

*Jewish Family & Child Annual Report 2009/2010 A Tribute to Our Staff*

Cover:

**Simon  
Kalkstein**  
Supervisor,  
Gordon S. Wolfe  
Branch

**Anonymous  
tribute**

The Supplementary  
Financial Assis-  
tance Program  
provides 500  
people every month  
with financial  
assistance, coun-  
selling, rehab and  
advocacy services.  
40% of last year's  
allotted \$1.7  
million was carried  
by our Gordon  
S. Wolfe Branch  
downtown.\*

Judaism does not create saints. If it did, we would have our own Saint Simon because Simon Kalkstein saves lives.

He never appears too busy to see someone. There may be a line-up of people needing help. Simon will say, "Come back later, I'll be here." "How late?" "Come back, I'll be here." And he is there - it seems at all hours, six days a week.

If there is a way that he can help, he will. He goes that extra mile, literally. He visits people's homes - sometimes to see his own clients, sometimes to see the clients of his staff who need his support. He is unhesitatingly available. He does hospital visits. He meets people on street corners. He washes... read this again ...washes the support stockings of a homeless client because, simply, there is no one else to do it.

His judgment is superb, he possesses a wealth of knowledge and he has a keen intellect. Yet these qualities are not flaunted. His quiet modesty and understatement allow people - whether clients or staff - to express themselves honestly and openly.

Simon radiates goodness. He looks past the poverty, addictions and mental illnesses of those who need him and he sees the goodness and potential in them. Judaism does not create saints. But we have our own term, Tzadik, or "righteous one." This is Simon.

**A staff member on the cover?**

It may seem unusual, as most of our past annual reports featured stories of the clients we serve. However unusual though, it felt right and important; our staff members are the threads that hold the fabric of JF&CS together.

Several months ago, we asked them to write a tribute to a colleague who inspired or challenged them. The submissions, as you will see in the coming pages, are heartfelt and moving. As we could not feature all 120 of our staff members, we have included a range of some of the most impactful tributes.

I have been with Jewish Family & Child for almost twenty years and during this time I've had virtually one supervisor, Fay Geitzhals.

As a social worker in our Intake Department, life can be very demanding... with immense ups and downs. I really never knew what the day would bring, but Fay...she nearly always kept her cool.

I carried a varied and diverse caseload which meant needing strict time management skills. It was challenging, but when I was successful, Fay never hesitated to commend me for my hard work; however, she did not hesitate to call me on my mistakes and fumbles either. Fay was always there to support me. She would ask me how she could help to make things better rather than be punitive. She pushed me to a higher level of practice and now and then, would give me a nudge to apply for the Masters Degree in Social Work.

Now I have it, but without her gentle nudging, I might still be contemplating the application.

Diane has been with the Jerome D. Diamond Centre ...forever. She is the heart and soul of the place. She is amazingly patient and kind to the students and their families, despite the demands they may ask of her. Diane keeps the staff grounded, remembers things the rest of us forget, organizes our holiday celebrations, keeps track of our many forms and releases, and always has a smile on her face. Simply put, Diane has done, and continues to do her job brilliantly. We extend our sincere thanks to her and we all believe that because of her, we function much better.

