

I am only one,

J F & C S 2 0 0 9 - 2 0 1 0 A N N U A L R E P O R T

BUT STILL I AM ONE. I CANNOT DO EVERYTHING,

**BUT STILL I CAN
DO SOMETHING;**

AND BECAUSE I CANNOT DO EVERYTHING
I WILL NOT REFUSE TO DO THE SOMETHING
THAT I CAN DO.

— EDWARD EVERETT HALE

FROM THE BOARD CHAIR AND PRESIDENT & CEO

Dear Friends,

As a supporter of Jewish Family & Children's Service of Pittsburgh, you play an important role in improving the lives of men, women and children in our community. With your help, JF&CS lives the vision of tikkun olam ("repair the world") everyday by helping individuals and families who are struggling with lifecycle transitions, special needs and crises to tackle successfully the challenges life has thrown their way.

This past year we continued to face one of the worst recessions in modern history. The economy influenced every aspect of our lives. No one was immune. At any time in history, there will be people who are struggling and a need for JF&CS. During times of national economic hardship, however, the types of systematic challenges we face as Americans – unemployment, poverty, violence, stress – are exacerbated; and we have seen ample evidence of this in the increases in the number of people who turned to us for help during the last fiscal year.

JF&CS served a record number of clients – 7,898 – during the fiscal year covering July 1, 2009 through June 30, 2010. We saw a 55% increase in the number of individuals turning to our Career Development Center for help finding jobs, a 30% increase in the number of individuals and families receiving food and supportive services through our Squirrel Hill Community Food Pantry and an almost 400% increase in the number of struggling individuals and families turning to our *SOS Pittsburgh* Emergency Assistance Program.

We helped more people with basic needs and to get through crises than ever before. We helped people who had never called on our services before.

While other organizations and government services were shrinking, our capacity to help those who were struggling grew. Our staff continued to develop innovative programming and ways to work and collaborate more efficiently so we could meet the need with the same number of staff. No one was turned away.

The last fiscal year was not only a time of challenges, but also a time of opportunities. With support from donors and grantors, we were able to implement several new programs. For example, we launched *Friend in Deed* to help older adults get to doctors appointments, shopping and more, and to provide friendly visits. Our Career Development Center launched *Maturity Works* to provide employment services to qualifying low-income individuals and implemented onsite job fairs to match CDC clients with open employer positions. With the help of a dedicated volunteer task force, we laid the groundwork for the November 1 move of our Food Pantry to a larger space that will enable us to serve more clients and provide a higher level of service. And so much more.

When you read this Annual Report, think of the individuals and families each highlight or number represents. Behind every statistic is a human being whose life you helped to make better. The work of JF&CS would not be possible without our dedicated board of directors, loyal volunteers, professional and compassionate staff, collaborative partners and our generous donors and grantors. We are grateful for your support.

We hope you are as proud of what we accomplished as we are.

Carolyn W. Mendelson
Chair

Aryeh Sherman, LSW
President & Chief Executive Officer

Inspired by the wisdom and values of our tradition, Jewish Family & Children's Service ensures that children, adults and families facing challenging lifecycle transitions and crises have access to high-quality, affordable and relevant psychological, employment and social services.

Critical Needs & Special Needs Services

For individuals and families overwhelmed with financial and other critical issues, JF&CS social service and resource coordinators provide the support they need to get through their crises and achieve long-term stability.

ONE OF TEN AMERICAN FAMILIES

has a member with a physical or developmental disability, and this disability can affect every member of the family. From physical disabilities that impair mobility, to behavioral issues related to ADHD and developmental disorders like autism, each disability presents its own set of challenges unique to each family. The support provided by JF&CS social service and resource coordinators helps to maximize the quality of life of all family members touched by special needs.

CRITICAL NEEDS RESOURCE COORDINATION

Our critical needs program is designed to help those who are struggling to get through whatever immediate crises they are experiencing and to work with them to ensure their long-term well-being. We work with clients to understand fully the issues a client is facing, so a plan of action can be put into place to resolve each issue and get clients through their immediate crisis. We also work with clients to determine what is needed to improve things for themselves and their families in the long-term.

EMERGENCY ASSISTANCE

Those in dire financial crisis can turn to JF&CS for emergency assistance. For eligible clients, we will identify applicable community resources and help clients access them. In situations where client needs cannot be met through traditional community resources, support is available through JF&CS's *SOS Pittsburgh* fund to help pay for various one-time emergencies such as avoiding eviction, transportation to work, medical needs, past-due utility bills, critical home repair or warm clothing.

SPECIAL NEEDS RESOURCE COORDINATION

JF&CS provides support and practical help and guides adults with special needs, or families who have children with special needs, through the process of connecting with a wide range of resources.

SPECIAL NEEDS ADVOCACY

We work with clients to ensure that they have access to activities, services and benefits to which they are entitled and also work with community-based organizations to inspire understanding, inclusion and change.

COUNSELING AND SUPPORT GROUPS

To help alleviate anxiety and empower those facing overwhelming challenges to take control, we offer individualized, couple and family counseling; play therapy for children; and support groups.

FISCAL YEAR HIGHLIGHTS

- 104 households were served through Critical Needs Services.
- 470 households received assistance through *SOS Pittsburgh*, representing almost a 400% increase in households in crisis coming to JF&CS for help.
- Resource coordination and support was provided to 21 families with special needs.
- Established *Growing Together*, a new monthly support group for family members of adults with special needs.

Client Stories

Zachary's parents were just coming to terms with his autism diagnosis when it came time for him to start kindergarten. Zachary's mother and father wanted their son to succeed in school and knew early intervention was critical. But they didn't know what programs and services were available—or his legal rights as a child with a developmental disorder.

They turned to JF&CS, and our special needs resource coordinator gave Zachary's parents access to the resources they needed to make sure their son could reach his highest potential, including booklets and videos teaching them how to participate in the educational decision-making for Zachary. They learned what responsibilities the public school district had and how to take action if they disagreed with his special education plan.

Zachary now receives speech and physical therapy, psychological counseling, and the personal attention in the classroom he requires. As his needs change, his parents reconnect with JF&CS's special needs resource coordinator for additional help. Zachary is now relating better to other children and communicates more. "Without the valuable information JF&CS provided," said his parents, "we would not have known our son's rights and how to protect them—or understood how to make sure he receives the best education possible."

Jacob just was getting by with his income as a dishwasher and waiting until he turned 62 to begin receiving social security benefits. But time was not on Jacob's side when he lost his job. Without income, Jacob came to the Squirrel Hill Community Food Pantry for food assistance and was connected with JF&CS. We learned that he was facing eviction and homelessness. *SOS Pittsburgh* was the conduit that allowed the SOS case manager to make the connections with Riverview Towers staff to expedite the application process and provided the financial assistance for the security deposit and rent to bridge the gap until his social security benefits began. *SOS Pittsburgh* helped Jacob to find a safe place to live and prevented this older adult from becoming homeless.

Immigration and Refugee Services

Jewish Family & Children's Service is an acknowledged leader in helping immigrants and refugees resettle and successfully build new lives in our community. JF&CS is recognized by the Board of Immigration Appeals (BIA) and Executive Office for Immigration Review (EOIR) of the United States Department of Justice and is an affiliate agency of the Hebrew Immigrant Aid Society (HIAS).

IMMIGRATION-RELATED LEGAL SERVICES

Non-U.S. citizens in need of legal advice about an immigration-related legal matter – including bringing a family member into the U.S. or applying for permanent residence – but who cannot afford to hire a private attorney, can turn to JF&CS. Our staff includes immigration attorneys and BIA-accredited representatives, augmented by a number of volunteer attorneys. In some cases, referrals are made to other resources (such as the Immigration Law Clinic at the University of Pittsburgh School of Law).

