familymatters
SUMMER 2002
A PUBLICATION OF JEWISH FAMILY & CHILD SERVICE

WHAT'S INSIDE

PAGE 2

- Message from the President and the Executive Director (cont.)
- Board of Directors

PAGE 3-6

- 2001 Honour Roll of Donors

PAGE 7

- Program Highlights
- 2002 Friends Campaign

BACK PAGE

- 2001/2002 Financial Report
- JFCS Mission Statement

2001/2002 Annual Report

Message from the President and the Executive Director

Our tradition teaches that the measure of a community is how the community cares for its most needy members, those who are most vulnerable. We are directed to advocate for those who may be unable to advocate for themselves. When a need is identified, we are compelled to respond. Our tradition does not permit us to stand idly by. These teachings and values are embodied in the services and mission of Jewish Family & Child Service.

"For over 130 years we have been serving individuals and families throughout Toronto. In 2001/02 we aided over 10,000 people."

We are always amazed when someone says, "I didn't know JF&CS did that," referring to one of our community, family or children's services or programs. For over 130 years we have been serving individuals and families throughout Toronto. In 2001/02 we aided over 10,000 people. While we continue to always find innovative ways to serve individuals and families in need, we are proud of our ability to respond to the needs of our community, updating and adding services to society's constant changes. For instance, this year we expanded our groups and workshops for the changing family, introduced FAST (Families and Schools Together) to help troubled families, renovated and expanded our children's metal health and day treatment centre (Diamond Centre), adding a fifth classroom, and launched a respite program for developmentally disabled children.

Strategic Initiatives

"We cannot cause the wind to blow the way we want it to, but we can so adjust our sails that they will take us where we want to go"

– Author Unknown

Guiding an organization without a plan would be like sailing a boat without a rudder. No sailor would trust a craft through fickle changes in the wind. Likewise, no Board of Directors of a non-profit organization would leave the future to chance. Planning is a tool that can help guide our organization to a more certain and successful future.

During the last few months, the Board and staff of JF&CS embarked on a journey of strategic planning to prepare for future challenges.

We gathered information, identified trends, conducted focus groups with Board members, staff, funders and clients, and established new strategic directions for 2002-2005.

We identified external and internal factors that influence the Agency, as well as information about the organization's current strengths and weaknesses. Some of the findings were:

- According to a report prepared jointly by United Way of Greater Toronto and the Canadian Council on Social Development, entitled "A Decade of Decline", "the rising poverty and growing income inequality is a serious threat to the social and economic health of the city and its residents."
- There is a decrease in available and affordable housing, which is a key factor in creating stability and helping families. More than 60,000 households are on a list for housing in Toronto. Increasing complexity of needs in the community is likely to continue. This will place a higher demand on the wide range of services provided by JF&CS.
- The current government is committed to a focus on child protection and has increased its funding in this area. However, given the current tight economic conditions, there are indications that new constraints may be imposed and that the government, in making its allocation decisions, will see its priorities as the highly visible Ministries of Education and Health.

Continues on page 2

Message from the President and the Executive Director *cont.*

- The trend toward higher levels of accountability and reporting is ongoing. The most visible impact on the Agency is the requirement for increased volumes of reporting.
- Significant competition will continue for funding generally, with both the United Way and the UJA Federation experiencing demands from many different sources.
- Analysis undertaken by the Canadian Centre of Philanthropy indicates that both the national donor base and the national donor participation rates are shrinking. Although total annual charitable giving is increasing, there is declining donor participation, with larger gifts from a shrinking pool of donors.
- The Jewish community movement to York Region is evidence of a significant shift in population and requires the Agency to consider new and different ways of delivering services.
- JF&CS holds a leadership position in the social service sector. The Agency has to continue to innovate and be responsive to changes in the community, as well as to individual client needs.
- Although the Agency continues to balance its budget and once again, has had no deficit, the future financial well being of the organization is a source of concern. Resources are thinly stretched.
- With changes in the delivery of child welfare services there is some concern about the dilution of the integrated service delivery model of the Agency.
- External communication and letting the community know "who we are" and "what we do", need to be improved.

The Board of JF&CS, along with senior staff, reviewed the material and implications for JF&CS. As a result, three major strategic priorities were developed to proactively set the stage for delivering our mission to the community.

The three priorities are:

- Reaffirming a focus on prevention and wellness, while continuing to provide a full range of services;
- Continuously improving and building capacity in critical areas;
- Enhancing sources of funding.

These priorities are flexible, adaptable to changing conditions, unforeseen influences or new opportunities.