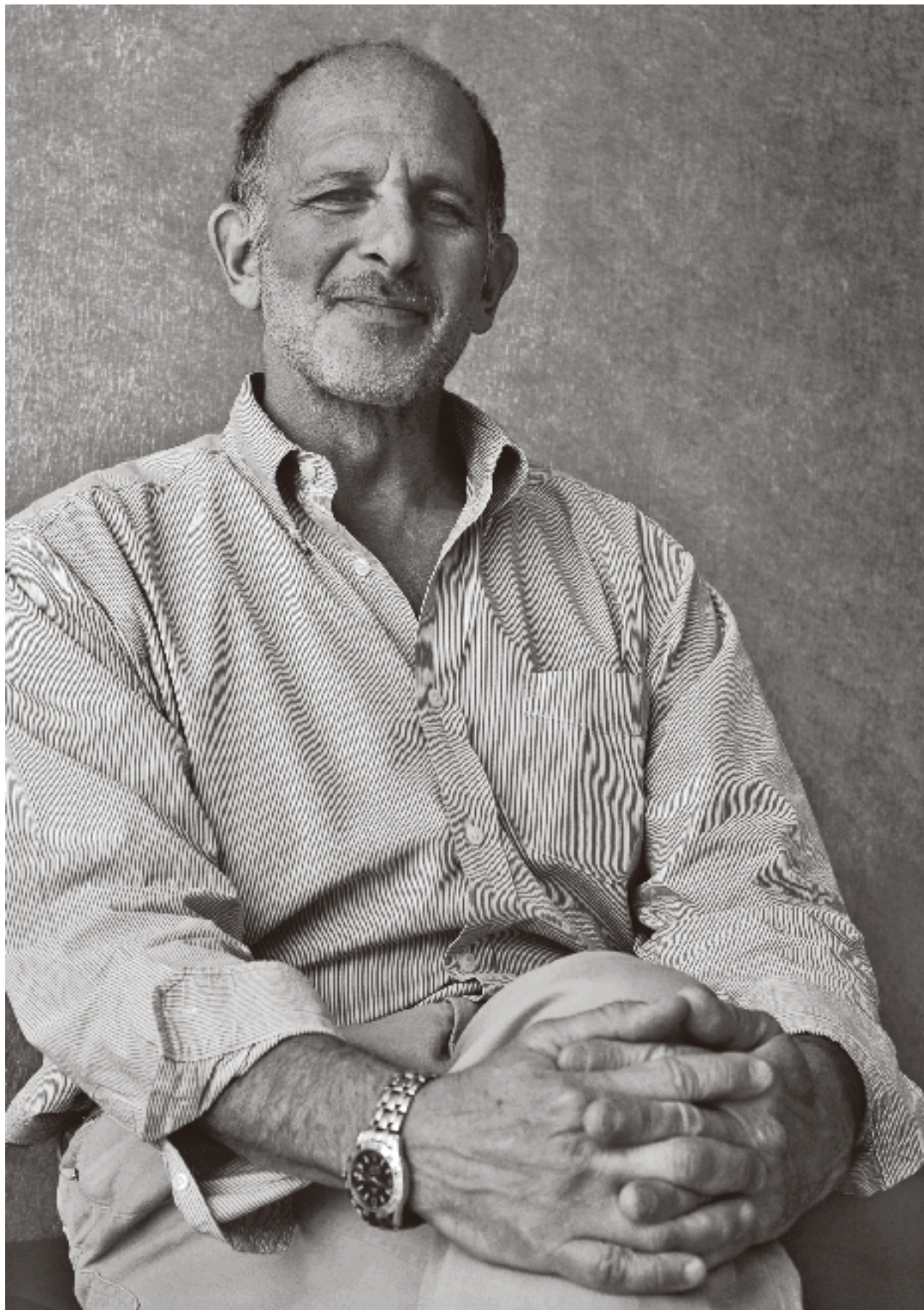
**Diane MacDonald**  
Administrative Support  
Tribute by  
The Jerome D. Diamond Adolescent Centre Staff

**Fay Geitzhals**  
Supervisor, Intake  
Tribute by  
Ellen Steinberg-Hollend  
Social Worker

The Intake Department - from which all services flow - received 12,328 calls - representing a 16% increase.\*



*"She pushed me to a higher level of practice..." – Ellen Steinberg-Hollend*



“Clients’ welfare and respect for others are foremost in his wise decisions.” – Dalia Margalit-Faircloth

**Erik Kirsh**  
Supervisor,  
Financial Assistance & Rehabilitation Program

**Tribute by Dalia Margalit-Faircloth**  
Coordinator,  
Jewish Poverty Reduction Project & Jewish Poverty Action Group

The Jewish Poverty Action Group (JPAG) helps clients establish a more stable income base. Areas addressed include employment, housing, vocational retraining, and financial literacy. Funds are provided to clients on a monthly basis to address needs in these areas.\*

From the moment I entered the door at JF&CS, I felt at-home; this was due largely to my supervisor, Eric.