NATURALIZATION SERVICES

Naturalization is the legal process through which individuals 18 years of age or older (who were not born here but were lawfully admitted) can become U.S. citizens. In order to be naturalized, an applicant must first be qualified to apply for citizenship. Our experienced staff helps eligible Legal Permanent Residents prepare the application, collect all the supporting documentation and prepare for the naturalization interview and test. Upon successful completion of these steps, clients take an oath of allegiance and become a citizen.

REFUGEE RESETTLEMENT

Since our inception, JF&CS has been resettling individuals and families that have fled their homes due to fear of persecution, imprisonment or death simply because of race, religion, nationality, membership in a particular social group or political opinion. Individuals granted refugee status overseas are brought to the United States by the U.S. Department of State through national voluntary organizations such as the Hebrew Immigrant Aid Society (HIAS). Post-arrival support is provided through the Office of Refugee Resettlement (ORR). As a HIAS affiliate agency, JF&CS works at the local level to resettle refugees in our communities, providing for their basic needs and acculturation into our community and workforce.

IMMIGRANT EMPLOYMENT SERVICES

JF&CS has a Career Development Center where career counselors with expertise in working with immigrants help immigrant clients to figure out how their skills and interests fit into the U.S. job market and provide the help clients need to get a job.

REFUGEE EMPLOYMENT

JF&CS refugee services staff help employable refugees to obtain a first job as early as possible after arrival in the U.S. Once employed, we help clients to maintain their jobs and (as their skills and/or English language proficiency improves) help them to move to higher level jobs that will bring them closer to economic self-sufficiency. We provide a number of services including referral to English as a Second Language (ESL) classes, job-readiness training, pre- and post-employment support, job placement and on-the-job translators – developing numerous relationships with area employers in order to facilitate placement and success.

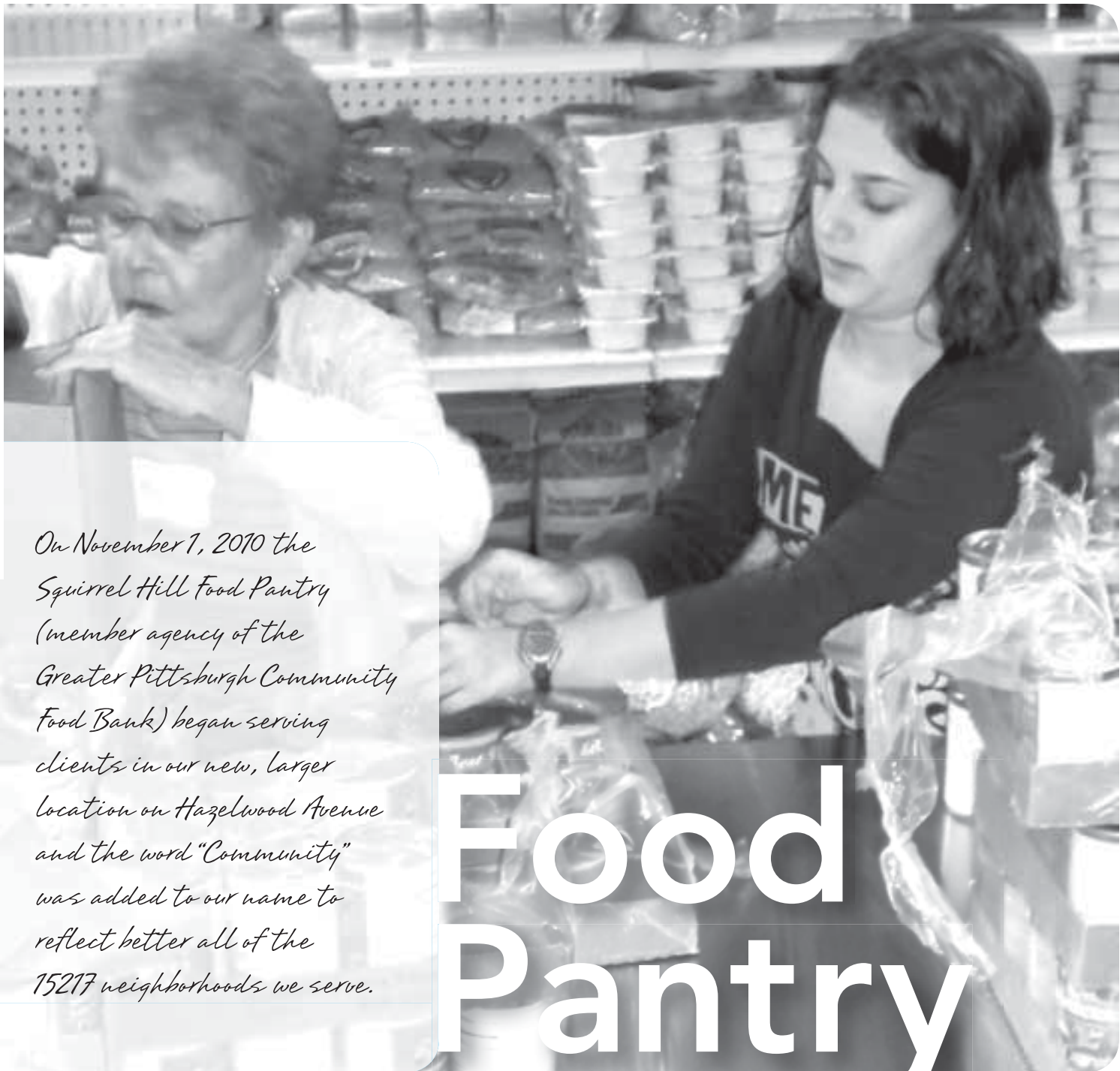
Client Story

Ganga is one of many refugees from Bhutan resettled by JF&CS. Refugees like Ganga were forced to flee this tiny Himalayan kingdom in 1991 because of ethnic persecution against ethnic Nepalis. Several thousand were imprisoned, many tortured. The Bhutanese refugees have spent almost 20 years in primitive refugee camps in Nepal. The U.S. government has offered refuge to these stateless people. JF&CS warmly welcomes these newcomers and helps them to resettle here in our community.

Ganga and his extended family were met at the airport and taken to apartments procured, furnished and stocked by JF&CS. Over the next weeks, JF&CS refugee staff connected them to vital services: government benefits programs, schools for children, English for parents, and healthcare. They received cultural orientation to learn about life in America. JF&CS employment specialists found jobs for Ganga and his wife. His young son goes to school. He is grateful to be living here in America and hopes to continue to improve his English and go back to school to obtain teaching credentials. He was a teacher in Nepal and hopes to one day become one here.

