





For 100 years, Jewish Community Services (JCS) has been a beacon of hope, comfort and humanity serving the Jewish and broader communities of South Florida with a focus on cultural competence and inclusion to reflect our vibrant diversity. Our values and dedication to service in providing a single high standard of quality of care to all in need have served as our hallmark. These values along with the confidence and trust of the South Florida community and our funders allow fulfillment of our obligation to provide a safety net of caring human services with dignity and compassion.

During this year, we bid farewell to Fred Stock, our President and CEO who served us well during his long tenure. Together, we look forward to building on the successes of the past as we transform JCS to pursue opportunities in a strategic manner to serve our community.

While this year we honored the centennial legacy of our agency and its people, it was a year that posed significant and unprecedented challenges resulting from the COVID-19 pandemic. JCS experienced a dramatic increase in the need for food and resources as we continued to provide essential support services to members of our diverse communities in new ways, using innovative approaches to reach those in our community who are experiencing significant hardship in the areas of food sufficiency, economic sustenance and emotional support. Our front-line staff has stepped in and stepped up to ensure that we scaled up to address the human service needs of our community and approached each challenge with a lens of the art of what is possible. Our single standard of high quality services has reached close to 2000 new families and individuals, while taking every precautionary measure to keep our clients, staff, and volunteers safe. This is extraordinary given the limited resources and unlimited human needs for food, emotional and economic support we have experienced in the past few months, and which we continue to see as a result of COVID-19 impacts on our society, the economy and most importantly on members of our community. The boundless energy and selfless dedication of our front-line direct service teams and the internal staff who support them continue to inspire us. They are truly our community's hometown heroes.

As JCS prepares to begin a new century of services, we will build upon the strength of our organization's track record for service excellence, cultural sensitivity and love of community. We are committed to continue addressing the needs of the poor and disenfranchised consistent with the Jewish values which serve as the foundation of our work.

Consider these highlights of the 40+ programs provided by JCS as we begin a new century of client-focused services for our community:

### **Holocaust Survivor Services**

Our 600+ Holocaust Survivors continue to be cared for with focused attention and high-quality compassionate care to ensure their nutrition, economic and emergency needs are addressed by our JCS Case Management professionals. As a result of COVID-19, home health aides and case management professionals have implemented extraordinary precautionary measures to ensure the maintenance of client well-being, healthy homes and work environments, and provided protective supplies, food, medicine, housing and overall client-focused economic assistance to our frail, elderly clients.

### **Senior Services**

JCS has re-invented the ways nutritional food support is delivered to senior clients. In the last two months, JCS provided home delivered kosher meals to over 350 new clients. Many of these clients attended the five congregate meal sites temporarily closed as a result of COVID-19 pandemic. This is in addition to our 500 established clients who receive meal deliveries every week. Our JCS LGBTQIA+ professionals launched a variety of daily online activities and classes for our seniors including topics such as yoga, computer literacy, exercise, health lectures, support groups, and conversational Spanish. These programs are available

to the entire community. A grocery shopper service and telephone reassurance program are actively serving our homebound senior clients, as is an online shopper initiative.

### **Counseling and Case Management**

JCS launched a Tele-Mental Health initiative to provide accessible mental health counseling services through a safe and secure video conferencing platform. Over 68% of counseling clients seen throughout the pandemic have taken advantage of this agile approach to continue therapy sessions. In addition, staff launched an online webinar series that provides self-help information to members of our community focused on coping and stress reduction given the new normal of at-home schooling, remote work, and the economic impacts on individuals, families, and the community. Shalom Bayit (Peace in the Home) and Yehi Ohr programs continue to care for community members and their families through innovative culturally competent, evidence-based methods.

### **Food Distribution**

Loss of employment, underemployment and school closures have led to an increase in the amount of food needed by existing and new clients to provide nutritional sustenance to their families. Our JCS Kosher Food Bank, its generous donors and dedicated corps of community volunteers has served over 1600 individuals and families in the last two months alone. On a daily basis, we reinvent our methods of service and expand our reach and resources to support individuals and families that are experiencing food insufficiency. New partnerships with North and South Dade synagogues have resulted in the provision of food and fresh produce from South Dade growers to over 1200 new families. A new initiative to establish a pool of pro-bono attorneys to support Food Bank clients facing eviction or other legal action is underway. Our JCS Alliance young adult leader volunteers, now 150 members strong, and JCS Latino members continue to inspire and provide leadership and support to benefit our food service, Holocaust Survivor and domestic violence clients.

