



# ANNUAL IMPACT REPORT





It continues to be an honor and privilege to lead Jewish Community Services of South Florida (JCS) through these unprecedented times. Our primary goals this year were to maintain a single standard of high-quality life-sustaining services required by our pre-pandemic clients AND to expand services to the growing number of new clients impacted by the pandemic.

We had no idea how dramatically our plans, goals and services would change and how the pandemic would facilitate adapting to the changing needs of our clients and community in navigating life's challenges.

As part of a national network of Jewish community-based service providers, JCS promotes health and wellness by providing preventive, educational, therapeutic and supportive services across 40 programs. We do so within the context of Jewish values, emphasizing community responsibility and embracing the strength and beauty of diversity and inclusion.

We are so grateful to all of our board members for their caring hearts and their gifts of time, ideas and resources. To our amazing community and partners, we appreciate your confidence in our team along with your extraordinary generosity. So many in our community and throughout the country stepped up and recognized the unique needs of these times.

Food security is a top priority as we work to ensure the nutritional wellbeing of our community. 230,000 home delivered meals have been provided to 1,000 seniors and 25,000 nutritious meal boxes were distributed to families in need. At the same time, the JCS Kosher Food Bank was providing food and household supplies to 600 families.

During the height of the Covid Pandemic, we experienced a 150% increase in call volume as our 2-1-1 contact center lines continued to remain open 24/7/365. Our trained helpline counselors answered over 58,000 calls from members of our community seeking crisis counseling, financial assistance, food, mental health therapy, job placement and a variety of essential life-sustaining services.

We provided tele-mental health services, as well as online food ordering and delivery, food distribution in alleys, driveways, parking lots in partnership with a variety of faith-based and community-based partner agencies.

Our efforts continue to focus on creating innovative approaches to reach clients where they are. Our team offered over 1,800 online recreational activities and workshops to seniors to address social isolation and enhance their emotional well-being and connection to community. Additionally, we were able to successfully transition over 700 clients receiving vital mental health counseling services to our virtual tele-mental health platform. Throughout the year, we cared for 600 Holocaust Survivors providing in-home vaccinations, case management, homecare, housekeeping, financial assistance, and home-delivered meals.

This impactful work is only made possible due to the confidence we have from our community partners. The resources provided by our treasured legacy partners, as well as individual donors and foundations will allow our annual impact this year to reach close to \$30 million.

Our team successfully secured the resources required to dramatically increase the scope and scale of our services. This resulted in strengthening our capacity, and considerable positive accomplishments that have laid the groundwork for sustainability. Even with the daunting challenges of the pandemic and the increased demand for basic life sustaining services, we continue to implement strategic improvements, modernize our systems, and strengthen our quality assurance protocols to build upon the core strength of our agency.

The reality and promise of collaborative leadership and impactful relationships within our Jewish community and the diverse broader community we are a part of, suggests there is hope and boundless potential for healing and service in our future. The JCS front-line team has witnessed hardship, fear, generosity, renewal and immeasurable chesed (grace). In the face of the vast array of pandemic related human, operational and logistical challenges, the team used its creativity to develop innovative ways to partner and reinvent the methods and approaches required to effectively serve clients. Our JCS team has demonstrated outstanding commitment, self-less dedication, and perseverance during these challenging times. They have continually demonstrated extraordinary courage, creativity, and strength to implement responsive programs to reach our clients and ensure ready access to those in need. Through it all, our team remained positive by believing in the "Art of the Possible".

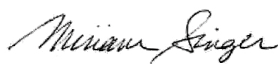
It is truly inspiring to see how throughout this unusually challenging year, our engagement with valued long-term partners has been complemented with a dramatic scaling of new partnerships, providing increased resources focused on person-centered, culturally competent services. In concert with the significant engagement with our Board of Directors, our agency has continued to maintain a high level of confidence from our clients, as well as significant levels of support, resources and engagement with our funders, volunteers, and community partners.

We are poised to continue this 101+ year journey in service to our diverse and vibrant South Florida community with care, hope, compassion, and respect.