There is never a question that is too big or small for Eric, and for which he has not exactly the right answer. He has the uncanny ability to sense just where ‘I’m at’, and will step in with a suggestion or offer to review an issue that is puzzling me.

Eric is supportive when appropriate, an excellent “springboard” off whom to bounce ideas, and he is quick to thank and offer praise. He is discreet most of the time, and when he’s not, it’s to share a chuckle. He’s swift to respond to requests and slow to annoyance. Clients’ welfare and respect for others are foremost in his wise decisions.

I feel blessed to have been introduced to the world of Jewish social services through his calm, compassionate and committed eyes.

**Debby Feldman**  
Supervisor,  
Women Abuse Program  
**Tribute to her Colleagues**

466 women sought counselling through our Women Abuse Program.\*

It is with great appreciation that I reflect on my 22 years at JF&CS. There is no single person who has made my career here the wonderful learning experience it has been. Rather, there have been many knowledgeable, committed and kind staff that have provided me with so much.

When I began at JF&CS, it was a very different place than it is today. Programs have evolved and grown; new services have been created; staff have come and gone and will be missed (in particular Eva Landa and Gordon Wolfe, both of whom continue to influence both my professional practice and personal behaviour every day). The culture of our environment has changed, and the change has been invigorating.

I celebrate and honour my mentors, supporters and friends who guided me as I travelled through work in child protection, financial assistance, group programming and woman abuse. You have been there for me, *Every Step of the Way.*

Diane has a long history working with the School Social Work Program at JF&CS. She is always present to assist, advise, support and strengthen the work done by the school social workers. Diane is accessible, open, creative and responsive.

In addition to supporting her team, she mentors social work students, challenging them to grow as professionals.

A former student who recently finished his placement with JF&CS says, "Working with Diane Harvey as a mentor was one of the most rewarding professional experiences I've ever had. Not only is she a patient, gifted teacher; but also a wonderful and artful social worker. I feel very fortunate to have had the opportunity to learn from her."

Diane is so well respected in the community. Administrators, guidance counsellors, teachers and clerical staff all sing her praises. Students and families revere her. She has offered timely, professional, high-level support to many. Simply put, Diane is a tremendous asset to JF&CS.

**Diane Harvey**  
Coordinator,  
School Social  
Work Outreach  
Program  
**Tribute by  
Monica  
Auerbach  
Director,  
York Region  
Services**

1500 public  
school students  
and 1750  
Jewish Day  
School students  
met with a  
JF&CS school  
social worker.\*

I have been a part of JF&CS for 22 years. For the past ten, I have mainly supervised the same teams. These men and women are unheralded heroes who conduct Agency affairs quietly and with the belief that they make a difference in the lives of the people needing succor as they walk through our doors. With respect though, I can't gloss over the reality of the struggles my teams face. While we can alleviate some of the harsh realities of poverty faced by our clients, we accept that we cannot rescue them. While we can support families whose children have severe disabilities, we nevertheless cannot always be as parents strive to make the best possible life for their children, many of whom will be dependent on caregivers their whole lives. Yet, despite these realities, I have never seen my colleagues hesitate to do everything possible to help.

**Eric Kirsh**  
Supervisor,  
Financial  
Assistance &  
Rehabilitation  
Program  
**Tribute to  
his teams**



*"I feel very fortunate to have had the opportunity to learn from her." – Monica Auerbach*

JEWISH FAMILY & CHILD IS A dynamic agency, continuously developing our capacity to support the community. We innovate and change through the leadership of staff, the power of ideas and the bedrock of good values. Our strategic vision rests on the principle of client centricity, as we organize ourselves to deliver highly effective services in a seamless manner.

