# 2020 Annual Report

Jewish Family Services of Greater Orlando (JFS Orlando)'s mission is to provide services to stabilize individuals and families in crisis and enhance the quality of life across generations to all members of the Central Florida community.

# Welcome

Since 1978 Jewish Family Services of Greater Orlando has always stood by the community during life's most difficult moments. It was no different in 2020 when the world was shutting down around us due to the COVID-19 virus outbreak. Although JFS closed its building to the public, we continued to operate to make sure families who were hungry got food, clients could meet with counselors virtually, and folks who were looking for spiritual guidance could speak with our Community Rabbi.

It was critical for JFS to adapt to the needs of the community to continue serving. In 2020, we launched JFS Orlando CARES, our emergency rental assistance program dedicated to serving those severely impacted by the pandemic. Our Pearlman Emergency Food Pantry continued to hand out food and saw nearly double the number of households it usually serves. When our mental health counselors could no longer meet with clients in-person, we quickly worked to switch to telehealth. Additionally, with most of the world going virtual, we took the opportunity to embrace technology and invested in a new server, laptops for our staff, and a newly designed website for more accessibility and a better user experience.

Included in this report, you will read how each of our programs was impacted by the pandemic and how our staff remained resilient and dedicated through it all. We are proud of the relief efforts we provided to our local community in 2020 when they needed us the most, and we could not have done it without the tzedakah of our generous supporters. Thank you for continuing to be a part of the JFS family, even if it was behind a face mask, in quarantine, or on the other side of a virtual call.

Sincerely,

Philip Flynn III
JFS Orlando Executive Director

JFS Orlando focuses its support to the Central Florida community on four core areas...

# Hunger

JFS Orlando's Pearlman Emergency Food Pantry fights hunger by providing emergency food assistance to individuals and families. In 2020, the Pantry continued to provide food assistance in-person using a new, socially-distant service delivery model for safety during the COVID-19 pandemic, and it remained stocked almost solely by purchasing food from Second Harvest Food Bank, since it could not accept food donations from the general public. Additionally, JFS Orlando's volunteer program was temporarily closed for the safety of all involved, which meant the Pantry was managed by the JFS Program Coordinator throughout the year. In 2020, the Pantry saw nearly double the number of households it usually serves due to the high need during the pandemic, and provided enough food for more than 188,000 meals.

188,688
meals provided

9,153
individuals served through the Pantry

165,024
pounds of food were purchased from Second Harvest Food Bank

**"Thank you for the generous help that you have given to my family and to the many people who come to you for help."**
**-Victor, JFS Pantry Client**

## Audrey Cohen, Program Coordinator

During the pandemic, the Pantry completely shifted how it operated for safety concerns and a dramatic increase in clients. "We went from operating half the day to full day, a visit limit of every three months to every week, and a team of volunteers to putting our volunteer program on hold due to safety concerns." Through it all, Audrey operated the Pantry almost entirely on her own, everything from packing and sorting food to handing it out to clients. "Although overwhelming at times, we were able to feed thousands, many who lost their jobs and had never needed assistance before. We have created lasting relationships with clients who have come every week for the past year."

# Mental & Emotional Stability

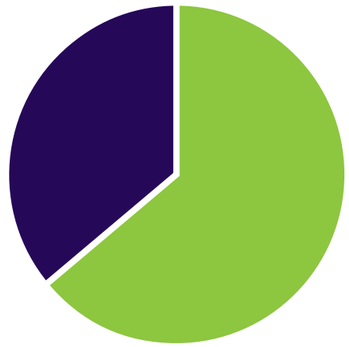
JFS Orlando's Counseling, Growth and Development Program provides individual, couple, family, and group mental health counseling. The program hosts a diverse staff of therapists from various modalities, languages, and faiths. During the pandemic, the program switched to a new virtual system in order for counselors to continue meeting clients. This was a vital switch during a time when demand for services was at an all-time high. In 2020, the program saw double the number of requests for new appointments it usually receives and overall provided more than 4,800 sessions. Additionally, by switching to telehealth there was a decrease in cancellation/no-show rates and more appointments began on time, allowing for more time in-session and better overall results for our clients.

"When our counselors could no longer meet with clients in-person, we quickly worked to secure a new virtual system, going from no telehealth to all telehealth overnight—with surprisingly very few hiccups!"

