isolated to re-emerging and looking for old and new connections to cultivate. At Jewish Community Services, we have worked hard this year to provide our clients with resources, services, and experiences that fostered their ability to re-connect with family, jobs, and the community in healthy and meaningful ways. Moving from a mostly remote model of service the previous year to a hybrid model now has enabled our staff to re-engage in person with colleagues for work, wellness programs, and other social opportunities. Our Board also longed for a deeper connection beyond virtual meetings and has met in person as much as possible.

This year we have seen the power of connection in so many ways. Our social engagement programs such as movie nights, cooking classes, and game activities for our clients with disabilities were the life-line for individuals to maintain social skills and lift spirits. We supported our Alternative Living Unit residents to transition back to day programs, jobs, and integration into the community. We continued our friendly calling to older adults and individuals with disabilities to reduce their isolation. Our therapists, career coaches, and case managers began to re-connect with some of our clients in person. We resumed home visits with some of our clients. Our Prevention and Wellness staff went back into schools and universities to re-connect with students and young adults who were particularly affected by isolation and loneliness. Our Patient Care Connection staff re-connected with physicians' practices to provide much needed supports to patients.

We held support groups and community programming in person and were able to witness the impact of people coming together in a room for conversations and shared experiences. Jewish Community Services has provided these and many other critical programs and services to enable members of our community to move forward this year.

We want to thank our staff for their expertise, creativity, and commitment to this challenging work, which has enabled our clients and community members to renew old connections as well as build new ones, each key to nurturing and enhancing their well-being. We want to express our gratitude to the Board and Advisory Council members who have provided our staff with the support and guidance needed to achieve our goals.

We especially want to acknowledge our JCS donors and funders and the community members who supported the Mental Wellness Associated campaign. Your contributions enabled JCS to continue our critical work over this challenging year and change the lives of so many. We lastly want to thank our incredible partner, The Associated. Without your continued support, we could not have achieved our mutual goals of serving and sustaining our community.

With gratitude,



Harel Turkel
President



Joan Grayson Cohen
Executive Director

Jewish Community Services

MISSION

Through the programs and services of Jewish Community Services, families and individuals will be supported in meeting basic needs for economic sufficiency; in living independently; in achieving mental health and competence; and in feeling supported by and connected to the Jewish community in ways that are meaningful to them.

VISION

We envision a community in which every person is able to achieve their highest quality of life and well-being.

VALUES

As a Jewish human services agency that serves both the Jewish community and the general community, we commit ourselves to:

Preserving human dignity by demonstrating compassion and empathy in all of our interactions, by respecting the unique qualities of every person, and by treating everyone in a sensitive and non-judgmental manner.

Practicing *tikkun olam* by providing the highest quality services to those who seek support and assistance, by enriching lives through applying our professional knowledge and expertise, and by engaging members of the community to assist in our mission.

Promoting independence by fully engaging those we serve to participate in the helping process and by empowering people to make their own choices and find their own pathways to living productive and meaningful lives.

Ensuring compliance with the highest professional and business ethics by strictly adhering to confidentiality standards, by being fiscally responsible and fully accountable for stewardship of the resources with which we are entrusted.

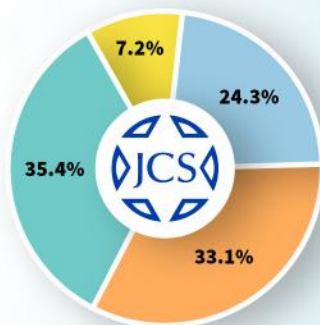
Fostering inclusivity by focusing on what unites us as human beings, by collaborating with other organizations to enhance services, and by welcoming the unique gifts that everyone brings to achieving our mission.