We at JF&CS are challenging ourselves to weave together the elements of service that will most effectively address the changing needs of a growing community. This demands significant skill, commitment and courage, given the number of programs we provide and the diversity of needs that we address. Our programs are powerful tools that encompass a wide range of services. Our “toolbox” is indeed full and also somewhat cluttered. In order to make best use of our skills and resources, we will shift our organizational structure towards a model of service that relies more on case management and mixed-practice service teams. This approach will take strategic advantage of a renewed infrastructure and the knowledge and deft skills of our gifted staff.

The integrated model that places clients in the centre and is the crux of our strategic vision, takes into account the common mandates and responsibilities that are shared among many of the Agency’s services. This allows us to deliver services as integrated solutions that meet client needs. Our programs can be cast in three priority areas; Safety and Security, Mental Health and Wellness and Financial

Assistance and Sustainability.

We are challenged by growing financial restraint accompanied by an increasing emphasis on accountability, compliance and expenditure management. While we are pleased to report that the Ministry of Children & Youth Services addressed last year’s funding gap in child protection; however, we are very concerned that significant restraints in funding to Children’s Aid Societies in the coming year could compromise our ability to support the best interests of children.

The challenges faced by the Child Welfare sector in Ontario led the government to establish a Commission to Promote Sustainable Child Welfare in November 2009. The Commission recently released its first report describing a system with considerable strength that nonetheless needs significant work.

Identified concerns include great expense, a flawed funding formula, lack of shared services, differences among agencies and accountability that relies on compliance with standards rather than measurable positive outcomes. The Commissioners share their vision of “A future in which a modernized child welfare system functions as one of many programs working together to provide integrated child-focused services fully aligned to improve the outcomes for children and youth”.

It is notable that the strategic priorities we embrace at JF&CS are remarkably well aligned with this vision. Despite daunting challenges, our relationship with the provincial government is long standing and positive. The sustained support of our generous and visionary partners at the United Way and UJA Federation is warmly appreciated. UJA as given strong recognition to the importance of our social services in their annual funding and their investment in our

### From the Executive Director



Richard Cummings  
Executive Director

capacity. The Jewish community’s support for our welcoming new offices at the Lipa Green Centre is celebrated by all stakeholders. We are proud of our partnership and thankful for the UJA’s support and leadership and the generosity of the Levine and Robins families.

We are so very proud of our steady, generous support from the United Way and we are pleased to be able to fulfill a responsibility to contribute to our city’s greater good. We extend United Way Toronto’s CEO, Frances Lankin best wishes as she anticipates her departure after having made an outstanding contribution to the fabric of Toronto.

On a personal note I want to express my esteem and deep appreciation to our Board of Directors and volunteers who make this work possible. Their talents and skills, advice, fierce commitment and excellent governance elevate the level of the work that we do. They demonstrate outstanding leadership generously, and without hesitation.

Finally, I salute my colleagues, from all branches and from all job categories. Jewish Family & Child is a place full of compassion, intellect and skill. It is an organization where collaboration and mutual respect contribute to the fulfillment of a mission we hold close to our hearts. The colleagues featured in this Annual Report are but a sampling of a great group of women and men whose efforts support and enrich our community, *Every Step of the Way.*



Sharon Shore  
President

### From the President

THIS 2009-2010 ANNUAL REPORT celebrates some wonderful individuals who reflect the leadership and compassion within Jewish Family & Child.

