We are pleased to present this Annual Report documenting the 164th year of JFS. We served more than 2,400 clients over the course of the year – the greatest number of lives we’ve enriched in our history.

This year marked a significant transition in executive leadership. In October, Larry Jackson retired after 11 years as Chief Executive Officer. JFS warmly welcomed its new CEO and looks forward to meeting the challenges that face our community.

Nearly 25 years ago, JFS was the lead agency in the community in the resettlement of more than 800 Jewish refugees from the Former Soviet Union. We are now engaged in year two of a collaborative project, “Draw Back the Curtain,” with the University of Richmond Hillel. This project tells the stories of these refugees and the volunteers who helped them resettle in Richmond. A year-long celebration began in December and will continue throughout 2014. Details about upcoming events and the project’s generous supporters are available at drawbackthecurtain.com.

This project has given us a wonderful opportunity to reunite with the refugees and community volunteers. Many are now seniors and join the fastest-growing part of the community JFS serves. This senior population is on the forefront of the Age Wave, when people older than 60 will outnumber those under age 18. The Age Wave will be in full swing by 2020. As a result, JFS is anticipating and preparing for an increased demand for our services, especially Care Management. Last year, Care Management helped seniors and their families with a full range of services, such as cognitive assessments, bill pay services, and guardianships, as well as care coordination with physicians, attorneys, and other professionals. We also connected seniors to other services, including food programs and adult day services, through community partnerships.

Looking ahead, our goal is to expand our services to help more children, families, and seniors, regardless of their ability to pay, through direct services and partnerships. We are able to serve the community through your generosity – and we sincerely thank you for your support.

As we have since 1849, JFS will continue to pursue our mission of Tikun Olam: repairing the world, one person at a time. We seek to enhance the quality of life for those in need, and our doors are always open to all.

Warmest regards,

Elizabeth Thalhimer Smartt  
President

Gregg E. Davidson  
Chief Executive Officer

JFS ANNUAL REPORT Fiscal Year 2012-2013

Jewish Family Services
6718 Patterson Avenue
Richmond, Virginia 23226
804.282.5644
jfsrichmond.org

Complete audited financial statements are available at jfsrichmond.org

2012-2013 Financial Summary

Operating Revenues

<table>
<thead>
<tr>
<th>Revenue Type</th>
<th>Amount</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment for Services</td>
<td>3,407,474</td>
<td>75.8%</td>
</tr>
<tr>
<td>Contributions</td>
<td>247,625</td>
<td>5.5%</td>
</tr>
<tr>
<td>Grants</td>
<td>239,515</td>
<td>5.3%</td>
</tr>
<tr>
<td>Endowment</td>
<td>212,996</td>
<td>4.7%</td>
</tr>
<tr>
<td>JCFR</td>
<td>180,000</td>
<td>4.0%</td>
</tr>
<tr>
<td>United Way</td>
<td>128,544</td>
<td>2.9%</td>
</tr>
<tr>
<td>Misc. Income</td>
<td>78,561</td>
<td>1.7%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4,494,715</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Operating Expenses

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Amount</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Care</td>
<td>1,852,826</td>
<td>42.6%</td>
</tr>
<tr>
<td>Counseling</td>
<td>710,465</td>
<td>16.3%</td>
</tr>
<tr>
<td>Skilled Care</td>
<td>607,456</td>
<td>14.0%</td>
</tr>
<tr>
<td>Administration</td>
<td>454,338</td>
<td>10.4%</td>
</tr>
<tr>
<td>Care Management</td>
<td>388,254</td>
<td>8.9%</td>
</tr>
<tr>
<td>Marketing &amp; Fundraising</td>
<td>204,831</td>
<td>4.7%</td>
</tr>
<tr>
<td>Adoption</td>
<td>92,024</td>
<td>2.1%</td>
</tr>
<tr>
<td>Volunteer Services</td>
<td>42,557</td>
<td>1.0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4,352,751</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
51% of clients are over age 60, the fastest-growing part of the population JFS serves.

54.5% of clients’ annual income is below $25,000

JFS served 2,439 clients in Fiscal Year 2012-2013, 9.5% more than in the previous fiscal year.

JFS provided 154,678 hours of care in Fiscal Year 2012-2013, 9.1% more than the previous fiscal year.

Personal Care
Counseling
Skilled Home Care
Friendly Visitor/Telephone Reassurance
Care Management
Adoption
Bill Pay Services
Psychological Testing

JFS served 2,439 clients in the previous fiscal year.

JFS provided 154,678 hours of care in the previous fiscal year.

JFS served 127,640 hrs

Personal Care
163 clients
328 hrs

Counseling
41 clients
1,435 hrs

Skilled Home Care
74 clients
2,340 hrs

Friendly Visitor/Telephone Reassurance
90 clients
3,716 hrs

Care Management
65 clients
4,911 hrs

Adoption
317 clients
6,644 hrs

Bill Pay Services
1544 clients
11,205 hrs

Psychological Testing
145 clients
127,640 hrs

JFS ANNUAL REPORT Fiscal Year 2012-2013

JFS provided 154,678 hours of care in Fiscal Year 2012-2013, 9.1% more than the previous fiscal year.