



2019-2020

Impact Report

We Are Here For You. Always.





Mr. Rogers once said, “When I was a boy and I would see scary things in the news, my mother would say to me, ‘Look for the helpers. You will always find people who are helping.’”

As wise as Fred Rogers was, it is not surprising to learn that his mother, Nancy, was the source of some of his

wisdom. She understood that as much as parents want to protect their children, it is not realistic. Bad news and scary things are inevitable.

Since 1974, Ferd & Gladys Alpert Jewish Family Service has been a helper during challenging times. For our Jewish community we are THE helper, performing acts of kindness, regardless of the obstacles. We have been here rain or shine, through hurricanes, recessions, 9/11, and, now, a global pandemic. We have been a reliable pillar of strength, helping our community survive and thrive.

In this Impact Report, you can learn about our programs, and read some stories about those we helped in the past year. The publication is intended to educate, inspire, and let you know that Alpert JFS and Levine JRFS are where our Jewish community came — and can come — in their time of need. While the report looks in the rear-view mirror, we are always looking towards the future. We knew before the pandemic that 20% of Jewish households (1) — 33,360 people — were living paycheck-to-paycheck, or worse.

(1) 2018 Greater Palm Beaches Jewish Community Study, Cohen Center, Brandeis University

Programs & Services

Alpert JFS, Inc. provides award-winning services for the entire family. We welcome all religious backgrounds, and strive to help all live their lives to the fullest.

- AmeriCorps
- Bereavement
- Care Management
- Chai Line – Information, Assessment & Referral
- Child Psychiatry
- Counseling
- Domestic Abuse Support
- ElderCare360™
- Enhanced Companion
- Guardianship
- Holiday Baskets
- Holocaust Survivors Assistance
- HonoringLife™
- Jewish Addiction Outreach & Support
- Jewish Disabilities Network
- Judith & Jack Rosenberg Mentoring 4 Kids
- Kosher Food Pantry
- LifePlanning™
- Medical Alert System
- Mental Health First Aid
- Levine JRFS Group Homes
- Levine JRFS Supported Independent Living
- Play Therapy for Children
- Pooled Trust
- Psychiatry
- Psychological Testing
- Scholarships & Educational Loans
- Support Groups
 - Separation and Divorce
 - Jewish Addiction
 - Domestic Abuse
 - Caregivers
 - Coping During Crises

We now know that the pandemic has made matters worse than ever before. As a result of greater poverty in the Jewish community, we anticipate that this financial stress will lead to more anxiety, increased depression, suicide, and other mental health challenges. Rest assured, Alpert JFS and Levine JRFS will do all we can to bring help and hope to those in need who need it most.

Fred Rogers learned that when things go wrong there are people ready to jump in and help. He would be pleased to know that there are nearly 200 professionals at Alpert JFS and Levine JRFS who have faced challenges head-on, helping people feel safer during a scary time in our world.

Marc D. Hopin

Chief Executive Officer

Alpert Jewish Family Service

Levine Jewish Residential & Family Service



9,471

Lives Touched



195

Professionals



260

Volunteer Leaders



28

Board Members



28

Service Programs



A Lifeline for A Lifetime

Sometimes an unexpected curve-ball, like a state-enforced stay-at-home order, results in job losses for community members. Oftentimes, these people are living paycheck-to-paycheck, and many of them have no "cushion" to fall back on. Such was the case when the COVID-19 pandemic reached Palm Beach County, putting many people in financial distress.

Meet Linda and Melissa.

Linda, a 78-year-old woman, lives with her 55-year-old daughter, Melissa, who is disabled with a rare neurological condition that makes her unable to stay in one position for long periods of time because of pain and weakness.

Linda's Social Security and small pension brings in about \$1,700 a month, with \$2,500 in monthly expenses. She and Melissa were able to make up the shortfall with around \$850 a month from a pet care business...until the pandemic, when the pair found themselves without any business and behind in bills. That's when they called the Chai Line, seeking financial assistance.

A Master's-level professional reached out to the pair, giving Linda and Melissa approximately \$300 in gift cards, food from the Alpert JFS Kosher Food Pantry, and encouraging them to apply for food stamps. The Chai Line specialist also shared information that would help Melissa be able to apply for Supplemental Security Income (SSI), as well as other available services that might be of financial help.

Thanks to the generous donations of our local community, Linda and Melissa were able to "stay the course," and avoid financial ruin and, in the process, get a more complete picture of the human services assistance available in South Florida.



We are so appreciative of the help we received from the Chai Line, and will stay in touch with Alpert JFS, should we need anything else in the future. They provided us a lifeline during the pandemic, and much-needed support and guidance."



3,070 people called our Chai Line and received help

Psychiatry & Child Psychiatry

Psychiatric services include developmental consultation and treatment, comprehensive assessment, medication evaluation and management, and ongoing monitoring. Our clinical team includes two psychiatrists: Dr. James Thompson, and Dr. Jeryl D. Kershner, a recognized expert in child and adolescent psychiatry. Our behavioral health specialists help individuals experiencing behavioral health challenges.



1,115 children and adults are happier and healthier



"Dr. Thompson is the best psychiatrist I've ever had. He is very thorough and caring."

Holocaust Survivors Assistance

Seven dedicated professionals work to ease the lives of survivors of the *Shoah*, addressing their distinct social welfare, health care, and emotional needs. Guided by respect for their dignity, we provide assistance with the Reparations Benefits application process, care management, counseling, companionship, transportation, hot meals and socialization opportunities.