In the book of Exodus, G-d commanded the people of Israel to build the *mishkan*, (the Tabernacle). The *Nissi'im* (the tribal leaders) waited to see what supplies the people would bring, so that they could fill in the gaps and meet the needs of the community. They were punished for their approach. The people of Israel provided everything needed to build, without any assistance from the *Nissi'im*, and the *Nissi'im* were therefore denied the honour of contributing to the construction. In contrast, a few chapters later when the *mishkan* is completed, the *Nissi'im* were the first to bring sacrifices. The bible describes in detail the sacrifice brought by every *Nasi*, though each was identical. Rashi explains that the *Nissi'im* were given the honour because this time they acted like proper leaders - anticipating the community’s needs - not simply being reactive.

The staff and the Board at JF&CS have continued to set high standards of leadership, in that they too are constantly striving to be proactive in anticipating the community’s needs. As a result of diligence and hard work, we continue to be the premier social service agency for the Jewish community, and one of the leading social service agencies in the Greater Toronto Area.

This year we relocated our central offices within the Lipa Green Centre. With the generous support of the Levine and Robins families, we

can now offer our clients a more dignified, modern space. We will soon move our downtown offices as well, and have been meeting with stakeholders and focus groups to determine the future needs of that community. We maintain our presence in York Region, recently taking a leadership role in a United Way initiative.

We continue to forge partnerships with other organizations to offer an array of services to some of our most vulnerable; however, we would be unable to do so without the generosity of our funders including United Way of Toronto and York Region. UJA Federation, through both its professional and lay leadership, has been a true partner in helping us address the ever-changing needs of our community. JF&CS has benefited from UJA’s guidance, assistance and partnership.

We continue to evolve despite significant funding shortfalls. Our strategic plan, with a focus on client-centricity, remains at the forefront as we review and evaluate our various programs and organizational structures.

To highlight just a few of our accomplishments this past year: Our Chaplaincy Program had over 28,000 interactions with Jewish patients, residents and inmates by our staff and volunteers. This does not include the 300 family members and 480 home visits by our Jewish Hospice Program, which offers compassionate, home-centered support to those with life threatening and/or terminal illness. We continue to seek funding for an additional chaplain, and to develop partnerships to ensure we reach as many patients as possible in a meaningful manner.