Financial Report

Fiscal Year 2022

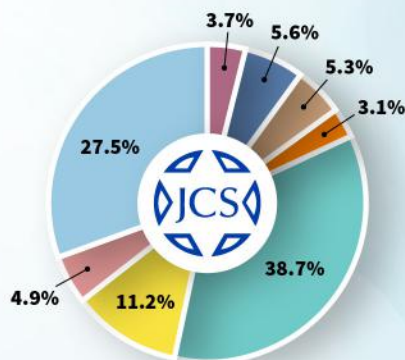
REVENUE

• Fees and Contracts	\$1,384,065
• Public Funding	\$4,658,811
• Grants*	\$6,368,571
• Associated Allocation	\$6,792,048
TOTAL REVENUE	\$19,203,495



EXPENSES

• Access Services	\$736,671
• Career Services	\$1,097,346
• Community Connections	\$1,036,921
• Economic Advancement	\$609,500
• Financial Assistance	\$7,626,396
• Mental Health	\$2,198,740
• Successful Aging	\$966,007
• Support Services for Individuals with Disabilities	\$5,415,226
TOTAL EXPENSES	\$19,686,807



NET CHANGE TO FUND BALANCE

- \$483,312**

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

** Met with surplus from FY21

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

Identifying information in "Success Stories" on the following pages has been changed to safeguard confidentiality.



Access Services

Access Services provides an easily accessible entryway for the community to obtain JCS services.

Outcome

- **98% of calls** to the JCS Access Line were answered immediately and **100% of inquiries** about JCS services received a response **within one business day**.
- **96% of Patient Care Connection clients or their caregivers** reported feeling stable or improved in their day-to-day functioning after working with social workers.
- **86% of physicians participating in Patient Care Connection** indicate the program allows them greater capacity to focus on patients' medical issues.
- **100% of physicians participating in Patient Care Connection** would recommend the program to other medical practices.

Services

- Information and referral
- Intake and processing
- Patient Care Connection
- Elder Care management and consultation

Statistics

- **10,568 callers** received information, resources, referrals, and intakes, an **increase of 35%** over the previous year.
- **33% increase in service requests** for Mental Health, Economic Advancement, and Career Services.

Patient Care Connection is a program in which JCS social workers partner with local physicians, providing services and resources to improve health outcomes for older adults and people with disabilities.

Success Stories...

Benny's doctor was worried about his declining health, concerned he might be having difficulty managing his chronic illness. Benny agreed to a home visit by the JCS Patient Care Connection social worker so she could evaluate his needs and determine what resources might be helpful. It became apparent that much of Benny's difficulty in managing his disease resulted from the challenges he was having preparing healthy meals, keeping his apartment clean, and managing his medications. What's more, Benny was no longer able to drive and had to rely on family members to get to the grocery store, pharmacy, and medical appointments. With the help of his social worker, Benny began to receive Meals on Wheels. She also connected him to programs providing some in-home care and housekeeping services, as well as County Ride transportation for older adults. Benny's quality of life improved significantly, and he told his doctor that without Patient Care Connection, he would never have known about the services available to him.

Abe, a 45-year-old father of two, lost his job and was at risk of being evicted from his home. He knew finding a new job to cover his family's basic needs would take significant time, so he reached out to JCS for immediate support. When he reached the Access Line, the social worker reassured Abe that life presents all of us with challenges and JCS is there to provide a helping hand in moments of need. The social worker arranged for Abe's family to receive an emergency food bag so that food was one less thing to worry about and guided Abe through the process of applying for the Family Stability Program which would help Abe and his family stay in their home, avoid a disruption to the children's schooling, and create long-term stability. Abe shared that he was grateful for the social worker listening to his needs and identifying specific resources that would support his family's transition.



Career Services

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 also assists employers from businesses of all sizes and industries with recruiting and retaining a vibrant workforce.

Outcome

87% of Ignite Career Center clients who completed their first 30 days of employment remained in their jobs after 90 days.

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
- Employment support services for individuals with disabilities
- Recruitment and retention services for employers

Statistics

- **300 individuals** received career and employment support services.
- **\$2,167,426 in salaries** was generated by job placements.
- **290 employers** actively partnered on workforce recruitment and retention.

Success Stories...