We provided assistance to **325** Holocaust survivors



219,205 hours of care were provided

Peace of Mind for Seniors & Their Families!

A little planning and forethought go a long way in helping people age at home successfully. Among the things seniors and their families need to consider: accessibility, affordability, the need for in-home care, and the potential for isolation. Alpert JFS helps seniors continue living independently in their own homes for as long as possible, while maintaining their quality of life, with in-home and community-based services.

Meet Adele.

At the age of 97, Adele's health was declining. Once vivacious and active, she has a heart condition and recently succumbed to several falls, and received a breast cancer diagnosis. Her children, who all live out-of-state and were juggling families and careers, while trying to manage Adele's care long-distance, needed help.

As her son Karl said, "We were getting really concerned about Mom. My brother, sister and I knew that we needed to do something, but just weren't sure what that something was!" Alpert JFS was able to arrange for a professional care manager to do a comprehensive assessment of Adele while her family was visiting. Some of her immediate needs were met with a companion who came twice a week to help with grocery shopping, errands, and provide socialization.

The care manager accompanied Adele to her medical appointments to provide oversight and communicate with the family in real-time about her condition.

Because of our caring community, Adele's current needs are being met, and her care manager has created a plan, working with her and her family, that anticipates and addresses future needs and long-term planning.



"The eyes and feet on the ground for my mother gives my family a sense of reassurance. The sense of peace that comes from living far away but secure in the knowledge that we have services in place is priceless. We feel like G-d sent us an angel!"



421 clients are being supported in our Long Term Care Program

Mental Health First Aid

This eight-hour course teaches a five-step strategy to help you identify, understand and respond to someone who is developing a mental health problem or experiencing a mental health crisis. We want to destigmatize mental illness and make mental health education as common as CPR training.



We led the MHFA Coalition of Palm Beach County in training **6,100** people since 2015



"Every single person we interacted with after the workshop provided us with immediate, positive feedback."

Support Groups

Licensed professionals facilitate a myriad of support groups, including dedicated gatherings for those experiencing grief and loss. People in similar challenging circumstances have the opportunity to come together in a safe space to share feelings and experiences, and develop coping strategies. The result is empowered individuals, families and groups!



586 people were helped through life changes



8 support groups and **11** virtual discussion groups offered a safe place to grow and share

Counseling Comforts a Child

Community members can be assured that, whatever else is going on in the world, they can rely on Alpert JFS Counseling and Psychiatry services. We are proud of our ability to provide ongoing support during COVID-19, particularly to our community's children who are facing challenges.

Meet David.

He is a 10-year-old boy on the Autism Spectrum, with sensory issues and ADHD, for which he is being medicated by his pediatrician. As a client of our Child and Adolescent Psychiatrist Dr. Jeryl Kershner, David had been having face-to-face visits following his evaluation. During COVID-19, the family was impacted by financial constraints, coupled with the negative impact of David's being housebound, away from his friends, and feeling lonely and isolated.

Thanks to the generosity of donors to Alpert JFS' COVID-19 Emergency Fund, David received financial support that enabled him to continue with much-needed Child Psychiatry services.



"I am grateful to Alpert JFS for the high-quality help that I have been able to receive for my son. He loves his counselor and looks forward to their conversations."

Counseling

Our experienced professionals, who hold Master's or Doctoral degrees in behavioral sciences, help individuals, couples, and families of all ages who are experiencing emotional problems, or relationship and/or family issues. Counselors with specific areas of specialization can assist in stabilizing or resolving child, marriage, domestic abuse issues, and more.

 **902** People are stronger and healthier

"Your office and organization make me feel good when I walk in the door. It calms me. You treat me like a human being."

Melvin J. & Claire Levine Jewish Residential & Family Service

Our comprehensive, cutting-edge residential program provides services for those who may be developmentally disabled, significantly learning disabled and/or have chronic mental illness. We optimize our residents' potential and help them lead fulfilling lives in a least-restrictive environment offered at our two Group Homes with 24/7 care, and our independent living apartments with 24-hour support.

 **38** adults with a disability living active, healthy lives in our Residential Program

 **16** skilled volunteers teach activities and classes to help our residents live rewarding and fulfilled lives

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2019-2020

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Ferd & Gladys Alpert Jewish Family Service of Palm Beach County, Inc. Impact Report 2020

Financial Results

2019-2020

Total Revenue \$14,546,249

Claims Conference Grant 40%

Fee Revenue 31%

Contributions & Pledges 18%

Grants, Contracts & Allocations 6%

Jewish Federation of Palm Beach County 4%

Other 1%

Total Expenses \$14,664,864

Program Staffing & Operations 47%

Claims Conference Grant 36%

All Other Programming & Operating 10%

Occupancy 7%

Funders



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2019-2020

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^{z1} Deceased



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“ *What you are doing for us is life-changing. For the first time, in a long time, I can take a deep breath and know that everything is going to be okay. You have lifted a burden off of my/our shoulders that was Herculean. My wife and I have spent our entire adult lives trying to help others. I only hope that we have accomplished a fraction of what you have done with us alone. It is reassuring in these difficult times to know that there are organizations like yours available to those in need. We are eternally grateful for you and JFS for assisting us. I honestly don't know what we would have done without your help.* ”

