From the CEO

2021 was a year of transition for JFS Houston. In June, Linda L. Burger, CEO of JFS, announced her retirement, and I was honored that the JFS Board offered me the opportunity to take on the lead role for our agency.

Linda’s foresight and vision gifted us a year to plan this transition. The transition process was led by then President Philip Tenenbaum in partnership with Carolyn Kaplan who chaired the Transition team. It was important to Linda and me that we approach the transition with the same values and professionalism that have guided our work at JFS. We wanted the process to provide staff, community and clients with confidence that the future of JFS would remain strong. Together we planned for the transfer of important agency knowledge and visited with many of our supporters and community partners to discuss our plans. On May 24th of this year, we came together as a community to honor Linda for her 17 years of service to JFS and for her decades of service to the Houston Jewish community. At that time, I also had the opportunity to share a vision for a future where JFS continues to respond to the needs of today, tackle root causes of challenges facing our community and prepare for the needs of the future.

Meanwhile, our focus on serving the needs of our clients never wavered. The year 2021 was also a year of transition for our clients, albeit very different in nature. The response to COVID began to shift as we entered the second year of coping with this global pandemic. The initial sense of disbelief, fear and confusion of 2020 began to be replaced with fatigue from the ongoing burdens of the pandemic, the stress of changed relationships, missed and altered life-cycle events and ongoing economic pressures.

Throughout 2021, JFS continued to provide expert counseling services on zoom and in person as the circumstances allowed. JFS responded to the tremendous increase in demand for therapy for both children and adults by growing our resources and our team to meet the need. Celebration Company employees returned to work. Little by little, The JFS Houston Music and Spirit Program and the Velva G. and H. Fred Levine Jewish Chaplaincy Program were able to resume in-person visits. JFS programs and services provided connection with the community, with professionals who could help clients navigate the ups and downs of the pandemic’s spikes, and opportunities to gather, both in person and virtually.

“From Crisis to Connection” is the theme of this year’s annual report showcasing our 2021 highlights, impact and all of our accomplishments. As we publish this annual report in August 2022, I invite all our supporters and friends to connect with JFS. Come take a tour of Celebration Company, attend our mental health first aid trainings, join our annual gala, JFS LiVE! As you read through this report, including last year’s audited financials and a summary of our impact in 2021, join us in celebrating the return to connection and community.

Sincerely,

Carl E. Josehart
CEO, JFS Houston

The Mission of Jewish Family Service is to transform lives by empowering individuals, families and communities—driven by compassion, leading through innovation, guided by Jewish values.
2021 Agency Highlights—Spotlight on COVID
Cumulative since March 1, 2020 through December 31, 2021

CLIENTS IMPACTED BY COVID-19
2,094

TOTAL FUNDS DISTRIBUTED*
$3,500,000+

CASE MANAGEMENT
Total Sessions
24,163
Total Clients Served
1,454

WINTER STORM
Clients Served
538

OUTREACH TO ISOLATED SENIORS
Delivery of Holiday Meals
Seniors Served
100+
Music & Spirit Program Senior Touches
5,000+

EMPLOYMENT SERVICES
Number of Employment Coaching Sessions
10,338

SUPPORT GROUPS
Grief
LGBTQIA
Managing Depression and Anxiety
Love and Limits
Groups for: Men, Women, Adolescents, Teens, Children . . . and more!

AVG. FINANCIAL AID DISTRIBUTED BY MONTH
$166,000+

*Major COVID Financial Assistance Underwriters 2021

Our History
In 1913, the founders of Houston United Jewish Charities, located in an office in Levy’s Department Store on Main Street, gathered around a table to help Jewish community members facing difficulties. The early minutes of those meetings speak of a farmer losing his livelihood, a mother of three children being abandoned by her husband, and a man needing funds to bury a relative. As in every Jewish community, the founders had a powerful sense of communal responsibility. That commitment continues today.

Today, JFS Houston serves all—every age, every faith, every background—empowering all the communities we serve to become responsive and resilient.