FISCAL YEAR HIGHLIGHTS

- JF&CS entered into a formal collaboration with vibrant PITTSBURGH and the new Immigration Law Clinic at the University of Pittsburgh enabling us to share cases and receive supervision from the Clinic director, a highly experienced immigration attorney.
- 1,078 immigrants and refugees received help from JF&CS's legal services with citizenship, adjustment of status, relative petition, visa extension, affidavit of support, affidavit of relationship, status inquiries, diversity visa lottery applications and more.
- 30 citizenship applicants attended classes to obtain the U.S. history and civics knowledge required for the naturalization interview.
- Five of the referrals made to volunteer attorneys by JF&CS's legal services have been granted asylum.
- JF&CS's legal services held five workshops to inform non-U.S. citizens about the importance of filing taxes and one workshop which trained volunteers to help non-U.S. citizens complete an application for a green card.
- 425 refugees were served through a variety of programs, including 124 new refugees resettled in our community.
- 11 new collaborations were established to benefit refugees and immigrants.
- More than 50 volunteers assisted in various capacities including apartment set-up, in-home visiting, office hours and youth job readiness workshops.
- Refugee staff delivered 15 presentations last year to Jewish community organizations and synagogues, churches, student groups, university classes, Carrick City Council, AmeriCorps service members, community and neighborhoods events and at refugee conferences, including three to the Jewish Federation of Greater Pittsburgh's Women's Philanthropy Keep 'Em in Stitches knitting group who met over several months to learn about the challenges of refugee resettlement and to knit warm hats and scarves for refugee families.
- Refugee Services group provided employment services to 88 refugee job seekers with 93% placement rate and 94% retention rate.
- 40 immigrant job seekers received employment services through our Career Development Center.
- Developed a brochure targeted toward employers with the objective of educating them about the benefits of hiring refugees. Testimonials to the work ethic and low turnover of currently placed refugee clients from three area employers serve to showcase the benefits of hiring a refugee.
- In collaboration with the Career Development Center, created and ran a summer youth internship program, providing work-readiness training and summer internships to 25 refugee youth with the businesses and community agencies in the Penn Hills and South Hills areas (close to their homes for ease of transportation).



On November 1, 2010 the Squirrel Hill Food Pantry (member agency of the Greater Pittsburgh Community Food Bank) began serving clients in our new, larger location on Hazelwood Avenue and the word "Community" was added to our name to reflect better all of the 15217 neighborhoods we serve.

Food Pantry

IN OUR NEW HAZELWOOD LOCATION,

we provide both non-kosher and kosher food which allows us to accept all food donations and to stretch our dollars further.

For those who keep kosher, the Va'ad HaRabanim of Pittsburgh continues to advise the Squirrel Hill Community Food Pantry (SHCFP) with respect to the kosher food certification necessary to serve Pantry clients who keep kosher. As the only food pantry in Southwestern Pennsylvania committed to meeting the needs of those who keep kosher homes, SHCFP continues to also serve qualifying individuals living outside of the 15217 zip code area who qualify for food assistance and require kosher food.

SHCFP provides food and supportive services to all those who qualify in 15217, regardless of religion, race, gender, national origin, ancestry, disability or age.

FISCAL YEAR HIGHLIGHTS

- Served 860 clients (a 30% increase) and provided 379 hours (237% increase) of social work support to Pantry clients.
- Conducted 21 presentations on hunger and poverty.
- Implemented a Pantry Facebook Fan page to increase outreach and awareness of SHCFP programs and services.
- More than doubled the number of volunteers – from 251 to 532. Volunteers are critical to Pantry operations, helping us to sort donations, pick-up and bag fresh produce, pack grocery bags, unload delivery trucks, deliver groceries to homebound clients, pick-up food donations and more.
- Launched a major endowment campaign to raise the funds needed to support the Fall 2010 move and ongoing expenses associated with the Pantry relocation.

FOOD ASSISTANCE

Families and individuals that meet income eligibility requirements qualify for emergency and/or scheduled food distributions at the Squirrel Hill Community Food Pantry. The new Hazelwood Avenue location is a client choice pantry (conceptually similar to a grocery store where clients may select what they want and need). Those who are unable to come to the Pantry due to frailty or disability receive home delivery.

SUPPORTIVE SERVICES

Hunger is typically only one of many issues our clients face. A social service & critical needs coordinator works with Pantry clients to understand the challenges they are facing and provides direct service and support as well as connection to other applicable JF&CS and community services and programs.

SUPPLEMENTAL PROGRAMMING

Our larger Hazelwood Avenue location contains a community room, and SHCFP plans to collaborate with other JF&CS departments and community organizations and businesses to offer on-site life skills and other programming of benefit to Pantry clients, including workshops on budgeting, tax preparation, parenting, job search skills and more.

Client Stories

Melissa is a single mother who works as a home care aid. She connected with the Food Pantry herself when she came into collect groceries for the woman for whom she provides care, who is a client of the Pantry. Melissa had been struggling to get by for some time since her divorce. She was the sole bread winner for herself and her children, and after her mother had a stroke, also took care of her until her death last year. "When I first came into the Pantry," said Melissa, "I first met the director and then the social worker. They are lovely, generous people. You come in and they make you feel that they know you are doing the best you can. They just do everything they can to help you. I've not met anyone at the Pantry or at JF&CS who is not an exemplary human being. When my youngest is out of school, I hope to go back to school myself (at night, in addition to working) so I can get a better job, but until then, I just thank G-d for you."

The Rose* family is illustrative of the new face of hunger: one of the many families who are asking for help for the first time. Mr. Rose was laid off from his job and had been working with JF&CS's Career Development Center. They lost their health insurance along with his lay-off, and their savings were depleted. They were struggling to make ends meet and were referred by their CDC counselor to the Food Pantry for help. The Food Pantry's social service and resource coordinator enrolled them in the Pantry program, but also helped connect them to the food stamp program and CHIP (Children's Health Insurance Program, which provides free health insurance to children in low-income families), all of which they were eligible for at the time. After several months, Mr. Rose was able to find a new job with benefits and has since regained financial independence.

**name changed to protect confidentiality*



JF&CS operates the Career Development Center (CDC), a full-service career counseling organization with more than 25-years experience helping thousands of individuals obtain meaningful employment opportunities and helping companies attract, retain and transition employees.

FOR JOB SEEKERS

CDC serves the job seeker who is just starting a career, considering a job/career change or recently laid off. We also have special expertise working with job seekers who have additional challenges including mature workers, legal immigrants, professionals with mental health issues and at-risk youth.

CAREER AND INTEREST ASSESSMENT/COUNSELING

Whether clients just can't figure out what they want to do, or think their careers may not be a good fit, but are not sure what would be more satisfying, CDC counselors help by taking them through a selected set of assessment tests that identify interests, abilities and values and how they relate to career opportunities. Many of our CDC counselors are certified in the Myers-Briggs Type Indicator or Strong Interest Inventory, the two most time-tested and research-validated assessment tools for career counselors.

JOB SEARCH ASSISTANCE

CDC career counselors assist clients in formulating specific job search plans to help them realize career goals. We help clients to identify opportunities and provide the support and encouragement along the way to keep them focused. In addition, CDC employment specialists also hold on-site job fairs on behalf of area employers.

RESUMES, INTERVIEWING AND MORE

Competition for employment is extremely tight. Recruiters and hiring managers often receive scores of resumes for each open position. CDC professionals help clients to package themselves (resumes, cover letters, interviewing skills, networking and more) and their credentials for increased competitive advantage.

WORKSHOPS AND RESOURCE CENTER

In addition to one-on-one career counseling services, the CDC offers numerous free workshops; a resource center offering online access to job banks and word processing; and scores of career related books and current periodicals.

CAREER SERVICES FOR YOUTH AGING OUT OF FOSTER CARE

Career counselors provide professional guidance and training, including job-readiness skills development and assistance in seeking out and obtaining employment opportunities.

SUMMER YOUTH PROGRAM

For the past few summers, the CDC has run a summer youth program which provides job readiness training and then placement in local internships for real-work experience. This program was originally developed for low-income youth in specifically-targeted neighborhoods and was recently expanded to refugee youth.

