

JF&CS
Receives
National
Accreditation



The Community Health Accreditation Program (CHAP) has accredited JF&CS's home health and home care programs. This national accreditation is a testament to our commitment to providing excellent community health and home care.

CHAP Standards of Excellence recognize the high quality of JF&CS's management, client outcomes, resources, and long-term viability of our home health and home care services.

CERS Joins with March of Dimes to Prevent Premature Births



March of Dimes

Every day 1 in 8 babies born in the U.S. arrives too soon – nearly 500,000 babies

a year. In half the cases no one knows why. It is a common, serious and costly problem.

In 2003, the March of Dimes launched an inspiring five-year, \$75 million prematurity campaign to help families have healthy babies. As part of this initiative, JF&CS has partnered with March of Dimes to develop programs aimed



JF&CS Opens Headquarters in Waltham

New Facilities and Expanded Programs To Reach a Wider Community

JF&CS has brought our Boston and Newton offices together into one facility at 1430 Main Street in Waltham. This exciting new facility will allow the Agency to expand our services significantly while unifying administrative and program staff in a bigger, brighter space.



Our new home

The creation of our new home is an important statement about the Agency's long-term commitment to the Greater Boston community, and recognition of how we've grown and of where we expect to be in the future. Executive Director Sy Friedland said, "JF&CS has been an important part of the human service scene for 140 years and this is an indication that we intend to be here for another 140 years."



New Program Helps Seniors Age Well at Home

With the support of a \$700,000 grant from the United States Administration on Aging, JF&CS has launched a unique program to help seniors age independently in their homes.

Initially, JF&CS's Aging Well at Home program will provide a range of health and supportive services to residents of three buildings that are located in Brookline, Malden and the North Shore.

Rimma Zelfand, director of Senior Services, said, "Our goal is to look at the reasons people need to go to a nursing home and to help them try and avoid it. We want to make sure that as you age, you can stay in your home as long as you want with comfort and dignity."



Consider Making a Planned Gift to Jewish Family & Children's Service

Dear Friends,

Our move to a new headquarters in Waltham is an important step for us. The building is a major investment. It's recognition of how we've grown and where we expect to be in the future.



But while this building is important to us, it doesn't take away from our community involvement. Our new headquarters is a symbol of all we hope to accomplish in solving the problems that face those of us in need.

Rather than just helping people survive, we also focus on quality of life issues. We want to help people have meaningful lives, whether you're a senior, a new mother, a person with a disability, or a recent immigrant.

Our knowledgeable and dedicated staff set JF&CS apart. They work with a real sense of mission and, not surprisingly, we have very little turnover. During a recent accreditation visit the reviewers were struck by our staff members' commitment and compassion.

JF&CS continues to lead the way with our innovative and effective programming. Instead of making the needs fit our solutions, we find out what the needs are and create solutions for them. With your help, the staff, board, donors and volunteers of JF&CS look forward to reaching even more people in need in 2005.

Sincerely,

A handwritten signature in black ink, appearing to read "Seymour J. Friedland".

Seymour J. Friedland, Ph.D.
Executive Director

Everyday families face crisis and for over 140 years, JF&CS has been able to provide comfort and support to thousands of people each year. We are able to offer our high-quality caring services to people of all backgrounds, ages and faiths because of the generosity of people like you. In addition to the annual support you provide, please consider including JF&CS in your estate plans. You can make a bequest for JF&CS in your will, make gifts of life insurance, stock, retirement plans, or gift annuity. There are many ways to give – some gifts provide income back to you during your lifetime, all provide some type of charitable tax deduction. Consult your tax advisor to learn more and to decide which type of gift is best for your situation.

For more information about our **1864 Society**, please contact Marla Kannel in our development office, 781-647-JFCS(5327).

On behalf of the families who will benefit from your generosity, we thank you.

New Program Helps Seniors Age *continued*

The grant funds services for seniors living in a Naturally Occurring Retirement Community (NORC). A Naturally Occurring Retirement Community is a building or neighborhood that was not designed as a senior residence, but has a significant population of seniors who are "aging in place."

Although most seniors want to live independently, they rarely have access to the services they need to live safely and in good health. Aging Well at Home will address these issues by placing a nurse practitioner and social worker at each site, as well as offering a range of mental health services and activities.