Private text:

Say Hello to Our Brand New Look!
The year began with the big reveal of a completely reimagined website, one that allowed clients to request services online, increasing website traffic by 90%.

www.jfshouston.org
Behavioral and Mental Health Services
Providing Counseling, Community Intervention and Professional Development
Children • Adolescents • Adults • Couples • Families • Seniors

Meet Sarah

As schools reopened during the Pandemic, Sarah became extremely anxious. She would not get out of bed, or get dressed and was inconsolable when her parents left her at school. Her mother brought her in for counseling after two weeks of this extreme behavior. Sarah loved the play kit filled with toys and tools to express herself, but she was sure she would never go back to school. After a few weeks of therapy, she was able to express her feelings without crying. She continued weekly therapy for a total of two months until she felt eager to be with her friends at school and continued bi-weekly to maintain her growth in the ability to healthfully communicate her feelings.

2021—COVID Impacts Mental Health

2021 Steep Increase in Requests for Counseling

JFS LiVE! 2021 “Paddles Up” raised significant funds to hire three additional counselors to meet the need.

Sandi Helfman Wolf (President-Elect), Encouraging Support of Paddles Up for Responding to Increased Requests for Counseling

GOALS
Reduce Anxiety and Depression
Increase Psychosocial Functioning
Foster Healthy Relationships

61% Increase in average number of sessions for children in 2021
49% Increase in average number of sessions for adults in 2021

Professional Development
• Provides internship and fellowship opportunities to practice skills.
• 16 higher education affiliations
• Provides Continuing Education and Association Play Therapy approved Play Therapy training designed for mental health providers.

Major BMHS Counseling Program Underwriters 2021
Robert & Edith Zinn Fund for JFS Mental Health Services • United Way of Greater Houston • Jewish Federation of Greater Houston • Houston Jewish Family Foundation • H-E-B • Shannon and Brian Small JFS LiVE! 2021 Paddles Up $10,000+ Donors: Shawna Bloom, Barbara and Mark Brookner, Lance Deutsch, Martha and Donald Freedman, Paula Goldstein, Elaine Helfman, HFW Family Foundation: Renee and Alan Helfman, Sheri Feldman, Rori and Jason Feldman, Sandi and Steven Wolf Joy and Joe Kaplan, Jean and Saul A. Mintz Foundation, Stuart and Limor Smith, Matt Smith, Sonnie Schepps Robinson Foundation, Triple-S Steel Supply/Bruce Stein

Number of Counseling Requests

Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

2019  2020  2021

61%
49%
GOALS
Prevent Suicide and Substance Misuse
Lower Barriers to Seeking Help
Serve as Local and National Resource on Trauma and Recovery

“ I’ve learned how to know when someone needs help. I also know how to help them.”

“ I have learned that every person had at least one of the strengths on the wheel, and we can all use those strengths to help ourselves and others.”

Prevention

Sources of Strength—a peer led suicide prevention program in schools.

Touching the Heart—A text based connection program for students, young adults and parents.

In 2021, 190 participants received 4,000+ messages.

Intervention

JFS Houston Sources of Strength became an official HISD and Communities in Schools Partner.

School Positivity Campaigns

245 Student participants
62 Adult participants

Mental Health First Aid

Teaches a five-step action plan to offer initial help to anyone showing signs of mental health distress, severe illness or mental health crisis, and then connect them with the appropriate professional peer, social or self-help care.

271 People attended 15 Mental Health First Aid Trainings
354 People attended 16 Community Trainings

Postvention

JFS provides support and visit for families who have lost loved ones from suicide, substance misuse or other tragedies.

22 Families were served with postvention services.
35 Participants—Bright Stars Memorial Service is a ceremony at which family members celebrate the lives of loved ones.

Major BMHS Community Intervention Underwriters 2021
Joan and Stanford Alexander Foundation • Shirley and David Toomin Family Foundation • Paula Goldstein • Eric M. Suhl Foundation • H-E-B • Levit-Setzer Family Foundation
Coaching and Case Management

Supporting clients with resources to resolve difficult situations. Provide support for senior adults to remain as independent as possible.