Tracy relocated to Baltimore to start a fresh chapter in her life. Wanting to find a place to live on her own, she was very motivated to find a good job. She met with an Ignite career coach to update her resume so that it captured her eclectic, extensive background and impressive skillset and was focused enough to show how she could match the specific positions in which she was interested. In addition, Tracy's career coach helped her update her LinkedIn profile to highlight her strengths and offered guidance in how to effectively search for jobs including how to network. Tracy's career coach even practiced interviewing with her. Tracy then worked with one of Ignite's employer strategists who referred her for several job openings submitted by local employers. One of the positions appealed to Tracy because she was passionate about the company's mission, so our employer strategist advocated on her behalf. After several rounds of interviews, Tracy was thrilled to be offered the job, excited to be able to contribute her many talents and make a difference.

John became a JCS Employment Support Services' (ESS) client soon after finishing high school. He began by participating in Discovery, a holistic process that considers an individual's likes, abilities, experiences, and community connections in helping determine a path to employment. ESS staff met with John and his parents at their home where he told them he wanted to work at a local restaurant that was close by. John's ESS career coach took him to the restaurant to speak with the owner. After their meeting, the owner offered to give John a work trial. He did such a great job that the owner hired him to work three days per week. At the onset of the pandemic, the restaurant closed for a short time and John was furloughed, but as soon as the eatery reopened, he was brought back to work. Earlier this year, with the ongoing support he had been receiving from his ESS coaches, John asked for more work hours. Now, he works five days a week at a job he really enjoys, even taking on more responsibilities. John's boss has commented countless times how much he values John as an employee.



Community Connections – Engagement & Partnerships

Community Engagement and Partnerships utilizes outreach, consultation, support programs, and workshops to help individuals and families successfully navigate both the normative issues and the challenges they may encounter throughout their lifespan.

Outcome

96% of people who participated in psychoeducational and support groups said that they gained tools and strategies that will help them navigate their life changes and challenges.

Services

- Grief services for adults and children
- Caregiver support groups
- Low vision support groups
- School and camp consultation
- Volunteer services
- Programs to reduce isolation and loneliness
- Parkinson's Disease support groups
- Suicide loss survivors group
- Friendly caller outreach

Statistics

- **1,806 individuals of all ages** received guidance, support, and connection through **137 support groups, consultations, workshops, and outreach activities.**

Success Stories...

In a grief gathering for people who experienced the death of a spouse, Donald stood out. While group members were learning to understand grief and talking about their fears and challenges, Donald chose not to share his own story or feelings; when he spoke, it was to support others. Two months after the group concluded, the JCS grief clinician called each participant to see how they were doing. Donald did not respond to her calls. About a month later, Donald's son contacted the grief clinician concerned about his father and shortly after, Donald called in tears asking if he could join the next group. Donald was now ready to open up and receive support from other group members.

This time, Donald used the group to do his grief work and identify the challenges he was facing. The JCS grief clinician always tells group members that everyone's journey is different and there is no timeline for grief. Donald's experience illustrates that; he was able to benefit from a group when he was ready. After the group ended, Donald commented, "I never thought a group would help me. My children kept telling me I needed to talk to someone, so I joined a grief gathering at JCS. The support was helpful and I made new friends. The hardest part was joining the first meeting, after that I looked forward to group every week and did all that I could to not miss one session."

Testimonials from groups and workshops:

"This workshop is like an oasis in the middle of all the busyness of life – so refreshing to give myself permission to be in the moment, tapping into whatever creativity I'm discovering within myself."

"Our group is so diverse and interesting and I love seeing how each person responds to the guidelines you give us."

"I got a lot out of the group, mainly through the feeling of resonance that came from hearing familiar expressions of loss and grief."



Community Connections – Prevention & Wellness

Prevention & Wellness provides children, teens, and adults with information and strategies that boost protective factors and reduce risk factors for serious physical, emotional, and behavioral health problems such as substance use and abuse, depression, suicide, anxiety, bullying, violence, and unhealthy relationships.

Outcome

In response to post-program surveys by program participants:

- **93%** reported gaining knowledge.
- **93%** reported a positive shift in attitude.
- **95%** said they anticipate changing their behavior.