FISCAL YEAR HIGHLIGHTS

- CDC saw a 55% increase in the number of people turning to us for help and served a total of 1,017 job seekers.
- In October 2009, launched *Maturity Works* program to provide employment services to qualifying low-income individuals. 75 clients served. In addition, 50 clients were referred to JF&CS's critical needs and/or clinical services based on results of a *Barriers to Employment* tool used by CDC counselors to assess eligibility for *Maturity Works*.
- In collaboration with the Community College of Allegheny County (CCAC), implemented computer literacy training for mature workers. 20 mature job seekers attended the first workshop series.
- Provided five internships for mature job seekers through Allegheny County Department of Human Services Area Agency of Aging's Senior Training & Employment Program (STEP).
- Developed strategic relationships with many area employers, enabling us to collaborate on numerous job fairs and other hiring initiatives for CDC clients. We held 10 on-site job fairs which resulted in more than 20 CDC clients hired.
- Developed new workshops to meet the needs of the growing number of people needing our help in finding employment. The CDC now offers a total of 15 regular workshops each month.
- Implemented a CDC Facebook Fan page to increase outreach and awareness of CDC programs and services.
- Served more than 30 individuals through Work-Able helping adults with mental illnesses find jobs.
- Collaborated with the Pittsburgh Partnership to expand services to at-risk youth through our summer youth program, completing work-readiness training and internship placements for 25 youth from economically disadvantaged communities. Prior to internship placement, participants averaged a 93% certification passing rate through the State's YouthWorks JumpStart Success work-readiness program (the State's passing score was 70%).
- In collaboration with JF&CS's Refugee Services unit, created and ran a summer youth internship program, providing work-readiness training and summer internships to 25 refugee youth with businesses and other community agencies through the State's YouthWorks JumpStart Success work-readiness program (the State's passing score was 70%).
- Held seven employment-focused events in collaboration with the Jewish Federation of Greater Pittsburgh's Shalom Pittsburgh group.
- Collaborated with the Jewish Federation of Greater Pittsburgh and Rodef Shalom Congregation to host a community-wide event featuring Dr. Abraham Twerski, *Without a Job, Who Am I?* More than 200 people attended.
- Provided outplacement services to five area employers.

FOR EMPLOYERS

CAREER TRANSITION/ OUTPLACEMENT

Providing an outplacement benefit to displaced employees to help them become employed again quickly is a good decision. CDC staff has a proven track record in outplacement services, and we offer comprehensive, flexible programs at affordable rates.

RECRUITING SERVICES

CDC offers a range of recruiting services based on what is best for each employer client. We work to understand fully your organization and position requirements and actively source and network for each opening to identify top-caliber candidates.

MATURE JOB SEEKERS

CDC career counselors help mature job seekers learn the latest in job search techniques and strategies, specifically geared to the challenges the older job seeker faces in the current labor market. Clients have access to all CDC services. A targeted assessment tool developed by the AARP Foundation is used to assess skills, interests and gaps; identify opportunities to close those gaps; and identify possible career options.

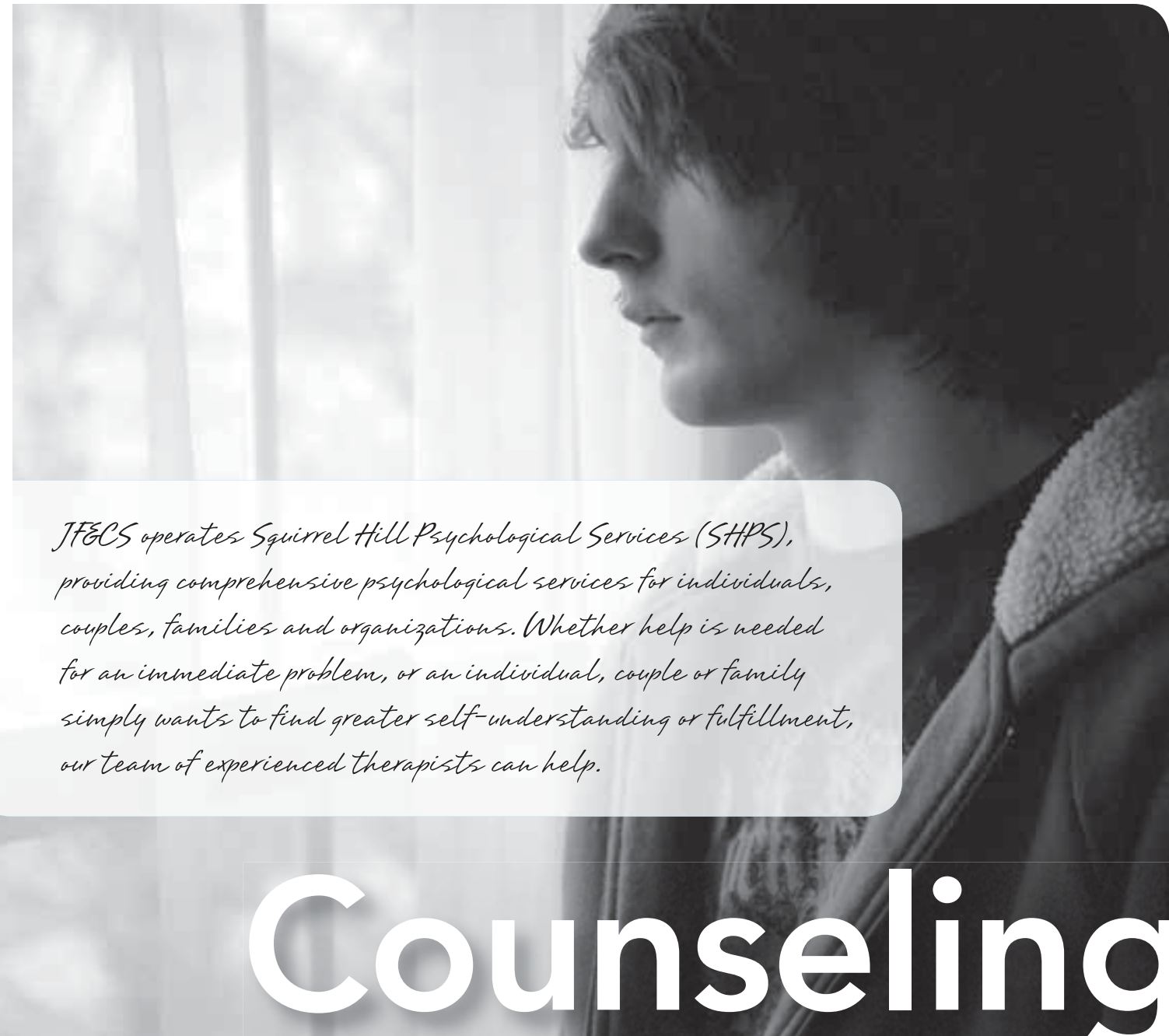
WORK-ABLE

CDC's Work-Able program serves college-educated professionals with mental health issues that are affecting their ability to obtain or maintain a job. Work-Able clients benefit from inclusion in mainstream career services and additional workshops and services designed to help them learn new ways of managing daily life and life at work.

Client Story

David* had been with his company for 15 years and expected to remain there until he retired. But he was laid off at the end of January due to a decline in business brought on by the economic downturn. "I floundered for a couple of months, not knowing where to begin," says David. He applied for quite a few openings and went on some interviews. But no job offer. David finally received a recommendation from a network contact to get help from the CDC. He attended workshops, including Job Search Strategies and Mock Interview classes. "They were all well-presented and informative," says David. "My individual career counselor and the career counselors who led workshops are extremely well-versed in the art of finding a job, but just as important, they helped me regain the confidence I lost when I was laid off."

**name changed to protect confidentiality*



JF&CS operates Squirrel Hill Psychological Services (SHPS), providing comprehensive psychological services for individuals, couples, families and organizations. Whether help is needed for an immediate problem, or an individual, couple or family simply wants to find greater self-understanding or fulfillment, our team of experienced therapists can help.