These priorities provide a clear strategic direction for the efforts of staff and volunteers over the next three years. With a focus on wellness and prevention, the Agency will expand and enhance its range of services. With a focus on building capacity, the necessary internal infrastructure and human resource strength will be developed to deal with the uncertainties presented by the external environment. With a focus on enhancing funding sources, there will be opportunities to obtain and expand best practices and service delivery, regardless of possible shifts in priorities from funders.

Community & Professional Support

We are extremely grateful for the skilled professional and support staff, as well as our foster parents who are deeply committed to the Agency mission and live it every day in their work. We are also privileged to have active and committed Board members and community volunteers who share their time and talent to make this Agency a viable, caring community resource.

Our partners, the Ministry of Community & Social Services, the United Ways of Greater Toronto and York Region, the UJA Federation, as well as individual donors, make it possible for JF&CS to continue its mission in the face of limited dollars and the ever-increasing demand for services.

We thank you for your support of the important work we do. We will do everything possible to remain worthy of your confidence in us. ■

Cecile Zaifman *Gordon Wolfe*

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2001 Honour Roll of Donors

We gratefully acknowledge the individuals, foundations and corporations listed here, as well as those who wish to remain anonymous. They all have a special relationship with JF&CS. Dedicated to its goals and committed to strengthening the family and our community, they have joined the Agency in its work and have undertaken a personal responsibility for its future.

Every effort has been made to ensure the proper recognition of each donor.
This list includes donations received in the 2001 calendar year. If you have any questions, please call 416-638-7800 extension 214.

We gratefully acknowledge the very generous bequest of $250,000 by William Solomon ז״ל, which has established the William Solomon Scholarship Fund.

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2001 Honour Roll of Donors

"With your help, I was able to make many important decisions in my life and then follow through with them.

You also helped me through a lot of troubling situations, like the loss of my parents and my job.

You did make me learn how to stand on my own. Thank you."

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"I would like to thank you again. The best feeling is that I am sure now if I am in trouble there is somewhere and someone who cares and I am not alone in the whole world.

I appreciate everything that was done for my family."

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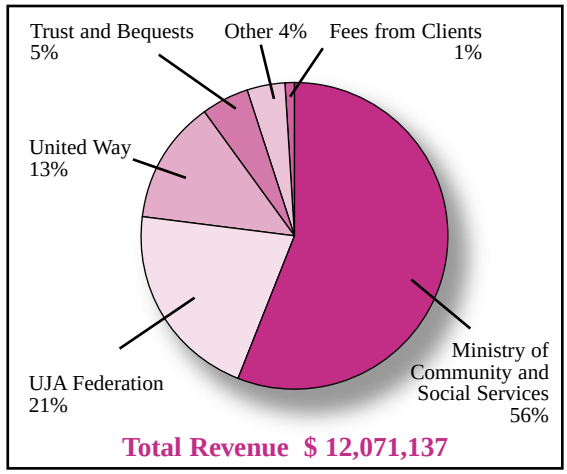
Jewish Family and Child Service
2001/2002 Financial Report

12 Month Period Ended March 31, 2002

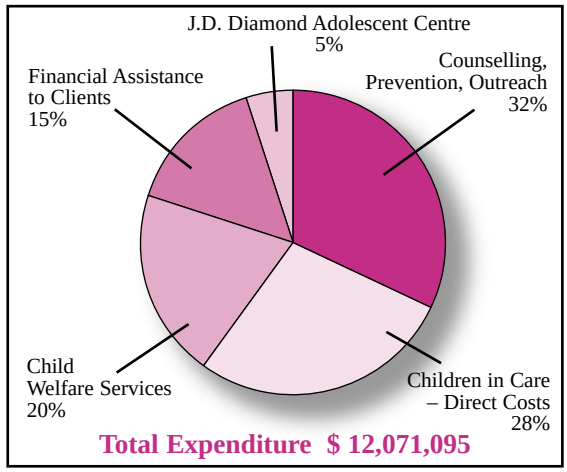
REVENUE:

Ministry of Community & Social Services	$ 6,726,494
UJA Federation of Greater Toronto	2,497,299
United Way	1,618,708
Trust and Bequests - Clients and Special Programs	550,369
Other Income	530,955
Fees from Clients	147,312
Total Revenue	**$ 12,071,137**



EXPENDITURES:

Counselling, Prevention, Outreach	$ 3,847,077
Children In Care - Direct Costs	3,431,066
Child Welfare Services	2,400,320
Financial Assistance to Clients*	1,845,549
J.D. Diamond Adolescent Centre	547,083
Total Expenditures	**$ 12,071,095**
Surplus (Deficit)	**$ 42**



**Includes camp and Passover assistance, and direct administrative costs.*

OUR MISSION

To support and promote the healthy development of individuals, families and communities in the Greater Toronto Area through prevention, protection, counselling, education and advocacy services, within the context of Jewish values.