The ultimate goal of Aging Well at Home is to serve 1,000 seniors with a variety of programs, cultural events, exercise programs, and citizenship classes. Rimma said, "Our goal is to build a community that helps and supports each other age well at home."

For more information, please call 781-647-JFCS (5327) and ask for Rimma Zelfand.



Center for Family Assistance Holiday Program



Eleanor Kuhlman, Jan Fugel and Sarah Schlegel volunteer at this year's toy drive to help needy families

For a family struggling to pay heat and electricity, preparing for the holidays can add an additional emotional and financial burden. However low-income families working with JF&CS were helped through a special holiday program run through JF&CS's Center for Family Assistance. In collaboration with Jewish schools, synagogues, companies, and private donors, the program provided toys, holiday gift cards, ritual items, and Chanukah-related food items for Family Table recipients such as latke mix, oil, applesauce, gelt, candles, and dreidels, to ensure they celebrated a Chanukah filled with joy and light.

All in all, the Center's request for toy and gift card donations provided enough gifts for over 200 children. The overwhelming community support reflected the kindness and generosity of over 50 synagogues, schools, companies and individuals.

After receiving the gifts for her child, one parent called our case manager in tears, and told us how she thought "angels had answered her prayers."

A special thanks to our student interns Lexi Bock and Tim Williams for coordinating the program this year.

Thank you for your support!

March of Dimes *continued*

at lowering premature birth rates in Greater Boston. The first program, called "Fragile Beginnings," is a support group for mothers of premature babies who have been in the NICU. The program will be run by Lactation Consultant Gail Levy, who is one of three lactation consultants at JF&CS.

Mothers of premature infants have a range of needs from learning how to care for their tiny babies to recovering from what may have been a traumatic birth, physically and emotionally.

The babies are also challenged, especially those who have been in the NICU and haven't been able to coordinate the suck/swallow/breathe combination necessary for feeding.

Many moms report that while their medical needs are met, their emotional needs are not. Gail said, "We want to be there emotionally for the moms." She added, "We empower them as mothers."

Marla and Jeffrey Wolk are the parents of 17-month-old identical twin boys who were born 14 weeks early. Marla calls Oliver and Ian "my little heroes" because they fought so hard to be here.

Marla noted, "The NICU provides incredible medical support but when they send you home you are more like a nurse and less like a mom." There is a huge relief at being discharged but many mothers are still left in a strange place, with babies healthy enough to go home but still not as strong as full-term babies. All of a sudden there are no nurses, no doctors and no monitors.

Marla met Gail when her boys were in the NICU and called her "my guardian angel." When the boys were released from the NICU after three and a half months, Gail continued to visit, providing support and many helpful tips on infant care.

Marla said, "Being a mom of premature babies is a world unto itself. Gail took care of me so that I could take care of my babies."

JF&CS is committed to helping parents of premature babies and to preventing future premature births. For more information on how you can support this effort, please call 781-647-JFCS (5327) and ask for the Center for Early Relationship Support.

Headquarters in Waltham *continued*

By joining our current headquarters in Boston and our Newton office into a single larger building, the Agency will be able to better serve staff and clients alike.

The move was motivated by a desire to expand beyond the limits of the Agency's current space. Sy said, "We really wanted to bring together the work we do in Boston and Newton. The new building will allow us to communicate better with each other and to integrate and expand our services."

He added, "One thing that the move won't change is that we're a very community-based organization with an emphasis on bringing services to people where they live. The new building will also allow us to bring the community into our facility."



The building will also allow us to hold gatherings in our own space that were never possible, such as Community Housing for Adult Independence (CHAI) holiday parties.

expand, and the decision was made to proceed with the sale of the Boston building.

A team of staff and board members selected the site in Waltham after considering several other locations because the building met the Agency's requirements for

December, home care employees in Boston were relocated to new offices at 174 Portland Street, just around the corner from the New Chardon Street building. The new office also provides space and flexibility for meetings in Boston.

Carl said, "The move [to the Portland Street office] was a well orchestrated ballet. It couldn't have gone much better. I'm quite confident we'll have similar success during the transition to Waltham."