—Ashlyn Douglass-Barnes, Clinical Director

4,810
sessions provided

402
individuals served through the Counseling program



64%
of households served were new

# Homelessness Prevention

JFS Orlando helps families achieve stability and self-sufficiency by addressing emotional and financial needs through short-term Emergency Services and the long-term Family Stabilization Program (FSP). Case managers work closely with clients to assess their needs. In 2020, FSP transitioned from offering in-person services to providing case management sessions, workshops and other program activities virtually, continuing to provide clients with a variety of supportive services. Additionally, JFS Orlando launched a new rental assistance program called JFS Orlando CARES, dedicated to providing relief to those severely impacted financially during the COVID-19 pandemic. This program was made possible by an Orange County Community Development Block Grant awarded to JFS Orlando through CARES Act funding, as well as loan funding from the TOP Jewish Foundation and the Jewish Capital Alliance.

312
households served through FSP and JFS Orlando CARES

442
individuals impacted through JFS Orlando CARES

$373,188
in emergency rental assistance provided in 2020

**"The process was easy, professional, and someone always responded. Thank you for giving me one bright day in what's been many dark ones." -Melissa, JFS Orlando CARES Client**

## Juliette Wallens, Emergency Services Case Worker

In 2020, JFS Orlando welcomed back former employee, Juliette Wallens, as the Emergency Services Case Worker for the new JFS Orlando CARES program. Juliette first joined JFS Orlando in 2015 and left in 2017 to raise her little boy. When she heard about the new program, she gladly accepted the opportunity to reprise her former role with Emergency Services. "I love being able to help someone on multiple levels, the holistic approach," she explains. "I really enjoy inspiring and motivating others to rise above themselves against all odds. I'm thrilled to be able to help others during this crazy year!"

"Area hospitals were only allowing one or two family members per day, so I was not able to pick up the usual daily list of Jewish patients and visit each one. But I was still on-call for emergencies or a phone call with patients."

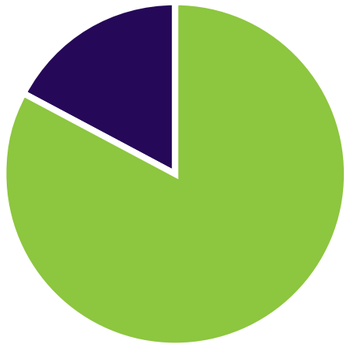
—Rabbi E. Arnold Siegel, Community Rabbi

# Aging & End of Life

Through the Chaplaincy Program and the RIDE (Reliable Independent Drivers for the Elderly) Program, JFS Orlando addresses the needs of seniors, the sick, and the disabled in the Central Florida community. At the start of the pandemic, there was a hospital lock-out of visiting clergy and social distancing limited home visits, meaning JFS Orlando's Community Rabbi could not visit patients as usual. However, Rabbi was still available for emergencies, end of life visits, small size burials, and phone counseling. The pandemic also affected the RIDE Program as many clients were quarantined at home and many medical practices closed or exclusively offered telehealth services, reducing the demand for transportation assistance at the onset of the pandemic. However, once quarantines were lifted and medical practices reopened later in the year, the need for rides to medical appointments and other essential services increased significantly, so much so that the program now has a waitlist for services.

624
rides provided to seniors and/or disabled adults

844
individuals served through Chaplaincy and RIDE



83%
of Chaplaincy services were hospital, hospice, and other visits, and the remaining were funeral, burial, memorial, and end of life

Thank you to all who generously donated to JFS Orlando in 2020!

## $20,000+

Anonymous
The Barry S. Goodman Revocable Trust
City of Orlando CDBG
City of Orlando Community Investment
Dr. Phillips Charities
Emergency Food and Shelter Program - Orange County
Harper Family Charitable Foundation, Inc.
Jewish Federation of Greater Orlando
Orange County CDBG
Ryan Foundation
Mr. and Mrs. Scott Zimmerman

## $10,000 - $19,999

Mr. and Mrs. Richard Appelbaum
Chesley G. Magruder Foundation, Inc.
David & Audrey Pearlman Family Philanthropic Fund
Emergency Economic Injury Disaster Loan
Emergency Food and Shelter Program - Seminole County
Joe and Sarah Galloway Foundation
Mr. Harvey Kobrin
M & T Weiner Foundation
O.Z. Wise Family Trust Endowment
for the benefit of Jewish Family Services of Greater Orlando
Roth Family Fund
TD Charitable Foundation
VNA Foundation