### **211 Miami Helpline and JCS Access Services**

As a result of impacts from COVID-19, the JCS 211 Contact Center has seen an increase of over 150% in the number of callers in need of suicide and crisis intervention, as well as information and referrals for economic, food, health and social services programs. The 211 Miami professional team, working 24-7 and providing services in multiple languages, continues to meet the challenges and demands of a community experiencing sustained levels and layers of crisis. This year, 211 Miami was featured in the national spotlight through a TIME Magazine interview with American television journalist Katie Couric. The 211 lifeline continues to be a responsive, reliable and effective source of support to residents in every zip code of Miami-Dade and Monroe Counties. Also, unique culturally-focused services continue to be provided by Access Services.

Our community and the clients we serve need us now more than ever. Our JCS team, together with our treasured funders, donors, volunteers, and community partners will continue to rise and shine to respond to the ever-evolving needs of new and existing clients adversely impacted by the pandemic. As we look towards a brighter future in our vibrant and diverse community, JCS' Team will remain focused during these challenging times to honor our legacy commitment to improve the quality of life of those in need, and to continue to strengthen the safety net of services our community has relied upon for 100 years.

Wishing you good health and safety,

B'Shalom,



Abe Rudman  
Chairman of the Board



Miriam Singer  
President & CEO

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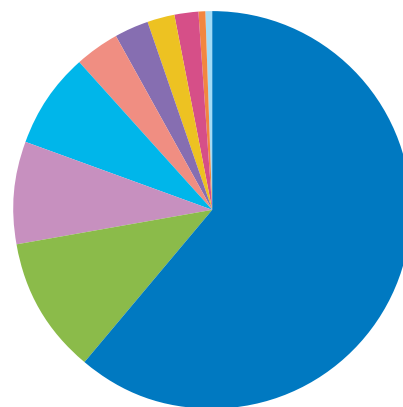
**Miriam Singer**  
*President & CEO*

## Fiscal Year 2019-2020 Revenues

|  |              |
|--|--------------|
| Conference on Jewish Material Claims Against Germany | \$13,800,000 |
| U.S. Department of Health and Human Services         | \$2,500,000  |
| Greater Miami Jewish Federation                      | \$1,610,627  |
| The Children's Trust                                 | \$1,555,900  |
| Charitable Donations                                 | \$1,500,000  |
| Fee For Service                                      | \$1,366,000  |
| United Way of Miami-Dade County                      | \$1,004,351  |
| Other Grant Revenue                                  | \$615,000    |
| Federal Family First Funds                           | \$400,000    |
| Thriving Mind South Florida                          | \$344,700    |
| Miami-Dade County                                    | \$390,732    |
| State of Florida LSP                                 | \$181,600    |
| Investment Income                                    | \$130,650    |
| FEMA   | \$130,000    |
| State of Florida Holocaust Reparations               | \$49,500     |

**Total Revenues \$25,579,060**

## Fiscal Year 2019-2020 Expenses



|  |       |
|--|-------|
| Aid to Holocaust Survivors                           | 61.2% |
| Food Distribution                                    | 11.2% |
| Counseling and Case Management                       | 8.4%  |
| 211 Miami  | 7.8%  |
| Home Healthcare Services                             | 3.4%  |
| Rehabilitation and Employment Services               | 2.8%  |
| Kosher Food Bank                                     | 2.4%  |
| Donated Facilities                                   | 1.7%  |
| Information and Access Services                      | 0.6%  |
| Adult Day Training for Individuals with Disabilities | 0.5%  |

**Total 100%**

# JCS is creating healthy communities

## by empowering people to transform their lives

Jewish Community Services' mission is to improve the quality of life and self-sufficiency of the Jewish and broader communities throughout South Florida in accordance with Jewish values. Since 1920, Jewish Community Services of South Florida has remained true to its original mission of providing exemplary human services through compassionate and comprehensive programs that promote health and productivity.

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