Waltham Facility Allows New Services

In addition to improving efficiency and communication, the Waltham site will mean JF&CS has the space to expand services in ways that weren't possible before, including group services and community education. The building will also allow us to hold gatherings in our own space that were never possible, such as Community Housing for Adult Independence (CHAI) holiday parties, Leadership Development Series Events and our Holocaust Services Award Dinner.

"The new building will also allow us to bring the community into our facility."

Room to Grow

The initiative to consolidate operations, led by previous JF&CS Board President Alan Dana, began two years ago. According to Carl Zack, chief operating officer, JF&CS has tripled in size in the last ten years without adding any new office space.

With the expiration of the Newton lease in February 2005 and the growth of the Agency, everything pointed to a need to

the Americans with Disabilities Act (ADA) accessibility, square footage, flexible and open architecture, proximity to Route 128, and ample parking.

Keeping a Boston Presence

The planners realized that home health/home care needed a Boston presence. In addition to the many clients receiving services in the city, several hundred home care workers need to be near public transportation. In

We will even have the use of a chapel to better serve people in crisis. Marla Kannel, chief development officer, said, "The new building will increase our ability to serve exponentially."

One of the features in the building is an observation and treatment room for the Center for Early Relationship Support. The family care room will be used for mother/baby therapy groups, feeding support and parent consultations, and training. CERS will also have a conference room for parent/teacher meetings, a lending library for parents, as well as much-needed space for faculty, interns, and clinicians.

Peggy Kaufman, director of the Center for Early Relationship Support, said, "The move will allow us to have much more coordinated connections with the rest of JF&CS. I'm very excited that we will be able to work

“ Our Waltham headquarters will enhance our ability to help families, children, seniors, immigrants and those with disabilities in the Greater Boston community. ”

together in a more cohesive way and build on our range of office services.”

In another dramatic change, our Jewish food pantry, Family Table, will be relocated from its location at Congregation Kehillath Israel in Brookline. Now, one Sunday each month, people will come to our new facility in Waltham to prepare food bags for distribution. Margie Nesson, Family Table coordinator, said, "Family Table staff is excited about the new opportunities we will have to design our own storage area in the Waltham building and

be able to create an improved system for service delivery. We anticipate being able to increase the number of families served, as well as the number of food products provided.”

Come Visit Our New Home

Our Waltham headquarters will enhance our ability to help families, children, seniors, immigrants and those with disabilities in the Greater Boston community. We are committed to providing high-quality and compassionate services to people in need whether it's in their homes, in our home or in hundreds of locations throughout the Greater Boston area.

This spring the building will be dedicated with a Mezuzah ceremony and will open its doors at a community day for anyone who would like to tour the new facility. Come visit us at our new home!

For more information, please call 781-647-JFCS (5327).



One of the features in the building is an observation and treatment room for the Center for Early Relationship Support.

Daughter Turns to JF&CS for Help with Ailing Mother

With her critically ill mother lying half a world away, an anxious daughter turned to JF&CS for comfort and advice. The daughter, who wishes to remain anonymous, had heard of JF&CS through a professional connection but never dreamed she would need the Agency's help for such a serious matter.

When her mother had a stroke and became ill while working in China, the daughter called Peggy Kaufman, director of JF&CS Center for Early Relationship Support. Peggy connected her to JF&CS Geriatric Care Management and Cathy Papazian, Geriatric Care Manager.

Geriatric Care Management is a service for families or elders who need information, guidance or direct help with moving people through changes or crises.



At JF&CS, we have the ability to help quickly and effectively with overwhelming situations because of the wide variety of programs and services that we offer.

States, what kind of care she would need and where best to receive that care. When her mother passed away, Cathy continued to provide emotional and practical

after her mother's death, the daughter stopped by Peggy's office to say thank you. Peggy said, "She could not say enough about the quality of care, attention, support and concrete service that she and her brother received from our Geriatric Care Management Program and our Jewish Healing Connections. I felt so proud and moved by her retelling of the services she received."

Peggy added, "Both of them felt so well cared for by our Agency. It's wonderful to be able to refer someone and get this kind of response."