Counseling

INDIVIDUAL THERAPY

Therapists help those challenged by stressors in their lives or grappling with ongoing conflicts they've been unable to resolve alone. We have experience and expertise in a wide range of areas including depression, anxiety, self-image/self-esteem issues, relationship problems, family stress, grief, loss and more.

COUPLES THERAPY

Therapists work with couples to help them resolve ongoing problems and develop a greater level of intimacy and understanding. We have experience and expertise in a wide range of areas including communication problems,

infidelity, interfaith relationships, parenting conflicts, marriage preparation and more.

EARLY CHILDHOOD INTERVENTION PROGRAM

Training, consultation, observation, assessment and direct support and referrals for children and families are provided to preschools and daycare centers for addressing children's behavioral health needs.

FAMILY LIFE EDUCATION

During the course of the year, SHPS holds workshops and seminars, giving community members the tools and insight to address issues such as

parenting, children with special needs, stepfamilies, stress, domestic abuse and more.

DOMESTIC ABUSE COUNSELING

SHPS offers a safe, confidential environment for those who are subject to assaultive or coercive behavior by an intimate partner or family member. Often individuals in these situations might not have access to the resources to pay for service, and we will provide several therapy sessions and resource coordination at no cost in order to remove any barrier that paying for services might create. We also connect clients with emergency services, as needed.

SUPPORT GROUPS

Sharing feelings, experiences and information with others who are going through the same things you are is often extremely beneficial. They help participants feel less alone and find new coping skills. JF&CS professionals facilitate several groups that meet on a regular basis, including support groups for job seekers, caregivers, family members of adults with disabilities and those affected by multiple sclerosis.

TRAINING AND ON-SITE SERVICES FOR ORGANIZATIONS

Licensed social workers, psychologists and psychiatrists work with schools and other organizations to provide training to your staff in areas such as staff morale, conflict resolution and stress management.

CHILD/ADOLESCENT THERAPY

At SHPS, we understand the unique needs of our young clients. Therapists specializing in working with children and adolescents help them overcome behavioral or emotional difficulties. We also have a registered play therapy supervisor on staff, as another way to help our youngest clients, who might be unable to verbalize their emotions.

FAMILY THERAPY

At times family therapy may be a helpful addition to individual therapy. At other times, family therapy alone may be the best way to work through a family's challenges. SHPS therapists help families resolve conflict, communicate more effectively and find strength and support in one another.

FISCAL YEAR HIGHLIGHTS

- Mental health services were provided to 306 individuals.
- Facilitated two new programs for interfaith families: Duos Discussion Series for interfaith couples and The Grandparents Circle for Jewish grandparents whose adult children are intermarried. These programs were made possible by our community partners Shalom Pittsburgh (a project of the Jewish Federation of Greater Pittsburgh), the Agency for Jewish Learning, Temple Sinai and the Jewish Community Center.
- Provided pre-camp educational training, administration and counselor consultation and onsite crisis support to staff and campers at the JCC's Emma Kaufmann Camp.

Client Stories

Seth* was struggling in school. His grades were sliding, and he couldn't focus on his homework for any extended period of time. He started throwing temper tantrums at home, too. Seth's parents wanted to address these behaviors before they got worse. His teacher suggested medication, but Seth's parents weren't comfortable with taking that step yet.

A Squirrel Hill Psychological Services therapist evaluated Seth and respected the family's decision to not pursue medication. The therapist worked with Seth to help him become more interested and engaged in his schoolwork. The therapist also offered behavior management tips to his parents, encouraging them to enforce consequences for bad behavior and to use humor to diffuse tense moments when Seth might react with a display of his temper.

Seth's most recent report card featured A's and B's, and he has become much more interested in his schoolwork, especially in math. He is also less confrontational at home. When he does misbehave, his parents stick to their discipline plan.

**name changed to protect confidentiality*

Mr. & Mrs. Paul* had been married for 15 years, and had recently separated. They were having a hard time interacting with each other and their two young children were struggling with the changing family dynamics. "It was time to get our act together for the sake of our kids," said Mrs. Paul. "We were having trouble being civil when we were in the same room. I was having trouble not letting my children see how upset I was...A friend recommended we seek counseling and so we turned to JF&CS's Squirrel Hill Psychological Services."

A SHPS therapist helped the couple work through their anger and disappointment and helped them to learn to relate to each other in a positive fashion. The children also met separately with a child therapist who helped them to accept the separation and impending divorce, to understand it was not their fault and to better relate to their mom and dad in their new, separate roles.

**name changed to protect confidentiality*



JF&CS operates the Family Hope Connection (FHC), a licensed adoption and foster care agency dedicated to placing children in permanent and loving homes.

Adoption

FHC PROVIDES COMPREHENSIVE SERVICES

to birth parents, children in need of permanency services, families considering adoption and families who have adopted and need ongoing support. We know that adoption is a life-changing experience for all those involved, and our team of experienced adoption counselors will give clients the compassionate support and expert guidance they need—every step of the way.

COUNSELING, RESOURCE REFERRAL & ADOPTIVE FAMILY SEARCH FOR BIRTH PARENTS

We offer no-pressure counseling service, so that pregnant mothers have all the information possible to make informed decisions about their and their babies' futures, provide referral to resources and also offer post-adoption support. For those birthparents making an adoption plan, FHC will provide counseling to assist birthparents as they make decisions and choose adoptive parents.

PRE-ADOPTION CONSULTATION & EDUCATIONAL SERVICES

For those clients who are unsure of the many adoption options, FHC adoption caseworkers help clients understand each option so they can decide which path is right for them.

DOMESTIC INFANT ADOPTION SERVICES

There are thousands of birthparents every year who make the difficult decision to entrust the raising of their child to a loving, adoptive family. We help clients match with theirs. We help clients understand the costs, benefits and risks; identify a birth parent or facilitator; support clients as they go through the adoption process; and prepare home studies.

LOCAL SUPPORT FOR INTERNATIONAL ADOPTION

FHC works with agencies that specialize in inter-country adoptions, providing the local support couples who wish to adopt internationally need. We help clients understand the costs, benefits and risks; support them as they go through the adoption process; and prepare their home studies.

CHILD-SPECIFIC RECRUITMENT

FHC acts on behalf of a specific child in Pennsylvania's Statewide Adoption & Permanency Network (SWAN) to place the child in a loving, safe and permanent home.

HOME STUDIES/FAMILY PROFILES

Pennsylvania adoption law requires all prospective adoptive families to obtain a thorough assessment/home study conducted by a licensed adoption agency or social worker. The home study also is used by FHC and other SWAN partners to match families with waiting children. Whether a couple seeking to adopt is working with FHC to facilitate their adoption, or simply needs a local agency to complete their home study, we can help.

POST-ADOPTION SERVICES

FHC provides post-adoption services to families to ensure that they receive the support they need to promote successful functioning and long-term family stability. Services include information and referral, counseling and support groups, and more.

WAITING-CHILD SERVICES

There are numerous children in the public foster care system in Pennsylvania (from infants to teens) waiting for someone to step forward and make a commitment to provide them with a permanent home. FHC is a SWAN affiliate and can guide couples through the process of adopting a waiting child.

CHILD PREPARATION

FHC works with children in the custody of county children and youth agencies to give them the support and tools they need to understand and work through their past losses, so they may have a stronger sense of identify and better establish strong, healthy bonds with a permanent family.

LIFE BOOKS

FHC works with children in the foster care system – from toddlers to teens – to develop Life Books, an important tool for building self-esteem and helping them cope with their past and present circumstances.