Individuals with Disabilities, Seniors and their Families • Individuals and Families Experiencing Financial Stress or Recovering from Disaster

Meet Lisa

I am a 71-year-old reluctantly retired professional, who found JFS, seemingly waiting with arms wide open to me, when I somehow reached out to them, at what I considered to be the end of my life. In a deep state of clinical depression; barely surviving a totally isolated existence; with resources that amounted to basic subsistence survival: I presented myself at the doors of JFS. I found that inside those doors were the most gracious, kind, understanding, supportive, precious individuals that I have ever met. From the gracious staff at the front desk, to the Security Officer to my Therapist and to my Case Manager—Angels all. They gave me back hope and strength, their unfailing support, valuable life coping tools, encouragement, and life validation when I needed it so very badly. Those JFS staff angels are the reason that I am alive today.

Financial Assistance Top Categories:

- Difficulties paying Rent, Mortgage and Utilities
- Food
- Medicine and Medical Insurance
- Basic Resources for Children’s Daily and School Needs
- Transportation and Car Repair

Social determinants of health can account for up to 80% of a person’s wellbeing:

- Availability of nutritious food
- Physical activity
- Social connection
- Access to health services
- Economic stability

Coaching and Case Management address these areas which impact health and well-being.

Impact:

- 937 Unduplicated clients impacted by disaster events in 2021
- 8,137 Case Management Services, telephone check-ins
- 13 Case managers trained in financial literacy

Impact:

- 70% of Seniors served avoided hospitalizations
- 90% of Seniors avoided transfer to nursing homes
- 72% of Clients maintained or improved on the Financial Capability Scale

Financial Assistance Top Categories:

- Difficulties paying Rent, Mortgage and Utilities
- Food
- Medicine and Medical Insurance
- Basic Resources for Children’s Daily and School Needs
- Transportation and Car Repair

The Music and Spirit Program brings music and social connection to isolated seniors throughout the community.

Social determinants of health can account for up to 80% of a person’s wellbeing:

- Availability of nutritious food
- Physical activity
- Social connection
- Access to health services
- Economic stability

Coaching and Case Management address these areas which impact health and well-being.

Theba & Buster Feldman Family Fund • Martha and Donald Freedman • Sally and Bernard Fuchs Fund • Harry A. and Rose Getz Fund • Greater Houston Community Foundation • Houston Jewish Family Foundation • Hugo and Edith Kahn Trust • Jake and Nina Kamin Fund • Social services for Jewish Nazi victims have been supported by a grant from the Conference on Jewish Material Claims Against Germany • Jewish Federation of Greater Houston • Jewish Federation Promise of Hope Fund • Proceeds from JFS LiVE! 2021 Gala • Kavod Shef • The Lloyd & Morissa Parkans Scholarship Fund of HJCF • Joyce and Arthur Schechter • Marc and Jeri Shapiro Family Foundation • Samuel W. & Goldye Marian Spain Passover Assistance Program of HJCF • Lillie and Dan Sterling Foundation • United Way of Greater Houston • Pauline Sterne Wolff Memorial Foundation • Financial Literacy Coaching: Albert and Ethel Herzstein Charitable Foundation • University of Notre Dame, Pulte Family Charitable Foundation, Donna and Philip Tenenbaum, M.B. and Edna Zale Foundation • Music & Spirit Program $10,000+: Natasha and Michael Bleyzer, The Ira B. and Myra Brown Fund, Spiwak Stolbun Fund
Employment Services

Assisting individuals to find and maintain employment

Young Adults • Transition Age • Adults • Seniors • Individuals with Disabilities

GOALS

Prepare for Successful Job Search
Support Employment Journey
Secure Financial Future

Meet Stan

During COVID, Stan's job was eliminated. He found himself unemployed. His wife went back to work, and he inherited her responsibility of caring for his father-in-law. When the time came for him to return to the workplace, he turned to JFS Employment Services to help refine his resume and prepare for interviews. JFS matched him with a company seeking a general manager, and he was hired for the position. “I always heard JFS was a good resource, but I saw it in action and would recommend their employment services to anyone looking for new opportunities. They not only helped me get a job, they boosted my confidence throughout the process.”

Mental health wellbeing is tied to successful employment.

By helping our clients find and maintain employment, JFS Houston’s financial aid dollars can help additional clients.