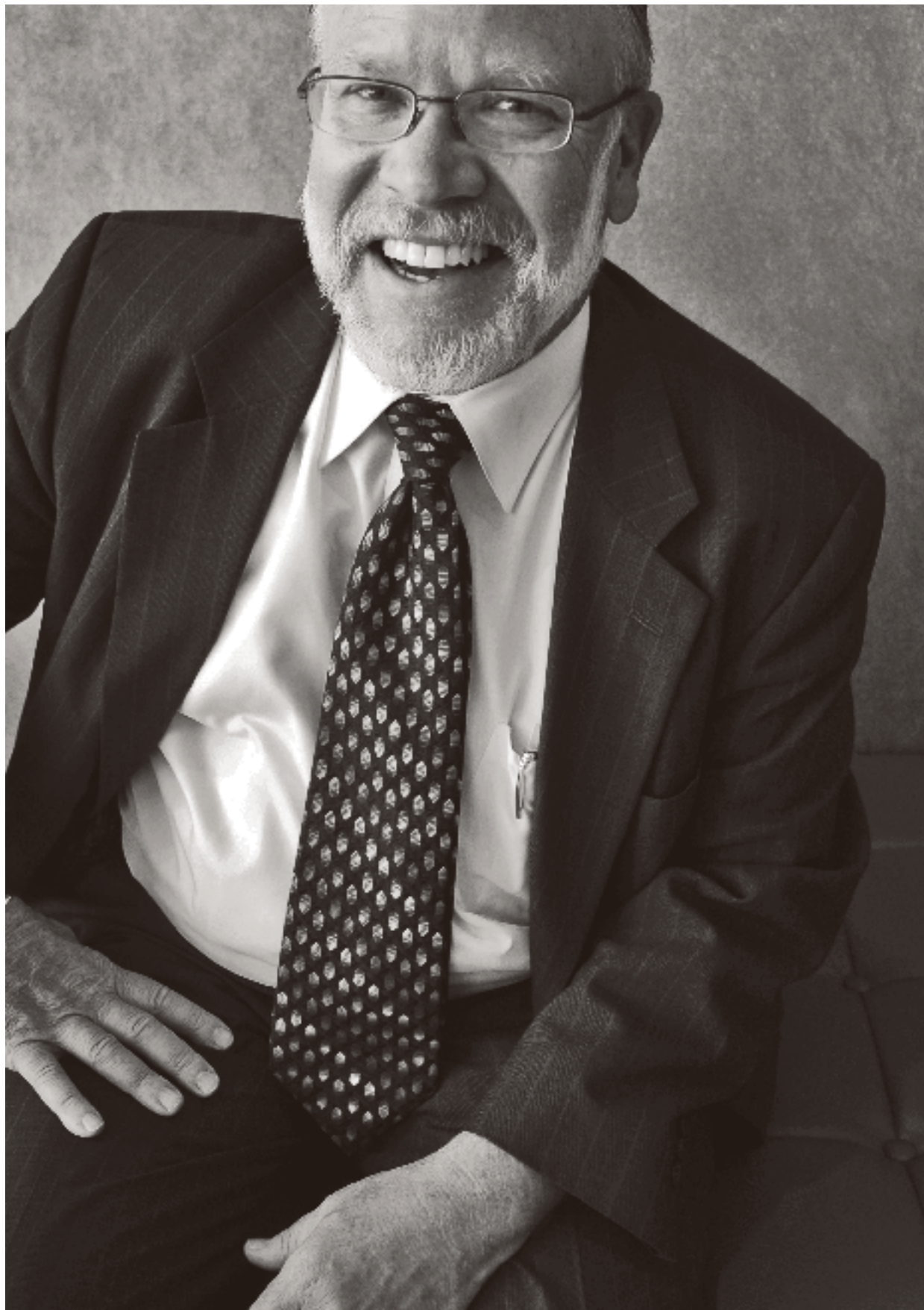
Over 2,000 individuals received support from the Supplemental Financial Assistance Program,

in addition to the more than 1,300 who received funds or food for Passover. In partnership with UJA, we have undertaken an extensive assessment of the Program to ensure that it is run in the most effective and efficient manner.

We are especially proud of our services for children this past year. We were able to send 300 vulnerable youth to Jewish day/overnight camps. Eight hundred and forty children participated in programs at our Family Resource Centre in York Region. There are currently 92 youth in our care and we continue working with the community to ensure that their physical, emotional, social and spiritual needs are met.

There are many challenges facing us - the most pressing of which is the gross and unsustainable underfunding by the Province for our mandated Children’s Aid work. This year, if the funding allocation is not increased, it will undisputedly put our children at risk, but the support of the staff and Board will greatly assist in our efforts.

As we enter the Hebrew year 5771, I want to take this opportunity to thank our staff, the Board of Directors, our many volunteers and our donors for all that you do for JF&CS, its clients and the community. It is my sincere pleasure to work with all of you now, and in the exciting year to come.



*"He grasps how we struggle with the experience and comforts us..." – Penny Littman*

Rabbi  
Ronald  
Weiss  
Director,  
Chaplaincy Services

Tribute by  
Penny  
Littman  
Administrative  
Support

Chaplaincy maintains partnerships with 131 institutions, including 41 hospitals, 55 long-term care facilities, and 35 correctional institutions across the GTA.\*

This is about a Rabbi; a man who consoles us through the anguish and bewilderment of losing a loved one. He grasps how we struggle with the experience and comforts us as we watch our loved ones move from illness to death.

Rabbi Weiss shared his wisdom and kindness with me while visiting both of my parents through numerous, serious hospital stays. Our two adult daughters, hurt from watching their wonderful grandmother suffer and then pass away, gained solace from the quiet presence of Rabbi Weiss... his assurance, his caring tone.