FISCAL YEAR HIGHLIGHTS

- 207 people received services through the Family Hope Connection.
- 15 home studies were completed and two home studies updated for prospective adoptive families.
- 22 post-placement reports were completed for finalization of post-adoption care.
- Post-permanency services were provided to four families.
- 64 youth in the foster care system were provided services through our SWAN contract.
- In collaboration with the International Adoption Collaborative Training network and our local partners, FHC trained families considering waiting child adoption.
- FHC staff presented at the summer Statewide Adoption Conference.
- Implemented a FHC Facebook Fan page to increase outreach and awareness of FHC programs and services.
- We took inspiration from a remarkable 12th grader at Seneca Valley Senior High School, who worked with us in December as part of her senior project. To fulfill this service component, the teen graciously provided us with donated items we used to help prepare children for permanent homes. We were fortunate and honored to have worked with her and now be able to call her a donor.

Client Stories

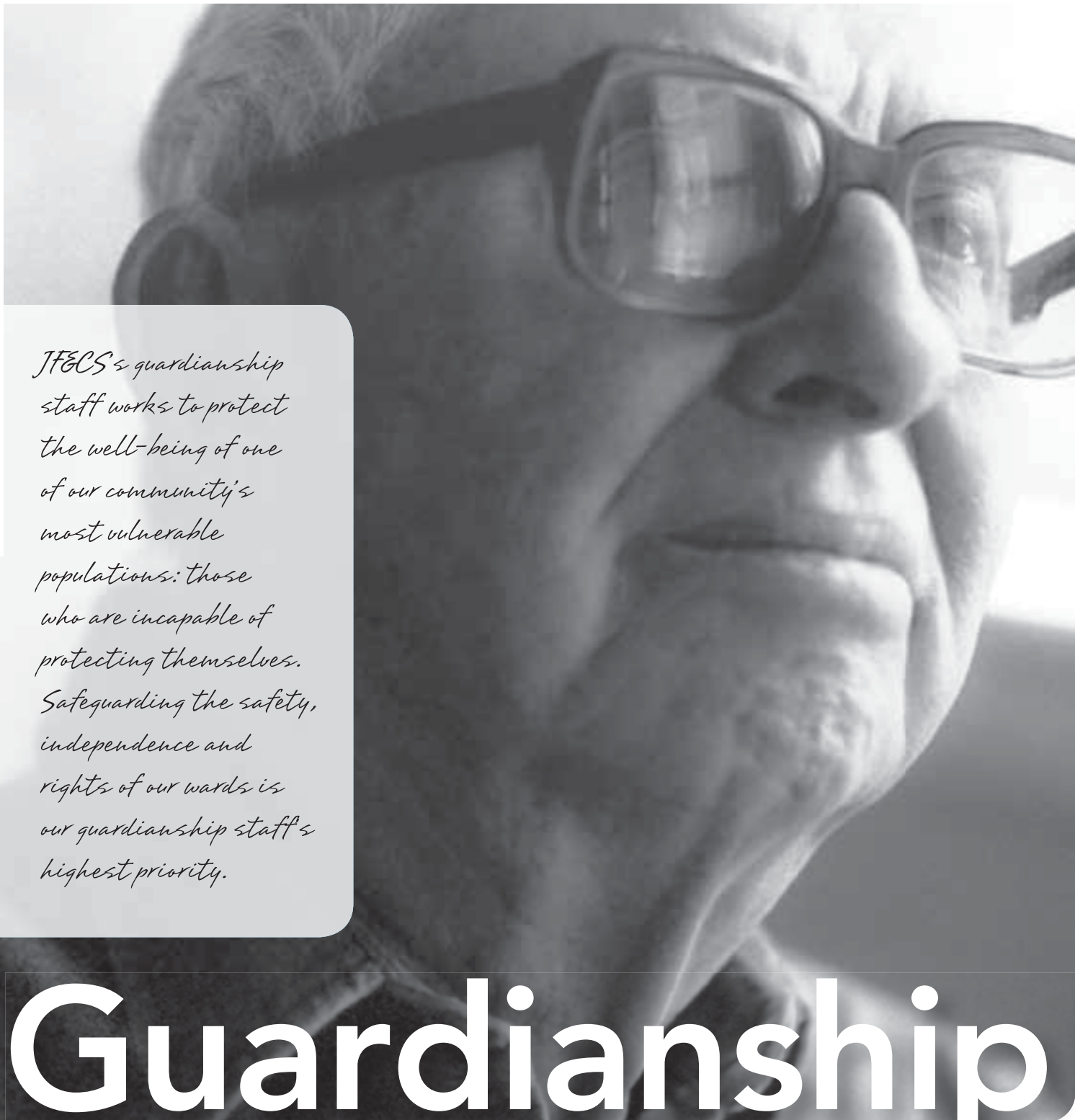
When Angela and Derek decided to adopt a second child, they told everyone they knew with the hope that a relative or a friend might be able to connect them with a birth mother. Angela's brother told them of an acquaintance in his Florida town who was pregnant but did not want to keep the baby, and they called on Family Hope Connection for help.

FHC caseworkers worked with Angela and Derek to complete all of the prerequisite paperwork and activities that are mandated for adoptive parents. The couple attended required training courses provided by FHC, and the caseworkers conducted a home study to ensure that the environment was an appropriate one for a child. They also helped Angela and Derek gather the necessary documentation, such as autobiographical essays. Additionally, when Angela and Derek had any concerns or became nervous that the birth mother might change her mind, FHC caseworkers provided support and guidance.

After securing approval from the appropriate agencies, the family was thrilled to bring a second child into their family.

After waiting for more than a year, Sharon and Leon got word that they finally would be able to adopt a Russian boy. The child would be their first, and the international adoption process is even more complex than that involved in a U.S. adoption.

Like parents adopting a child within the United States, they must submit large amounts of paperwork, complete interviews and a home study, and take parental training classes. Although they were working with an international adoption agency to facilitate the adoption, the couple not only needed additional guidance on the requirements and a local agency to prepare their home study, they also needed a supporting, sympathetic sounding board from time to time. Family Hope Connection provided that.



JF&CS's guardianship staff works to protect the well-being of one of our community's most vulnerable populations: those who are incapable of protecting themselves. Safeguarding the safety, independence and rights of our wards is our guardianship staff's highest priority.

Guardianship

COMPREHENSIVE GUARDIANSHIP SERVICES

are available to individuals who have been determined by Family Court to be incapacitated and no longer able to make their own decisions. JF&CS serves clients ("wards") through a private guardianship program, well as through a contract with the Allegheny County Department of Human Services.

FISCAL YEAR HIGHLIGHTS

- Provided guardianship services for 88 clients, representing a 13% increase over prior year.
- Implemented a new Power of Attorney (POA) program which served 15 clients in its first year.
- Our third guardianship caseworker received certification by the *Center for Guardianship Certification*. Although not required by Pennsylvania law, this nationally-recognized certification confirms staff qualifications and adherence to universal ethical principles and standards of excellence in guardianship. All JF&CS guardianship caseworkers are now certified.

GUARDIANSHIP OF PERSON

JF&CS's duties as guardian of person include making daily decisions about the ward's personal affairs. We work collaboratively with attorneys, physicians and others, as applicable, to make the best decisions possible for our wards.

GUARDIANSHIP OF ESTATE

In exercising our duties as guardian of estate, JF&CS manages the financial responsibilities of the ward's estate exclusively for the benefit of the ward.

POWER OF ATTORNEY

Through written and notarized Power of Attorney (POA) documents, individuals can bestow upon JF&CS the legal power to act on their behalf according to the terms of the document when the individual is no longer able to do so. With a POA, Advanced Health Care Directives are able to be put into place by the individual and carried through by the Guardianship caseworker.

Client Story

Sandy has mild mental retardation. Upon the death of her parents, her uncle became her guardian. Her father had left her a substantial amount of money and a home in Bethel Park with the hope that she would be well cared for and her needs would be met. Unfortunately, her uncle is believed to have used her inheritance for his own benefit and sexually abused Sandy.