- Provide client-centered services to each client individually.
- Assist clients to find the right job. We stay with clients throughout their job search and employment years.
- We partner with Texas Workforce Commission, Vocational Rehabilitation (TWC, VR) to provide services to clients with all types of disabilities.
- All Employment staff is certified by TWC to provide disability services.
- Provide training to employers about hiring employees with disabilities including accommodations, confidentiality, types of disabilities.
- Main Street Opportunities (MSO) assists adults with disabilities, who have barriers to finding and maintaining employment, with: pre-vocational skills, job coaching, job placement, supported employment and career exploration.
- Comprehensive career counseling services assisting clients in obtaining productive careers. Assistance in developing job search strategy and social media strategy.

The vast majority of Employment Services clients use additional services, such as Counseling and Case Management, as a part of an integrated client journey to stability and wellbeing.

Unduplicated Employment Services Clients

275

The vast majority of Employment Services clients use additional services, such as Counseling and Case Management, as a part of an integrated client journey to stability and wellbeing.
Disability Services
Empowering individuals with disabilities, their families and caregivers through affordable, high-quality professional services, education, advocacy and opportunities.

Transition-Aged Youth • Young Adults • Adults • Individuals with Disabilities

GOALS

Gain Self-Sufficiency
Ability to Self-Advocate
Enhance Quality of Life
Support for Families/Caregivers

Meet Lily
“The best part about Celebration Company is Lily’s enthusiasm for work every day. She even asks to go on weekends! She needs the structure, routine and especially the socialization with her peers that your program provides. I feel she is safe, respected and happy there. This makes me smile!”
-Karen S., Lily’s Mom

357 Unduplicated clients and family members served
15,174 Service hours provided for individuals with Disability Services
31,536 Hours of respite and ability to maintain employment for caregivers

JFS Houston Celebration Company
For the Good of Life
store.celebrationcompany.org

Celebration Company (CC) was the first on-site program to return in person at JFS Houston, and their efforts to follow COVID protocols set a high standard for the entire agency.

Disability Services Includes:

- Celebration Company
- Transition Age Program
- Self Advocacy Training
- PACT (Parents and Caregivers Support Group)
- Social Group
- JFS Houston Alexander Institute for Inclusion
- Disability Case Manager/Navigator
- Transition Audits
- Information and Referrals

Major Disability Services Program Underwriters 2021
Joan and Stanford Alexander Philanthropic Fund of the Houston Jewish Community Foundation • May & Stanley Smith Charitable Foundation • Joan and Stanford Alexander For the Good of Life: Celebration Company Endowment Houston Jewish Family Foundation • Jennifer Farkik Memorial Fund for Celebration Company Scholarships • Seth Tenenbaum Memorial CC Scholarship Fund • Proceeds from JFS LiVE! 2021 Gala • Congregation of Emanu El • Triple-S Steel Supply/Bruce Stein
JFS Houston Alexander Institute for Inclusion

Fostering a community that includes all individuals; advocates for disability services that advance inclusion; strives to eliminate the stigma associated with disabilities; and encourages community support and participation to create and sustain new and existing disability services.

Everyone in Greater Houston and the Local Disability Community

GOALS

- Promote Inclusion
- Embrace Diversity
- Convenes Policy Makers and Stakeholders
- Collaborates Locally, Nationally, and Internationally

JFS Houston Alexander Institute for Inclusion

Working with community partners to provide programs and strategies for the inclusion of people with disabilities.

- Disability Etiquette Seminars
- Event Accessibility Consultation
- Technology Accessibility Strategies
- Self and Community Advocacy
- ReelAbilities Film & Arts Festival
  - ReelAbilities Houston is a FREE citywide film and arts festival that promotes inclusion and celebrates the lives, stories and talents of people with disabilities—making an impact that lasts far beyond the week of the Festival.
  - In collaboration with the Mayor’s Office for People with Disabilities.
  - The 2021 Festival was offered virtually, allowing greater access for viewers and students isolated during COVID.
  - 2021 Leadership: Benjy Hershorn, Chair Eve Lapin and Marcy Margolis, Co-Chairs

ReelAbilities Houston Film & Arts Festival showcases and leverages the unique contributions of people with disabilities in an effort to foster inclusion, erase stigmas, change perceptions and create pathways to employment across Houston.