Please help us keep our records up-to-date by informing us of any changes in your address or other information: ***(416) 638-7800 ext. 214*** *or* ***kpaikin@jfandcs.com***

Jewish Family and Child Service
4600 Bathurst Street,
Toronto, Ontario M2R 3V3
E-mail: **info@jfandcs.com**
Website: **www.toronto.com/jfcs**

President: **Cecile Zaifman**
Executive Director: **Gordon Wolfe**
Managing Editor: **Karen Paikin**
Layout: **Flying Mouse Design**

ACCREDITED

FUNDED BY:

UJA Federation — No one gift changes more lives.

United Way

Ministry of Community and Social Services — Ontario

Program Highlights - A Year of Accomplishment and Growth

Services to Protect Children & Youth

- Investigations and assessments were carried out on behalf of 474 children at risk of abuse or neglect.
- In-care services (residential care) were required for 140 children for 32,847 days.
- *One Shul: Two Homes* was launched in order to obtain more foster homes.
- Crown Ward Review by Ministry of Community & Social Services gave the Agency a compliance rating of 85.7%.

Supportive Services to Vulnerable Individuals & Families

- Financial assistance of 1.6 million dollars was distributed to over 2,600 adults & children living in poverty.
- Camping opportunities were provided for 275 children & adolescents.
- Jewish Hospice Program assisted 130 families in caring for their terminally ill relative.
- Just-a-Second Shop served over 12,000 customers in need of good used clothing.
- Counselling and case management services were delivered to 2,100 individuals or families.

Volunteer Services

- Chaplaincy Program - through our *Juniors for Seniors* program, 800 day school students visited various nursing homes.
- Multi-lingual Access volunteers assisted 400 individuals with linguistic or cultural barriers to obtain resources and services.
- Jewish Big Brothers & Sisters provided ongoing companionship to 30 children.
- Chanukah gifts were received by 500 children through the generosity of many volunteer groups and individuals.

Group Services

- Family Life Workshops and single session presentations were delivered to over 2,500 participants on common areas of personal development and family life.
- Emotional Support & Socialization groups, ranging from our *Bagel Club* to *Pathways to Employment* supported 75 individuals.
- *Picking Up The Pieces*, a program for divorced and separated families, served 30 parents and 36 children.
- *One Family: Two Homes* (a workshop as part of our Changing Family Program) serviced 45 parents and 52 children.

Diamond Centre

- Utilization rate was 102% during the past year, with a waiting list of over 50 students as of March 31, 2002.
- *Boundless Adventure* provided an adventure-based learning experience for 4 parents (3 mothers and 1 father) and their teenagers (3 sons and 1 daughter).
- Parenting Group for 14 parents was facilitated by the Centre's social workers.

Services for Families Where There is Domestic Violence

- Woman abuse was a major factor in 268 cases served by our woman abuse team of social workers.
- *Here to Help*, a joint program of 7 social service agencies, provided support and counselling to 77 children who have witnessed violence in their homes.

Community Connection Services

- School social workers in the day schools conducted 395 issue-related classroom groups on relationships, bullying and conflict management.
- Russian speaking staff serviced over 400 students in 11 schools in the Finch/Bathurst family of schools.
- *SEPT* (Settlement & Education Partnership in Toronto) staff provided assistance to 2,500 families to help facilitate the adjustment of newcomer families.
- York Region staff maintained ongoing contact with 12 public schools in York Region, offering consultation to school personnel and prevention services to students and their parents.
- Family Resource Centre hosts up to 300 parents and caregivers every week at its drop-in program.

Services for Families of Children with Special Needs

- An integrated camping experience took place for 18 special needs children, made possible through the Harrowston Fund.
- Family Support Workers helped 101 families to maintain their developmentally disabled children in their own homes.
- Respite care was made possible for 52 families through a special grant from the Ministry of Community & Social Services.

JFCS
FRIENDS CAMPAIGN

Please remember
to support our
2002 Friends Campaign
by sending in
your donation today.

For more information, call
(416) 638-7800 ext. 214

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"We are sure that the time will come when our family will be able to help people from our community just like you help us now.

Thank you again for your understanding and kindness to us."

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"I would like to express my gratitude for the Passover supplement...

I have not enough words to describe how great I felt standing in the line at the supermarket to pay for the kosher food I bought for Passover Seder."

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