Services

- School-based programs (pre-k through college)
- Community programs
- Teen outreach
- Young adult mental wellness programs
- Digital and social media engagement
- Podcasts

Statistics

- **Total attendance** for the **105 Prevention & Wellness program sessions** provided both virtually and in-person was **1355**.
- Through this programming, **866 unique attendees (417 of whom were teens)** gained tools and skills they need to build resilience and navigate challenges to their physical, mental, and emotional wellbeing.

Success Stories...

As schools have shifted back to in-person classes, many counselors and teachers report their students are feeling highly anxious, depressed, and overwhelmed. Many staff are feeling the same and experiencing burnout. Our Health Educators have responded with programs to help all ages care for their mental wellbeing.

The newest program for younger kids, **Ezra's Invisible Backpack**, shares the idea that everyone has an "invisible" backpack with bricks that others cannot see. These bricks represent challenges, emotions, and worries that people carry with them each day. The program empowers children to identify and understand their emotions and gives language they can use when they feel the "weight" of their "backpack" is getting too heavy to carry. It also encourages them to show kindness and compassion to others. After a session in one preschool classroom, a 4-year-old child told his teacher, "My bricks are already lighter."

Substance Use and Abuse, a three-session cornerstone program, raises teens' awareness about substance use and abuse, while helping them enhance decision-making and coping skills and build resilience. Through discussion, scenario role-play, and speakers in recovery sharing lived experiences, the program prepares teens for situations they will likely experience. After a program, one 10th grader now understood, "substance use not only affects the present you, but your future self and the important people around you." Other students shared what they learned including, "There are many ways to cope and get through hard times and you just have to lean on the ones who are there for you," and, "Go to the people you trust with your emotions."



Economic Advancement

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 that can help them attain long-term financial stability.

Outcome

The average **length of time recipients needed financial assistance** to maintain stability was **26% shorter** than the previous year.

Services

- Financial needs and benefits eligibility assessment
- Financial wellness assessment and support
- Advocacy
- Budgeting and money management training
- Resource information and referral
- Homelessness and food insecurity prevention

Statistics

- **190 households**, representing approximately **475 individuals**, received emergency financial assistance* for basic needs.
- **240 clients** received economic case management.

**Of all clients receiving emergency financial assistance throughout the agency, 145 households were served with government grants.*

Success Stories...

Ellen and Joe, parents of two school-aged children, turned to JCS for help to achieve long-term financial stability. They value education and one of their goals was to ensure they could afford to keep their children in the best possible schools to meet their needs but because of their current financial challenges, worried that might not be possible. Working with their JCS case manager, they began to understand their spending habits and learned how to prioritize their expenses and improve their budgeting skills. Through this process, the couple realized their housing expenses were beyond their means and decided to look for a more affordable home in their current area that would fit their budget. Because of the changes they made in managing their finances, Ellen and Joe's children were able to remain in their schools. They were even able to budget sufficiently to travel out of state to visit Ellen's mother for the first time since the pandemic began! The family is successfully moving towards their goal of long-term financial wellness and stability.

Samantha reached out to JCS after receiving a call from her leasing office informing her that she was going to be evicted. She had struggled through the pandemic and because of lost income had fallen behind in her rent. She was working closely with her JCS case manager to gather all the necessary documentation to obtain the rent assistance that would allow her to temporarily remain in her apartment while working toward a long-term solution. One day, Samantha called her case manager in a panic because she was told she was being evicted that day. With Samantha's permission, her case manager immediately called the leasing manager and learned the constable was there to execute several evictions. Our case manager advocated on Samantha's behalf, offering to send a promissory note from the agency for payment of the back rent to hold off the eviction. JCS was able to utilize funding from an eviction prevention grant to cover the arrears. The eviction was postponed and subsequently cancelled. Because of the quick, thoughtful response of her case worker, Samantha was able to remain in her home while she worked to overcome her financial hardship and regain stability.



Mental Health Services

Mental Health Services provides comprehensive treatment for children, adolescents, adults, and older adults with the focus on reducing symptoms; improving functioning; and maintaining self-sufficiency, quality of life, and emotional wellness.