8,000+

Attendees from across the world—represented a 33% increase over 2020

91%

Of attendees reported that the films and programs positively influenced their perceptions of people with disabilities

18

Schools, from preschools to colleges, participated in ReelEducation, bringing the message of inclusion to students

60+

Collaborating Partners joined Festival efforts and events

6,536,000+

Impressions from print, broadcast, and digital media

"As a mom of a young child with disabilities, this Festival hits home in so many ways. It gives me comfort and hope for the future."

"This program influenced me to rethink the way I will interact and engage with people who happen to be differently-abled than I am in every aspect of life."

Major ReelAbilities Underwriters 2021

TIRR Memorial Hermann • Cornerstone Home Lending • Joan & Stanford Alexander • Ivanhoe Foundation • Novum Energy • Cardinal Financial Company, Comfort Systems USA • PAGE
## The Velva G. and H. Fred Levine Jewish Chaplaincy Program

*Providing spiritual comfort and guidance, hospital visits and community resources*

Jewish Hospital Patients and Their Families • Jewish Hospice Patients

### GOALS

<table>
<thead>
<tr>
<th>Jewish Community Connection</th>
<th>Spiritual Support</th>
<th>Ease Patient and Family Stress</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>JFS Houston</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Velva G. &amp; H. Fred Levine Jewish Chaplaincy Program</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>A joint project with Jewish Federation of Greater Houston</em></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**3,740** Chaplain Visits—Chaplain saw patients all year long  
9% Increase over 2020  
**868** Volunteer Visits—Volunteers began to visit patients starting in May 2021

“Nothing makes the stress of an illness more simple and less of an issue than receiving so kind an offering. You are indeed performing a great mitzvah.”

Since 1965, the Houston Jewish Chaplaincy Program has served thousands of Jewish patients, their families and caregivers who come to the Texas Medical Center from all over the world. We deliver Shabbat boxes and holiday packages to those who are ill.

Participating hospitals include: MD Anderson Cancer Center, The Methodist Hospital–Texas Medical Center, The Methodist Hospital–Sugar Land, St. Luke's Episcopal Hospital, Texas Children’s Hospital, Memorial Hermann–Texas Medical Center, Ben Taub Hospital and Memorial Hermann–Southwest.

Special requests are honored whenever possible by sending volunteers to other hospitals.

### Volunteer Services

*Providing structure, training and recognition for 400+ volunteers*

Children • Teens • Adults • Seniors

### 2021 Highlights:

- Volunteers helped deliver kosher holiday meals to 100 isolated seniors at Passover and Rosh Hashana.
- Volunteers decorated hundreds of Shabbat boxes and holiday gifts for hospital patients.
- Volunteers provided hand-made greeting cards for isolated members of the community.
- Volunteers returned in person to help at JFS LiVE! 2021, A Sparkling Stars Evening.

8,775 Hours of service by JFS Houston Volunteers  
$250,000 Combined value of professional and nonprofessional volunteer time. This time has added immense benefits for the organization.

---

Major Chaplaincy Program Underwriters 2021

Velva G. and H. Fred Levine Jewish Chaplaincy Program Endowment Fund of Houston Jewish Family Foundation • Velva G. and H. Fred Levine Shabbat Box Endowment Fund of Houston Jewish Family Foundation • Dolores Wilkenfeld Chaplaincy Fund and the Velva G. and H. Fred Levine Jewish Chaplaincy Fund of the Houston Jewish Community Foundation • The Maurice Amado Foundation • Joy and Joe Kaplan

Major Volunteer Services Program Underwriters 2021

Gretchen Gemeinhardt and Becky Proler
JFS Houston 2021 Annual Report Financials
January 1 through December 31, 2021