She was then appointed a successor guardian, B. who was extremely negligent in fulfilling her responsibilities. She sold Sandy's family home and purchased another home in ill-repair for Sandy and hired a caregiver that took advantage of Sandy for a decade, encouraging her dependence upon her and encouraging Sandy to rack up approximately \$20,000 in debt. Guardian B. neglected to pay the credit card bills and numerous other bills. She neglected to have necessary repairs made to the home and caused Sandy to lose her medical insurance.

JF&CS was appointed successor guardian in 2008. JF&CS no longer permitted the "care giver" to live off of Sandy and was able to move her out of Sandy's home. Although the guardianship staff was aware that Sandy's ability to care for herself was limited, the extent of her limitations soon became even more evident. Our hope for Sandy was to move her into a semi-independent apartment setting where she would have staff to help her learn daily skills of independence and provide the opportunity to make new friends and develop a fuller social life with new experiences.

Sandy's home was successfully sold and after a great deal of hard work and advocacy on the part of our guardianship staff Sandy is now residing in a semi-independent apartment setting. The residential staff helped Sandy to learn many skills of daily living. She has a roommate who has become her best friend. She has a boyfriend. She is involved in many social activities with her peers. She has found a new sense of accomplishment and confidence which had been lacking for many years. She is truly a success story and we look forward to watching and helping new chapters unfold for her.



JF&CS administers the Jewish Federation of Greater Pittsburgh's Central Scholarship & Loan Referral Service (CSLRS) program and JF&CS's Sarah and Tena Goldstein Memorial Scholarship Fund.

Scholarship

FISCAL YEAR HIGHLIGHTS

- More than \$400,000 in scholarships was awarded to 186 area Jewish students for the 2009-10 academic year from the *Central Scholarship & Loan Referral Service (CSLRS)* of the Jewish Federation of Greater Pittsburgh and the *Sarah and Tena Goldstein Memorial Scholarship* of JF&CS at the annual ceremony on July 28th.
- Launched an independent website for CSLRS to better brand the program and better serve parents and students searching for scholarship information.

CSLRS COORDINATES THE EFFORTS

of a group of organizations, agencies and scholarship endowment funds, which provide scholarships to local Jewish students enrolled in an accredited institution of higher education. With one application, qualified students with financial need have access to numerous scholarships.

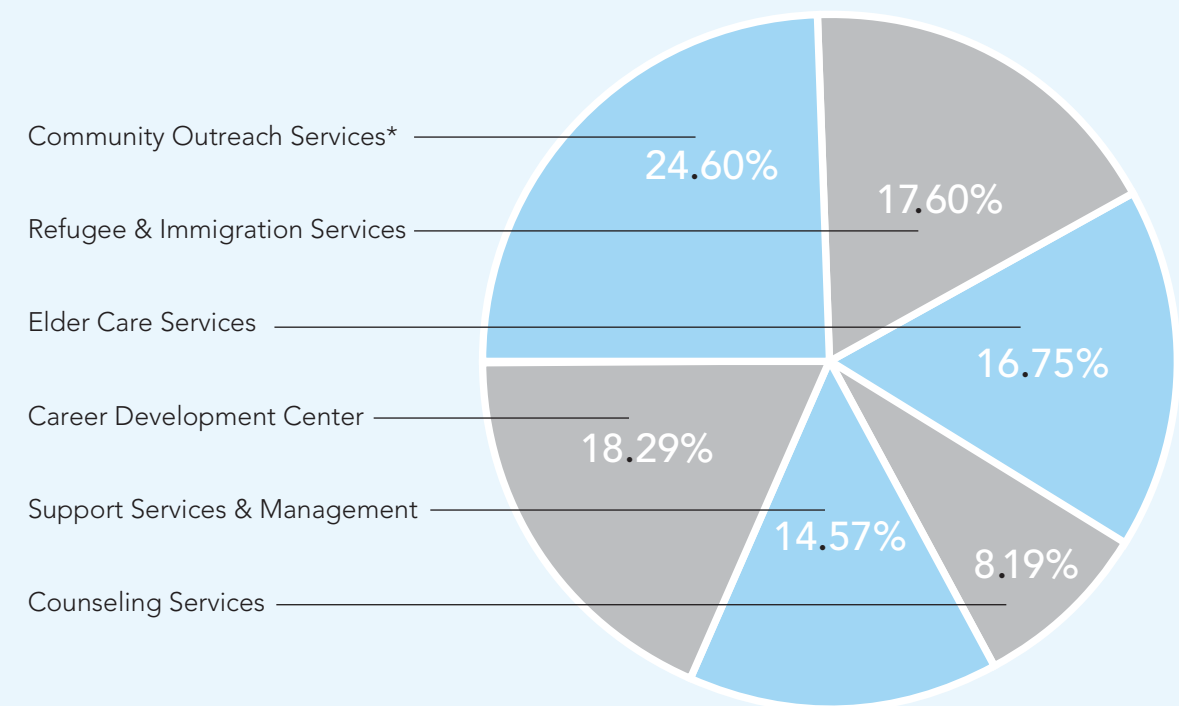
Client Story

Sam is a husband and father of three. The scholarships he received through the Central Scholarship & Loan Referral Service (CSLRS) helped him realize his dreams of getting an MBA. He graduated from the Tepper School of Business at Carnegie Mellon University this past spring and is working here in Pittsburgh. "It's impossible to understate how much the scholarships and the tremendously positive experience I had meant to me and my family," said Sam. "I was able to concentrate on my studies and my family, and also continue my commitment to my synagogue. I could not have done it without CSLRS."

2009-2010 FINANCIAL HIGHLIGHTS

Community Outreach Services*	24.60%	\$1,030,660
Refugee & Immigration Services	17.60%	\$737,474
Elder Care Services	16.75%	\$701,557
Career Development Center	18.29%	\$766,018
Support Services & Management	14.57%	\$610,431
Counseling Services	8.19%	\$343,128

TOTAL **\$ 4,193,791**



*Includes Guardianship, Family Hope Connection, Squirrel Hill Community Food Pantry, SOS Pittsburgh and Critical Needs, Outreach, Special Needs, Central Scholarship & Loan Referral Service

FOR PERIOD JULY 1, 2009 THROUGH JUNE 30, 2010

2010-2011 BOARD OF DIRECTORS

CHAIR

Carolyn Weisberger Mendelson

CHAIR-ELECT

Joel M. Rosenthal, CPA

VICE-CHAIRS

James A. Epstein

Jeffrey D. Freedman, PhD

TREASURER

Stanley Levine

SECRETARY

Fern Grossman Schwartz

AD HOC MEMBER

Wendy M. Mars, PhD

DIRECTORS

Gail Childs

Rachel Brown Clark

Margery Dubner

Milton Eisner

Wendy West Feinstein

Steven S. Hausman

Jan Henry

Rabbi Amy B. Hertz

Stephen H. Jordan, Esq.

Richard D. Kalson, Esq.

Judge Lawrence W. Kaplan (retired)

Matthew A. Keller, MD

Curtis B. Krasik

David R. Lassman

Cheryl Moore

Stefani J. Pashman

Louis B. Plung, CPA

Ann Bass Roth

Marlene Silverman

DIRECTORS EMERITUS

Jack L. Bergstein, Esq.

Sidney Busis, MD

Donald B. Butler

Dan B. Frankel

Edwin I. Grinberg, Esq.

Richard I. Halpern, Esq.

Ronald G. Hartman, Esq.