L'Shalom,



Jonathan Raiffe  
Board Chair



Miriam Singer  
President & CEO

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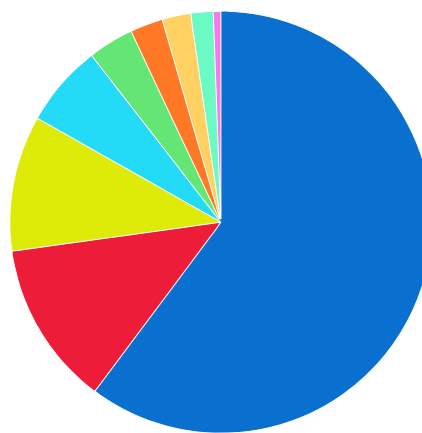
\*Past Board Chair

Miriam Singer  
President & CEO

## FISCAL YEAR 2020-2021 REVENUE

Conference on Jewish Material Claims Against Germany	\$ 14,999,999
Greater Miami Jewish Federation (GMJF)	\$ 1,677,627
GMJF Covid Relief Funds	\$ 1,117,945
Charitable Donations	\$ 2,000,000
U.S. Department of Health and Human Services	\$ 1,600,386
The Children's Trust	\$ 1,467,720
Alliance for Aging	\$ 1,411,127
United Way of Miami-Dade County	\$ 1,004,351
Public and Private Grant Revenue	\$ 1,000,000
Fee For Service	\$ 705,703
University of Miami	\$ 549,997
Miami Dade Public School (Donated Facility)	\$ 375,000
Thriving Mind South Florida	\$ 326,669
Federal Emergency Management Agency	\$ 351,983
Miami-Dade County	\$ 350,035
KAVOD Survivors of the Holocaust Emergency Fund (SHEF)	\$ 300,000
Coronavirus Consolidated Appropriations Act (CCAA)	\$ 231,394
State of Florida LSP	\$ 150,000
Investment Income	\$ 130,000
State of Florida Holocaust Reparations	\$ 49,500
City Of Miami Beach	\$ 39,600
211 Broward	\$ 11,792
<b>Total Revenue</b>	<b>\$ 29,850,827</b>

## FISCAL YEAR 2020-2021 EXPENSES



Aid to Holocaust Survivors	60.2%
Counseling and Case Management	12.6%
Senior Services	10.4%
211 Miami	6.3%
Home Healthcare Services	3.5%
Kosher Food Bank	2.5%
Rehabilitation and Employment Services	2.2%
Donated Facilities	1.7%
Information and Access Services	0.6%

**Total 100%**

# A YEAR IN REVIEW JCS IMPACT

Thanks to your incredible support during a most challenging year, our Jewish Community Services professional and support team has responded to our diverse community's needs.



## 25,000+

nutritious meal boxes were distributed by the JCS Kosher Food Bank and partners to help families in need.

## 230,000



kosher meals were delivered to homebound seniors and seniors sheltering in place throughout our community. JCS is the only home delivery program providing kosher meals at no cost to seniors.

## 58,000+

calls for crisis counseling or information referral answered by 211 Miami serving all of Miami-Dade and Monroe Counties which is free and confidential 24/7/365.



## 10,000+

messages were received by our recently implemented national chat line to address mental health needs.



## 9,000+

tele-mental health sessions provided to children, adults and families to cope with stress, anxiety, depression and other mental health needs.



## 1,800

online classes and activities provided at no cost to seniors to address social isolation, positive mental health, and engagement.

## 1,000+



jobseekers were provided assistance by JWorks Miami and JobWorks for job counseling and placement, employment training and resume preparation.

## 350



home-bound clients received in-home vaccines, and concierge scheduling for vaccines and transportation which was provided to clients served by all JCS programs.



## 145

survivors of domestic abuse and their children were assisted through case management and counseling to transition families to a new life free of fear and intimidation.

## 726+



caring volunteers of all ages stepped up to deliver **1,200+** holiday baskets of food & PPE to provide a safe, in-person connection and nutritious food supplies to all of our senior clients during Rosh Hashana and Passover.



## 425,000+

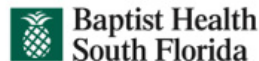
services provided to Holocaust Survivors, including homecare, personal care, housekeeping, food support, PPE supplies, and financial assistance to 550 Holocaust Survivors.

If you or someone you know needs assistance, please call JCS' 211 Miami by dialing 211 or to inquire about services contact JCS Access Services at 305-576-6550.

# JCS IS CREATING HEALTHY COMMUNITIES

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. We embrace and value differences such as ethnicity, national origin, religious denomination, race, age, gender, gender identity, sexual orientation, socio-economic level, as well as mental and physical abilities.

## FUNDING/PARTNER AGENCIES



## LICENSURE & ACCREDITATION