Outcome

- **94.1% of therapy clients** made clinical progress toward treatment goals.
- **The “no-show” rate for therapy appointments dropped to 8%**, likely due to the convenience of continued teletherapy.

Services

- Individual, couples, family, and group therapies
- Substance use evaluations and family treatment
- Navigation services for families of individuals with substance use disorders
- Psychiatric medication management
- Psychiatric rehabilitation services
- Clinical case management

Statistics

- Approximately **1,190 psychotherapy sessions** were provided each month.
- Approximately **92 psychiatric services** were provided each month.

Success Stories...

Melanie was experiencing significant anxiety and depression and reached out to JCS for mental health services. Her home represented a safe space for her, but she had let things get chaotic and wasn't sure where to start in improving her environment. After meeting with her JCS therapist for several months, Melanie began to feel more comfortable with her clinician and more willing to share her feelings. Not only did she engage actively in therapeutic goals during sessions, but also in homework between sessions. Melanie's therapist observed how she grew in her insight and developed a healthier perspective of her past, allowing her to focus more intentionally on the present. Melanie graduated from college and began looking for a full-time position. Her home is now clear and bright. She recently shared that she is more comfortable in her space, with her therapist, and with others out in the community. She feels positive about her future and credits her JCS therapist with helping her overcome the anxiety she has been experiencing.

Mort lost his wife during the pandemic. He reached out to JCS to help him with his grief, which was overwhelming. He was struggling to manage the household responsibilities, which his wife had always handled. He felt completely alone and did not know how to cope. Mort and his therapist met for weekly appointments and he began to realize that he needed to let himself fully grieve the loss of his wife. He realized that it was okay to reach out to others for support and, with the help of his therapist, identified his urgent needs. In addition, Mort's therapist told him about a JCS grief support group, which he joined and found helpful. Through meetings with his therapist and conversations with his newfound support network, Mort gradually began to see his way out of disabling grief. He is taking better care of his home, managing the finances, and leaning on his children and their families for support. His grandchildren have created a new sense of joy in his life. He also feels more hopeful about the future.



Successful Aging

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.

Outcome

98% of individuals receiving Successful Aging services were able to continue living safely in their own homes.

Services

- Case management
- Financial assistance
- Healthcare benefit screening
- Translation and assistance with documentation

Services for Holocaust Survivors*

- Personal care subsidies
- Home care funding
- Emergency funding
- Individual compensation
- Social gatherings

Statistics

- **650 individuals** received Successful Aging services including **280 Holocaust survivors**.
- **254 individuals**, including **185 Holocaust survivors**, were provided personal care subsidies.
- **90 households** received emergency financial assistance.**

* 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).

** Of all clients receiving emergency financial assistance throughout the agency, 145 households were served with government grants.

Success Stories...

Jan desperately wanted to continue living independently in her own home. An 85-year-old Holocaust survivor, she had endured many challenges in her lifetime. Jan's children are very involved, visiting frequently and trying to make sure their mother's needs are met, but they work full-time and have children of their own. Knowing that JCS provides specialized services for Holocaust survivors, Jan and her family reached out to the agency. Jan was able to receive subsidies that made in-home personal care affordable. Jan's JCS case manager maintained regular contact with her, reassessing her needs regularly. When it became apparent Jan needed more support to age in place safely, she was able to get an increase in the number of subsidized home care hours. Jan has also been able to receive financial assistance for medical needs such as eyeglasses and critical dental treatment. Jan and her children have expressed how thankful they are for all the assistance JCS has provided which has made it possible for Jan to live in the familiarity and comfort of her home.