## $5,000 - $9,999

The Burr Family Giving Fund
Edyth Bush Charitable Foundation (Richard J. Conlee Fund)
Isermann Family Foundation
Jack & Sarah Kobrin JFS Scholarship Fund
Jay and Rebecca Rudberg Legacy Fund
of the Dallas Jewish Community Foundation
Jennie Bronstein Philanthropic Fund
Joseph G. Markoly Foundation
Lauren Buckner Charitable Fund
Martin Andersen-Gracia Andersen Foundation
Neil & Malka Webman Family Philanthropic Fund
Orange County PPE Reimbursement Program
Publix Super Markets Charities
Ralph & Bluma W. Meitin JFS Endowment Fund
Shapiro Family Philanthropic Fund
Mrs. Ruth Wallace*
Mr. and Mrs. Ben Weiner
Mr. and Mrs. Dick Weiner
Dr. and Mrs. Alan Wladis

*deceased

## $2,500 - $4,999

Dr. and Mrs. Roy Ambinder
Mrs. Paula Bartholomew
Escobar Family Giving Fund
Mr. and Mrs. Louis Feinberg
Frances R. & Joseph G. Lefkowitz Philanthropic Fund
Mrs. Jeanette Gould
Jewish Family Services Pearlman Pantry Endowment Fund
The Lauren Leidner Bloom and Barry A.N. Bloom Charitable Gift Fund
Margaret and R. Parks Williams Charitable Foundation
Rotary Club of Maitland
Mr. and Mrs. Ronald Shader
Mr. and Mrs. Jeffrey Yarmuth

## $1,000 - $2,499

Al & Mollie Siskind Philanthropic Fund
Anonymous
Mr. and Mrs. Gary Baumgarten
Mr. and Mrs. Glenn Behr
Mr. and Mrs. Ofer Ben Tov
Mr. and Mrs. Steven Botwinik
Mr. Alan Breus & Dr. Eloise Stiglitz
Charles and Amy Schwartz Endowment Fund
for the Benefit of Jewish Family Services of Greater Orlando
Charles & Rosalind Fuchs Schwartz Philanthropic Fund
Ms. Judith L. Chisdes
Dr. and Mrs. Allan Clayman
Mr. and Mrs. Jason Conolly
David Smuckler and Maxine Tabas Giving Fund
Dick & Dottie Appelbaum Family Philanthropic Fund
Dr. Gilbert & Joyce Walker JFS Endowment Fund
Drusilla Farwell Foundation O'Brien and Wise, Leslie Wise/Randolph Fields
Dr. and Mrs. Michael Hayt
Dr. Daniel Jacobs and Dr. Cori Baill
Mr. and Mrs. Allan Goldberg
Mr. and Mrs. Dean Faracchio
Mr. Craig Forstater
Mr. and Mrs. Robert Gebaide
Gebaide Family Philanthropic Fund
Ms. Sharon Ginsburg
Ms. Theda Goldman
Greater Orlando Jewish Family Service Endowment Fund
Mrs. Barbara Grossman
Harold E. Hirsch Foundation, Inc.
Mr. and Mrs. Seymour Israel
The J & V Shapiro Family Fund at Central Florida Foundation
Ms. Diane Jacobs
Jagoda Family Foundation
The Jay M. & Hillary S. Cohen Charitable Fund
JFS of Greater Orlando Emergency Fund at the TOP Jewish Foundation
Joseph Hara Charitable Trust
Mr. and Mrs. Edward Kleiman
Ms. Carol Lefkov
Mr. and Mrs. Adam Littman
Mr. and Mrs. Brian MacLeod
Dr. and Mrs. Richard Mayer
Paul & Barbara Grossman Philanthropic Fund
Robert & Judith Hara Family Charitable Fund
Rotary Club of Dr. Phillips Foundation, Inc.
Dr. and Mrs. Evin Rubin
Mr. Michael Schneider
Mrs. Dolores Schwartz
Scott and Marci Greenberg Family Philanthropic Fund

## $1,000 - $2,499 (continued)

Mrs. Marion Sherman
Smith Family Philanthropic Fund
Mr. Stephan Spencer
Stanley and Anne Shader Jewish Family Service Endowment Fund
Dr. and Mrs. Louis Stern
Tetenbaum Giving Fund
Mr. and Mrs. Robert Thomas
United Way Suncoast
The Wawa Foundation
Mrs. Barbara Weinreich
Mr. and Mrs. Terry Weiss
Zelig O. & Bobbi Wise Philanthropic Fund
Mr. and Mrs. David Zissman