During my mother's final stay in hospital, my father repeatedly lifted his head to the heavens and asked a question so many of us have asked before... "Why do you let her suffer after all she's been through her whole life?"

I shared this question with Rabbi Weiss, who understood just what I needed to hear. "Penny," he said. "There is no one answer, only many more questions."

Sandy  
Leibovitz  
Intake  
Worker  
Tribute by  
Noelene  
Mahon  
Coordinator,  
Homelessness  
Prevention  
Program/  
Southern  
York Region  
JF&CS saw an increase of more than 25% in the number of child abuse allegation reports received this year.\*

Following a period as a bright, valuable volunteer with JF&CS, Sandy's talents were quickly recognized and she began a job with the Agency as social worker.

Her integrity, professionalism and extraordinary time management made her a ready fit and she was truly a 'Jack of All Trades'. The difference between this 'Jack' and the proverbial 'Jack' is that Sandy masters everything she does. She wears many hats: an intake worker, a financial assessor, and a group facilitator... she also carries one of the largest caseloads in the Agency. However, she still finds time to create a fun office environment and to support her colleagues and clients in a heartfelt way.

I am proud to work with Sandy and it gives me great pleasure to be able to acknowledge her commitment to Jewish Family & Child.

Leadership takes many forms, but we are best led by those for whom we have respect. I don't mean the kind of practiced respect that our good manners dictate. I mean a deep confidence and admiration for the individual and in my case, that individual is Wendy Wolfman.

Wendy began her work with JF&CS in 1990 and continues, twenty years later, as Director of Family & Community Services, to be a leader who enriches the lives of all those she touches. She is a force to be reckoned with; for change, for social justice, for best practice. Wendy has led programs across the broad matrix of services delivered at JF&CS including children's mental health at the Jerome D. Diamond Centre, and a host of family and community services. Her qualities abound and represent a fusion of rare properties:

Heart. Wendy ensures our client's needs are met with compassion.

Humour. A day rarely passes without sharing heartfelt laughter with Wendy.

Wisdom. Wendy has the wisdom to advise, to seek advice, to challenge, and to listen.

Determination. She gets the job done and ensures that change takes root.

As JF&CS engages in organizational change designed to ensure client-centricity and more collaborative responses to need, Wendy has stepped up as our Champion of Change. She embraces the roots of strategic change - roots that extend across the GTA. It is this Agency's roots that Wendy honours with her devotion and her passionate leadership. A woman of heart, humour, wisdom and determination.

Wendy  
Wolfman  
Director,  
Family &  
Community  
Services

Tribute by  
Richard  
Cummings  
Executive  
Director

1658  
counselling  
sessions  
were provided  
to individuals,  
couples  
& families.\*

I sit right across from Ivetta and have been fortunate enough to observe how beautifully she treats her fellow colleagues and most importantly, her clients. Ivetta attends to the emergency financial needs of Holocaust survivors living in the GTA. I have never once heard her complain about her difficult case load or the painful stories to which she is privy.

In our little corner of the workplace Ivetta is known as the "bird lady" because each morning she puts out treats for her colleagues. I often hear her wish the survivors a huge thank you, "ogromnoe spasiba". I think we all owe Ivetta an "ogromnoe spasiba" for attending so kindly to the needs of some of our most vulnerable clients.