Revenue
$10,933,135*
- Grants $1,566,834*
  *Excludes a five-year grant of $1,250,000 received in December 2021 with funds designated to be expended in each of the years 2022-2027.
- Contributions $3,780,502
- Program Fees $704,255
- Jewish Federation of Greater Houston $1,318,549
  - Disaster Assistance $850,484
  - Financial Aid $249,620
  - Annual Allocation $218,445
- Government Revenue - PPP $775,600
- United Way of Greater Houston $490,716
- Houston Jewish Community Foundation $126,643
- Special Events $2,091,687
- Investment Income $3,810
- Product Sales $72,587
- Other Income $1,952

Expenses
$11,252,338
- BMHS $1,871,585
- Disability Services $1,626,364
- Disaster Assistance $1,524,603
- Case Management $2,282,120
- Financial Assistance (excluding disaster) $1,149,973
- Employment $406,521
- Other $219,720
- Fundraising $898,156
- Special Events $465,573
- Management & General $807,723
2021 JFS HOUSTON LEADERSHIP
BOARD OF DIRECTORS

Officers
Philip Tenenbaum
President
Jay Epstein
Vice President
Sandi Helfman Wolf
Vice President
Carolyn Kaplan
Vice President
Vikki Evans
Secretary
Phil Cohen
Assistant Secretary
Jonathan Risch
Treasurer
Marcy Margolis
Assistant Treasurer
Joy Kaplan
Immediate Past President

Past Presidents
Madeleine Appel
Mark Brookner
Debra G. Cohen
Donald Freedman
Frances Friedman
Carol Goldberg
Barry Goodfriend, M.D.
Marc Grossberg
Jacob Leon
Eric Mayer
Larry S. Reader
Robert Reader
Stephen Robinson
George Stark
Shirley Warshaw
Harry Zuber

Executive Leadership
Linda L. Burger, MSSW
Retiring CEO
Carl E. Josehart, MSW
Chief Operating Officer
Incoming CEO
Ada Cheung, PhD, LCSW-S, RPT
Chief Clinical Officer
Rachel W. Davis, M-JS
Chief Development Officer
Tammy Hopwood, CPA, MBA
Chief Financial Officer

High Impact Funders

PLATINUM
Joan & Stanford Alexander*
Martha & Donald Freedman*
Paula Goldstein
Elaine Helfman
Helfman–Feldman–Wolf Families
Levit–Setzer Family Foundation
Shirley and David Toomim Family Foundation*/
   Ellen and Steve Robinson

DIAMOND
Bernard Fuchs
Becky Proler &
Gretchen Gemeinhardt
Isabelle & Eric Mayer
Leslie & Russ Robinson

GOLD
Anonymous
Rita Blumenfeld
Barbara & Mark Brookner
Debra & Steven Cohen
Theba & Buster* Feldman
Judy & Marc Herzstein/
   Brooke & Dan Feather
Carolyn & Jay Kaplan
Mireille & Harvey Katz
Shirley* & Jay Marks*
Ione & Sidney Moran
Samuels Family Foundation
Joyce & Ambassador Arthur Schechter**
Barbara Sheffield
Limor & Stuart Smith
Barbara Winthrop & Jay Steinfeld
Jamie & Bert Wolf
Edith & Robert Zinn

Corporate Funders
ChairKing Backyard Store
Cornerstone Home Lending
H–E–B
Helfman Dealerships
TIRR Memorial Hermann
Triple–S Steel/The Stein Family

Foundation Funders
Harry A. and Rose Getz Foundation Fund
Albert and Ethel Herzstein Charitable Foundation
Ivanhoe Foundation
Lewis and Joan Lowenstein Foundation
Pulte Charitable Foundation
Marc and Jeri Shapiro Family Foundation
Sonnie Schepps Robinson Foundation
May and Stanley Smith Charitable Trust
Lillie and Dan Sterling Foundation
Eric M. Suhl Foundation
Pauline Sterne Wolff Memorial Foundation
M. B. and Edna Zale Foundation

Organizations
Conference on Jewish Material Claims Against
   Germany
Houston Jewish Community
   Foundation
Houston Jewish Family
   Foundation
Jewish Federation of
   Greater Houston
Kavod Shef
United Way of Greater
   Houston

JFS Houston thanks the many generous endowment donors and legacy gifts supporting the Houston Jewish Family Foundation in 2021. A separate HJFF report will acknowledge these gifts.