## $500 - $999

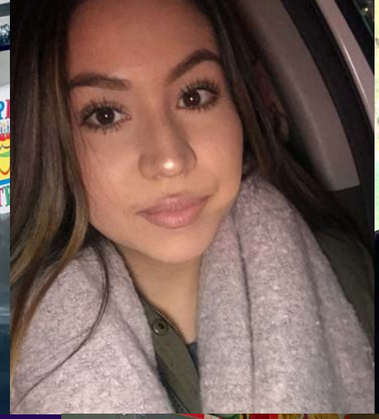
Abe O. Wise & Tess Wise Philanthropic Fund
Adam Ross Littman, P.A.
Dr. and Mrs. Lee Adler
Anonymous
Baumgarten Family Philanthropic Fund
Ben and Mary Safer Memorial Endowment Fund for the Elderly
Mr. Robert Bender
Mr. and Mrs. Seymour Benson
Mr. Natan Brick
Mr. and Mrs. Arthur Briskman
Mr. and Mrs. Fred Brown
Mr. and Mrs. Alan I. Brown
Cannasense Foundation
Central Florida Vein and Vascular Center
Chasnov Family Philanthropic Fund
Ms. Marilyn E. Crotty
Mr. and Mrs. Roger Cunningham
Mr. and Mrs. Howard Demsky
Ms. Judy Doyle
Dr. Roy A. and Grace Z. Hecht Memorial Fund
Dr. and Mrs. Stephen Dukes
Mrs. Myrna Factor
Mr. Eli Fried
Dr. Fran Lesser Friedman
Ms. Eva Gaber
George and Madeline Wolly Jewish Family Services Endowment Fund
Mr. and Mrs. Martin Glickstein
Mrs. Marilyn Goldman
Mr. Lawrence Kahn and Mrs. Amy Goodblatt
Dr. and Mrs. Scott Greenberg
Mr. Jacob Hara
Mrs. Amanda Jacobson Nappi
Dr. and Mrs. Richard Janovitz
Joe Greenspun Endowment Fund
Mr. and Mrs. Stanley Katz
Mr. and Mrs. Marc Katzen
Mr. and Mrs. Stuart Kimball
Mr. and Mrs. Kostya Kimlat
Dr. and Mrs. Henry Levine
Mr. Tommy Mendel*
META Clinic
Mrs. Melanie Minear-Lazar
Mr. and Mrs. Lars Morgan
Mr. and Mrs. Robert Neuman
Ms. Anne Packham
Dr. and Mrs. Jay Plotkin
Mr. and Mrs. Barry Portnoy

*deceased

## $500 - $999 (continued)

Mr. Allan Proksel
Mr. and Mrs. Cliff Reeber
Rita & Ned Feldman Family Fund
through the Jewish Federation of Nashville and Middle Tennessee
Mr. and Mrs. Emery Rosenbluth
Mr. and Mrs. Jeremy Scheinberg
Mr. and Mrs. Eric Schwartz
Dr. Marilyn Shapiro
Mr. and Mrs. Martin Sherman
Mr. and Mrs. Kenneth Solomon
Mr. and Mrs. Michael Sperling
Teresa & Paul Finer Philanthropic Fund
Mr. Perry Tolos
Mr. Edward Webman and Dr. Marcia Tabak
Drs. James and Rebecca Welch
Winter Park Wealth Group
Mr. and Mrs. Daniel Wise
Mr. and Mrs. Brent Ziegler

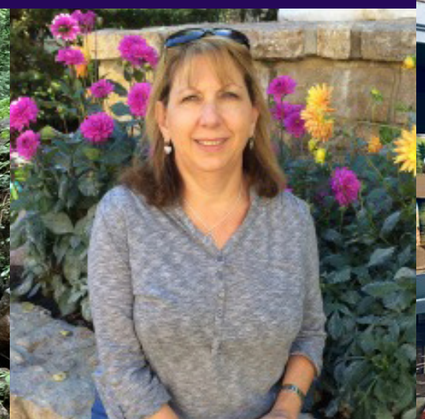
*We have made every effort to make sure our thank you lists are accurate and complete. We apologize for any errors or omissions. Please call our Development office at (407) 644-7593 ext. 234 to update our records.*



# We missed our volunteers in 2020!

Starting mid-March 2020, the JFS Orlando building was closed to the public due to the pandemic, including our wonderful volunteers. The building simply wasn't the same without you!

From our Pantry volunteers to Board members and more, we are so grateful for all that you have done over the years. Please know how much we missed you and look forward to welcoming you all back!