Hannah was a 65-year-old woman living alone on a fixed income when a series of unfortunate events occurred requiring her to vacate her apartment with very little notice. It was an extremely stressful situation; not only did she need to find a new apartment quickly, but she also didn't have enough money to afford the unexpected moving expenses. Hannah suffers from a heart condition that keeps her from being able to do strenuous physical activities; therefore, she also needed the moving company to do the packing and unpacking, increasing the cost. Panicked, Hannah called JCS seeking help to weather this financial crisis. She was assigned to a Successful Aging case manager who was able to quickly assess her financial situation and arrange for her to receive assistance that helped cover most of her moving expenses. Once she settled into her new apartment, Hannah was able to support herself again. She is living with less stress and has even made new friends.



Support Services for Individuals with Disabilities

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.

Outcome

- **94% of clients** in Support Services for Individuals with Disabilities met their treatment goals.
- **96% of clients** report being satisfied with the SSID services they received.

Services

- Residential program
- Community-based supports
- Case management
- Assistance with future planning
- Emergency monitoring
- Behavior consultation

Statistics

143 individuals with disabilities received community-based support and residential services.

Success Stories...

Traci is a 36-year-old woman with visual impairment. She enjoys her job, which JCS helped her obtain, and was able to keep working throughout most of the pandemic. Traci works with her JCS Direct Support Professional (DSP) to maximize her independence; together, they exercise, cook favorite recipes, and go on community outings. Knowing that Traci has a lifelong interest in the performing arts and is a gifted singer, her DSP began looking for arts groups that Traci could join. Now, Traci performs in local concerts, has been a featured entertainer for virtual holiday parties held by the Jewish Community Center, and has even won awards. Traci is very excited to be attending an upcoming regional competition. The very special and supportive relationship she has with her DSP has had a positive impact on Traci's self-esteem and identity as a performer. Her DSP is immensely proud of Traci's accomplishments and is always looking for new ways to help her expand her horizons.

Noah, a young man with developmental disabilities, lived with his parents while receiving one-on-one personal support services to help him increase his independence and community participation.

Recently, Noah's mother's health declined, making it difficult for his parents to continue devoting the time and energy to Noah that he needed. They were suddenly hit with the painful realization that they would not be able to take care of him forever. Our dedicated, experienced team of professionals swung into action to assist Noah's family in this new journey – consulting with them, assessing their needs, and listening to their preferences. Having built a trusting relationship with JCS, the family wanted to begin transitioning Noah to our residential program. After touring the residences, Noah and his family identified the home that was most ideal. Over a few months, Noah visited the house, joining his future housemates for dinner, getting to know them and the staff. When Noah moved into the house full-time, he was ready, and his parents felt comforted knowing their son would be well cared for and will have housemates and friends for years to come.

Institute for Professional Development

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.

Through our **Institute for Professional Development (IPD)**, we are proud to offer 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 and families they serve.

Outcome

When asked how well **IPD workshops** provided information and skills useful to their work, participants' responses averaged **4.78 out of 5**.

Topics

- Substance abuse in the workplace
- Compassion fatigue
- Gambling addiction
- Mental health first aid
- Military cultural competence
- Mindful journaling
- Ethical decision-making
- Fertility challenges
- Affirmative care for LGBTQIA+

Statistics

- **51** total workshop sessions
- **261** unduplicated professionals in attendance
- **16** attendees per session, on average
- **86.5** CEUs awarded

Human Resources

Human Resources is dedicated to ensuring a vibrant and engaged employee community committed to fulfilling the agency's mission.

Outcome

Recruitment initiatives led to **hires for 43 available positions, an increase of 215%** over the previous year.

Services

- Employee recruitment and onboarding
- Personnel support
- Benefits administration
- Retention initiatives
- Workplace safety and compliance
- Education and training

Statistics

- More than **220 employees of diverse backgrounds** and disciplines worked to fulfill the agency's mission.

JCS staff have faced pandemic pressures with great resilience, pivoting and innovating to serve their clients and the entire community. To help our staff care for themselves as they cared for others, we have provided them with additional support, resources, and opportunities, including:

- Weekly guided meditation sessions and lunchtime walking groups
- A mental health day added to our personal time off benefits package
- An extra hour per month for an enriching activity of the staff member's choosing
- Trainings and tools to support remote and/or hybrid work models
- Dedicated time during all-staff meetings for socializing

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