Michael H. Levin, CPA

Gerald Ostrow

Mitchell Pakler

Dolores Roskies

Joel Smalley

Lynn J. Snyderman, Esq.

Jeffrey W. Spear

JF&CS STAFF & CONSULTANTS

Aryeh Sherman, LSW,
President & Chief
Executive Officer
Linda Ehrenreich,
Chief Operating Officer

FISCAL

Cindy Paganico, Chief
Financial Officer
Susan Kohser, *Billing/Fiscal*
Administrator
Alliene Lees, *Payroll/Fiscal*
Administrator
Marcia Siegel, *Fiscal Operations*
Administrator

Consultant:

Heather Bonime

INFORMATION TECHNOLOGY

Warren Sufrin, Director

COMMUNICATIONS & DONOR RELATIONS

Laurie Gottlieb, Director
Lara Daly, *Donor*
Communications Specialist
Kelly O'Brien, *PR Associate*

Barry Rudel,
Development Officer

GRANTS

Linda Ehrenreich, Chief
Operating Officer
Jackie Foor, *Grant Writer*

ADMINISTRATIVE SUPPORT

Alice Vernon, Executive
Secretary/Office Manager
Scarlet McNeal, *Medical*
Records Administrator
Sherry Suber, *Receptionist/Clerk*
Typist

CAREER DEVELOPMENT CENTER

Linda Ehrenreich (JF&CS
COO), Acting Director
Sandra L. Coda, *Career and*
Employment Counselor
Joseph P. D'Anna, *Career and*

Employment Counselor
Dorcas Evans-Miller,
Information & Referral
Employment Specialist
Patrick Ferraro, *Employer*
Relations Coordinator
Estee Gelman, *Program Assistant*
Justin Kelly, *Career and*
Employment Counselor
Wendy Solomon, *Client*
Coordinator
Nicole Stanish, *Program*
Specialist
Jeanne Williams, *Career and*
Employment Counselor

Consultants:

Betty Berkely
Mark Lepore
George Ponticello

OLDER ADULT SERVICES

Jordan Golin, PsyD, Director
Holly Anderson, *Resource*
Coordinator
Pearl Averbach, *LCSW,*
Geriatric Care Coordinator &
Psychotherapist
Therese Bissonnette, *Resource*
Coordinator & Therapeutic Escort
Sandy Budd, *LCSW,*
Geriatric Care Coordinator &
Psychotherapist
Laura Burns, *Coordinator of*
Volunteer Services
Lori Grable, *Coordinator of*
Caregiver Services
Maxine Horn, *AgeWell*
Pittsburgh Information &
Referral Specialist
Linda Marino, *Resource*
Coordinator
Barbara Rosenberg, *Caregiver*
Connection Volunteer
Marie E Seirp, *Resource*
Coordinator
Stefanie Small, *LCSW,*
Geriatric Care Coordinator &
Psychotherapist
Laura Verbe, *Resource*
Coordinator

Consultant:

Ari Gildengers, M.D.

FAMILY HOPE CONNECTION

JoAnn White, Director
Erin Barr, *LSW, Foster Care &*
Adoption Caseworker
Deborah Kelly, *Foster Care &*
Adoption Caseworker
Diane Stol, *MSW, Foster Care &*
Adoption Caseworker

GUARDIANSHIP

Nicole Iole, Director
Dan Lichok III, *Guardianship*
Caseworker
Patty McKeown, *Guardianship*
Caseworker
Rosalyn K. Rabinowitz, *Fiscal*
Assistant

IMMIGRATION LEGAL SERVICES

Sheila Velez-Martinez (Pitt
Law, Director, Immigration Law
Clinic), Consulting Supervisor
Jamie Englert, *Accredited*
Representative
Joyce Gallagher Ramirez,
Immigration Attorney
Svetlana Geguzina, *Immigration*
Counselor/Accredited
Representative

REFUGEE SERVICES

Leslie Aizenman, Director
Sarah Altmeyer, *Refugee*
Employment Specialist
(AmeriCorps)
Judy Berkowitz, *Service*
Coordinator
Caitlin Delich, *Refugee*
Caseworker (AmeriCorps)
Alla Puchinsky, *Refugee*
Case Manager/Medical and
Benefits Specialist
Alexis Szymanski, *Refugee*
Case Manager
Sancha Rai, *Translator & Case Aide*
Dawn Zuckerman, *MSW,*
Refugee Employment Specialist
and Program Coordinator

SQUIRREL HILL COMMUNITY FOOD PANTRY

Becky Abrams, MSW, Director
SHCFP & SOS Pittsburgh
Claire Burbea, *Social Service*
and Critical Needs Coordinator
Jim Simeone, *Aide*
Lindsay Stewart, *Coordinator*

SQUIRREL HILL PSYCHOLOGICAL SERVICES

Jordan Golin, PsyD, Director
Mary Ann Eppinger, *M.D.*
Medical Director
Pearl Averbach, *LCSW,*
Geriatric Care Coordinator &
Psychotherapist
Bari Benjamin, *LCSW, BCD,*
Psychotherapist
Sandy Budd, *LCSW,*
Geriatric Care Coordinator &
Psychotherapist
Ellie Eisenstat, *MPS, MSW,*
Program & Resource Coordinator
Wendy Levin-Shaw, *LCSW,*
Psychotherapist
Linda Marino, *Resource*
Coordinator
Stefanie Small, *LCSW,*
Geriatric Care Coordinator &
Psychotherapist
Barbara Wollman, *LCSW, BCD,*
Psychotherapist & Registered Play
Therapy Supervisor

Consultants:

Harry Ash, M.Ed.
Anthony Isacco
Maria Luczkow, MSW, LCSW

CENTRAL SCHOLARSHIP & LOAN REFERRAL SERVICE

Alayne Lowenberger, Director

Consultant:

Dana Himmel

FOR A FULL LISTING OF JF&CS AND
SQUIRREL HILL COMMUNITY FOOD PANTRY
SUPPORTERS, CONTACT US.



**JEWISH FAMILY &
CHILDREN'S SERVICE
OF PITTSBURGH**

Jewish Family & Children's Service

5743 Bartlett Street
Pittsburgh, PA 15217

T: 412-422-7200

F: 412-422-9540

E-mail: info@jfcspgh.org

Web: www.jfcspgh.org



ACCREDITATIONS, RECOGNITIONS, LICENSES AND MEMBERSHIPS

- Accredited by the Council on Accreditation for Families and Children
- Licensed by the Commonwealth of Pennsylvania Department of Public Welfare for Outpatient Counseling
- Licensed by the Commonwealth of Pennsylvania Department of Public Welfare for Adoption, Foster Care and Private Child and Youth Services
- Licensed by the Commonwealth of Pennsylvania Department of Health as a Home Care Registry
- Recognized by the Board of Immigration Appeals of the U.S. Department of Justice to provide immigration services to foreign-born individuals with limited financial resources
- Recognized by the United Way of Allegheny County for Excellence in Health and Human Services
- Member Association of Jewish Family & Children's Agencies
- Member International Association of Jewish Vocational Services
- Member North American Council on Adoptable Children
- Member Three Rivers Adoption Council Consortium
- National Affiliate Elder Support Network

Jewish Family & Children's Service of Pittsburgh is a 501(c)(3) nonprofit organization. Services are provided and referrals are made without regard to race, gender, color, national origin, ancestry, religious creed, disability or age.

Adoption • Career Counseling, Job Search & Outplacement Services • Counseling • Critical & Special Needs • Elder Care Coordination & Caregiver Services • Food Pantry • Guardianship • Immigration Legal Services • Refugee Services • Scholarship



careerdevelopmentcenter.org



fhcadopt.org



sqfoodpantry.org



squirrelhillpsych.org