# Thank you to the 2020 JFS Orlando Board and Staff Members!

# Board Members

**President**
Marty Sherman

**Immediate Past President**
Dick Appelbaum

**First Vice President**
Sara Stern

**Second Vice President**
David Zissman

**Treasurer**
Stuart Kramer

**Secretary**
Shari Wladis

**Members at Large**
Lauren Bloom
Sarah Chasez
Barbara Grossman
Rosalie Levy
Lynn Minkow
Maura Weiner

# Staff Members

**Senior Staff**
Ashlyn Douglass-Barnes, LCSW - Clinical Director
Philip Flynn III - Executive Director
Elsa Peña - Controller
Heather Petrusky - Assistant Director

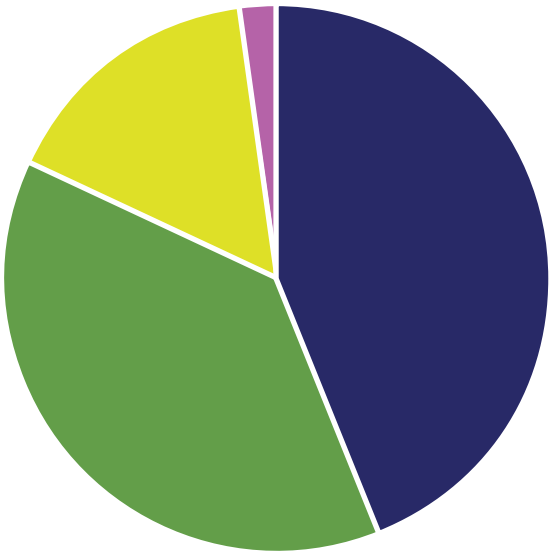
**Administration and Programs Team**
Audrey Cohen - Program Coordinator
Clelie Duroseau - Family Stabilization Program Case Manager
Jascha D. Fields - Family Stabilization Program Case Manager
Sara Martinez - Development & Marketing Associate
Teneshia Maxwell - Office Assistant
Rabbi E. Arnold Siegel - Community Rabbi
Juliette Wallens - Emergency Services Case Worker

**Counseling Team**
Pernell Bush, MSW - Registered Clinical Social Work Intern
Brenda Chappell, LMHC - Licensed Mental Health Counselor
Derick Chappell, MA - Registered Mental Health Counselor Intern
Dr. Jenn Crofts, PsyD - Licensed Clinical Psychologist
Carla Fischer, MA, LMHC, LMT - Licensed Mental Health Counselor
Daniel Fisher, EDS, LMHC - Licensed Mental Health Counselor
Caroline Given, MSW - Registered Clinical Social Work Intern
Danielle Glover, MSW - Registered Clinical Social Work Intern
Shannon Hargrave, LMHC - Licensed Mental Health Counselor
Laurie Hatcher, LCSW, MCAP - Licensed Clinical Social Worker
Jason Krause, MA - Registered Mental Health Counselor Intern
Michelle Mallory, MA - Registered Mental Health Counselor Intern
Jessica Mauger, RCSWI - Registered Clinical Social Work Intern
Lisa Minter, LMHC - Licensed Mental Health Counselor
Daniel Nabatian, MA, LMFT - Licensed Marriage & Family Therapist
Dorrit Ram, LCSW - Licensed Clinical Social Worker
Angeles Sanchez - Counseling Case Manager
Dr. Eloise Stiglitz, PhD - Licensed Psychologist

# 2020 Financial Review

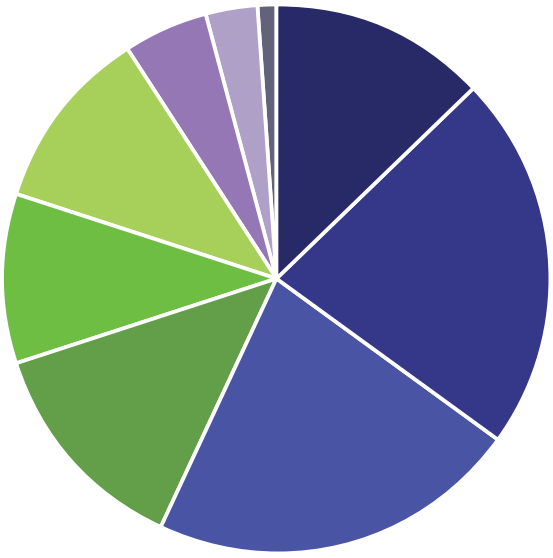
## Revenue - $1,937,204

- Grants & Government - 44%
- Fundraising - 38%
- Counseling - 16%
- Chaplaincy - 2%



## Expenses - $1,811,954

- Fundraising - 13%
- Emergency Services - 22%
- Counseling - 22%
- Pantry - 13%
- FSP - 10%
- Management & General - 11%
- Chaplaincy - 5%
- RIDE - 3%
- Volunteer & Kobrin Scholarship - 1%



**Jewish Family Services of Greater Orlando, Inc.**
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