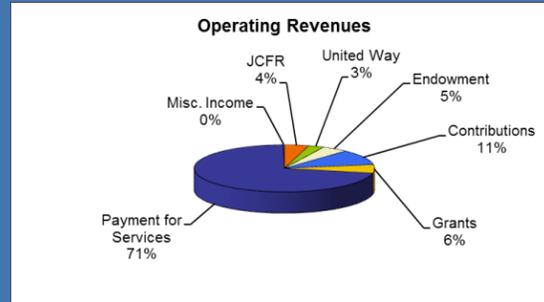


## 2011 - 2012 Financial Snapshot

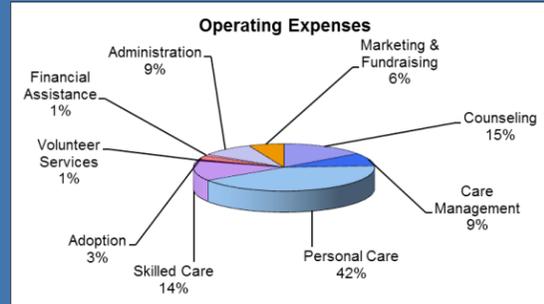
### Operating Revenues

JCFR	180,000.00
United Way	116,247.00
Endowment	191,445.00
Contributions	439,827.00
Grants	239,323.00
Payment for Services	2,944,050.00
Misc. Income	8,212.00
<b>Total</b>	<b>4,119,104.00</b>



### Operating Expenses

Counseling	611,451.00
Care Management	363,232.00
Personal Care	1,702,155.00
Skilled Care	560,179.00
Volunteer Services	41,225.00
Adoption	102,681.00
Financial Assistance	46,776.00
Administration	387,267.00
Marketing & Fundraising	257,716.00
<b>Total</b>	<b>4,072,682.00</b>



## Mission

JFS is a forward-thinking health and human service agency dedicated to helping people achieve their full potential, regardless of age, race, religion, or circumstances.

## Vision

Residents of the greater Richmond area will realize their capacities for independence, physical and mental health, and social well-being in safe, supportive communities.

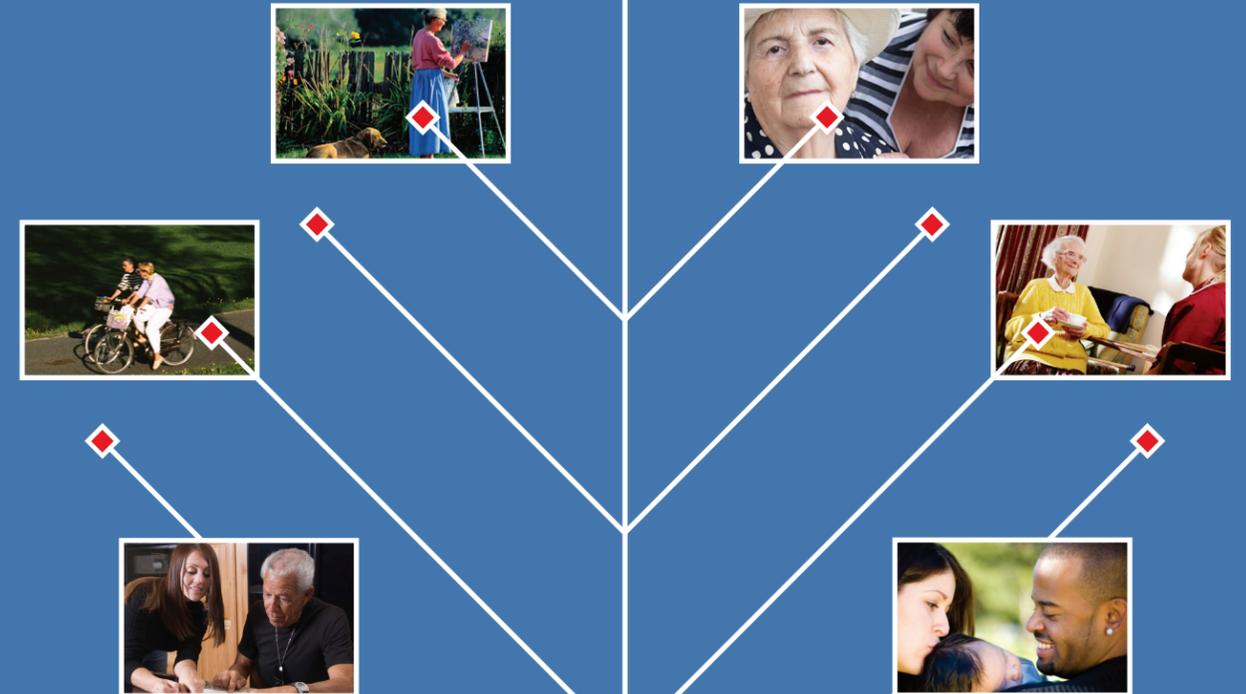
## Values

- We practice the Jewish value of tikun olam, repairing the world through dedicated service, one client at a time.
- We appreciate and respect our clients, staff, board, and stakeholders.
- Professionalism, confidentiality, and equity guide our external and internal relationships.
- Accountability and fiscal responsibility are hallmarks of our operation.
- Our diverse clients merit the highest quality services.
- We believe in continuous improvement and life-long learning.
- We believe Jewish Family Services is a source of pride and increased Jewish identity.