“She could not say enough about the quality of care, attention, support and concrete service that she and her brother received”

Cathy assisted the daughter in making several difficult decisions, including whether to transport her mother back to the United

support with the help of the Agency's Rabbi, Karen Landy, of Jewish Healing Connections, who officiated at the burial. Two weeks

If you have a problem that you need assistance with, please give us a call at 781-647-JFCS (5327).

Holocaust Services Linda Rakoff Lends Nurturing Ear

JF&CS has a long-standing commitment to addressing the needs and concerns of Holocaust survivors and their families. What is unique about our Holocaust services is that they are not a lesson about history, but a focus on the needs of the individual, as well as their children and grandchildren. One way we help is by matching survivors with a caring volunteer, through our Friendly Visitor Program, to provide companionship and a treasured connection to the Jewish community.

Here is the story of one such volunteer: Linda Rakoff, a clinical social worker specializing in trauma, has been visiting a homebound survivor of the Holocaust for over two years. Linda lives in Newton with her husband Bryon and her 16-year-old daughter.

Ellen Fishman, director of Holocaust Services, said, "Linda stepped in to fulfill a particular request and ended up establishing a consistent, ongoing connection that has been invaluable to our client. We are enormously grateful to her."



Linda Rakoff, Holocaust Services Volunteer

Why did you choose to be involved with JFCS?

"I feel a strong pull to be a mitzvah fairy – that's what my life is about. For two years, I ran the Holocaust program at my temple. I met Ellen [Fishman] in the late '90s through a conference we both attended. As I learned more about her program, I wanted to be more involved. A few years ago they called and said they needed a friendly visitor for a survivor who was one of their clients; someone who could have some understanding and do shopping for a house-bound person. I've been seeing her once a month or more when there is a health crisis.

How do you spend your time together?

We just talk. She likes to hear stories about other people. I'm her friend. I have no intention of not being there for her. You have to be there for life.

We understand each other. She is not grandmotherly, but she evokes a grandmotherly feeling. I was close to my grandmother and I have a feeling about old people and I feel for her loneliness. She has no family.

What do you hope to accomplish?

My job is to make the world a better place and I feel that very passionately. My daughter, who is a junior in high school, asked me why I spend so much time. I said you have to know where you come from. The more I learn, the more alive they become to me, the richer I am. Because of the Holocaust, I feel the need to not let them be forgotten. It's important that the generations pass on the legacy.

What would you tell others who are thinking about volunteering?

For this population, it's a lifetime commitment. They've suffered too much. You have to be a really mature person, not have your own agenda, or just be curious. My clinical skills have helped my lady when times have been painful. As a clinician, I can help her close it up gently. Non-clinicians go the other way when they're flooded with stuff. I think it's a fine line why someone wants to do it. It's the right thing to do if it's because you're ready and you want to do something in a loving, nurturing way.

At JF&CS, we have a wide range of Friendly Visitor opportunities. To find a satisfying and rewarding volunteer experience, or for additional information, please call our volunteer coordinator at 781-647-JFCS (5327).

JF&CS 2004 Black-Tie Event Raises \$600,000



Event Chairs Robert & Jamie Weintraub
with JF&CS Executive Director Sy Friedland

Close to 400 guests attended the JF&CS Black-Tie Event on October 30th at the Seaport Hotel in Boston. The evening, designed by Rafanelli Events, included dinner, dancing and an exciting auction.

The event raised \$600,000 which goes directly to JF&CS programs which serve the most vulnerable members of our community. Every year Jewish Family & Children's Service helps 30,000 children and families in need throughout Greater Boston.



Charles & Patty Ribakoff



Cindy & Mark Blotner



Norman Greenberg & Judi Elovitz Greenberg
with Amy & Warren Strauss



William Danoff with JF&CS Board President
John Levy & Gail Rothenberg

save the date

To learn more about these Events, please call the development office at 781-647-JFCS (5327).

* Women's Breakfast Thursday, May 5 Belmont Country Club

The Center for Early Relationship Support will host its annual Women's Breakfast to support the Center's award-winning programs for new families and their babies.

* CHAI 2005 Celebration Wednesday, May 18 Four Seasons Hotel, Boston

Community Housing for Adult Independence invites you to an incredible evening. Proceeds benefit JF&CS Services for People with Disabilities.

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