Donate online at [www.jfsrichmond.org](http://www.jfsrichmond.org)



# 2012 ANNUAL REPORT



Jewish Family Services • 6718 Patterson Avenue  
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[www.Jfsrichmond.org](http://www.Jfsrichmond.org)

## ■ From the President & CEO...

We are pleased to present this Annual Report documenting the 163rd year of JFS service to the Richmond Jewish and greater community. Since its inception as The Ladies Hebrew Benevolent Association in 1849, JFS has helped thousands of people meet the challenges life brings their way. And, while the times and challenges have changed over the years, the JFS commitment to its mission of tikun olam, repairing our world one person at a time, has remained steadfast. It has done so by paying close attention to the changing social, health, and mental health needs of its constituents and putting in place the services needed to meet those needs.

In the fall of 2011, we became aware of a growing need in the Richmond area for mental health counseling and psychological testing for children and their families. We discovered there were long waiting lists for these services—often six months would pass between the need presenting itself and an appointment becoming available. The vast majority of these situations involved families with few financial resources, no insurance, and no government assistance.

In March of 2012, JFS enhanced its clinical staff by hiring a child, adolescent, and family therapist. By May her caseload had filled. At the same time, demand for testing increased. Rather than having to wait months for an appointment at another agency, clients were seen at JFS and reports issued within days. Given this demand, JFS will look to expand the program assuming funding availability.

This is but one example of how JFS serves the entire Richmond community as needs arise. Providing court-ordered guardianship and conservator services to abused and financially exploited elderly is another area where JFS has seen increased demand. Working closely with city and county Adult Protective Service units, JFS staff provide ongoing protection and case management to victims of such abuse.

Besides Counseling and Elderly Care Management, JFS continues to deliver physician-ordered nursing and therapeutic services as well as personal care to elderly and disabled clients needing assistance to help them remain living independently, in their own homes, for as long as possible. JFS also remains the region's premier provider of adoptive placements and home studies for all who need them.

All in all, it has been a successful year for JFS and we look forward to serving and appreciating the support of the Richmond community in the years to come.

Warmest Regards,

Jerry Samford, President

Larry D. Jackson, CEO

## ■ Thank You!

### Here's what you made possible:

Your financial support helps people in our community every day, in many different ways. To ensure JFS programs really do make a difference in peoples' lives, we measure program outcomes annually. Here are the impressive results for 2011-2012 – results which you made happen:

- \$6,335,119: Saved in the Richmond community by providing HomeCare services, allowing frail seniors to remain living in their own homes, not state-funded nursing homes.
- 95%: Counseling clients who reported improvement regarding their original problem.
- 58: Elderly, homebound clients whose lives were brightened each day by Telephone Reassurance or Friendly Visitor volunteers.
- 37: Families enhanced by Adoption with Love by JFS.
- 3,749: Checks written in the Bill Paying program, for 40 clients unable to manage their own finances.
- 247: Clients who recovered from surgery, strokes, and other illnesses with Skilled Nursing Care in the comfort and privacy of their own homes.
- 100%: Clients whose quality of life was improved through Elderly Care Management.



## ■ The People You Help

Our clients come from diverse races, religions, ages, and incomes but have one thing in common – your support makes their lives better. Your donations directly benefit those most in need in our community. Some interesting details about our clients:

- From July 1, 2011 through June 30, 2012, JFS served 2,326 clients: a 19% increase over the previous fiscal year.
- Although most HomeCare clients are between the ages of 75 and 100+, we care for a number of severely disabled children under the age of 9.
- Due to the economic downturn, more clients are uninsured/underinsured than before.
- Nearly 66% of clients have incomes below 200% of the federal poverty line and many are uninsured.
- The JFS client census closely mirrors the region's racial/ethnic census. Our clients are White (61%), African American (35%), Asian (2%), Hispanic or Latino (2%), and Native American (0.1%).

## ■ In Their Own Words

*"My daughter was anxious and depressed. She had failed every one of her seventh grade SOLs. I called JFS for psychological testing and Rachel was tested within one week. It turns out Rachel has a severe reading disability. Now she has her tests read to her and has a reading tutor. She repeated seventh grade and passed all her SOLs with flying colors. I can't begin to tell you how grateful I am."*

– Linda S.



*"JFS gave us the greatest gift of all – our child. Thank you, JFS."*

– Jeff & Sarah G.

*"JFS has been a "member" of our extended family for over five years. With everyone spread across the country, we worried about our ability to help our parents go from independent living to the next level of care. Our geriatric care workers were great - they understood us perfectly and gave the right help. It's been so successful that we had them help us support our brother, who is mentally ill. JFS turned a challenged life into a supported one – we were relieved of major worries and enjoyed the time we had together as a family. JFS not only improved our parents and brother's lives, they improved ours, too."*

– Mary K. & Shelley K.



*"Having HomeCare services at night allows me to get the physical and emotional rest I need. They do a great job with my father."*

– Stacey M.

*"I love when you call me every day!"*

– Sid T.