Ivetta  
Isakovan  
Coordinator,  
Multilingual  
Access Program

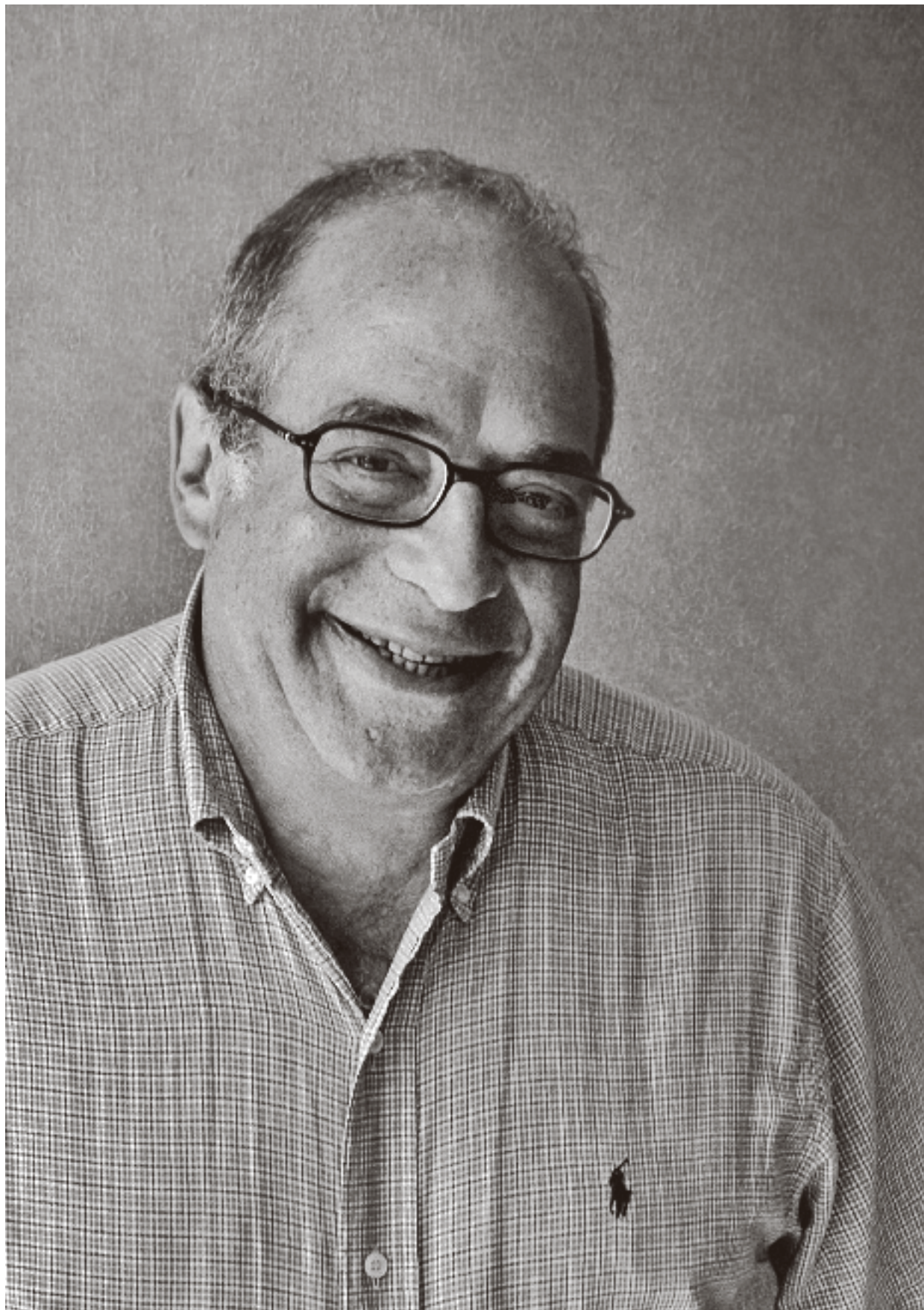
Tribute by  
Ann Rose  
Transitional  
& Housing  
Support  
Worker

391 seniors  
accessed the  
Holocaust  
Survivors  
Emergency  
Fund,  
representing  
a decrease  
of 21%  
because  
of depletion  
in funding.\*



"A woman of heart, humour, wisdom and determination." – Richard Cummings





*“Richard is a true mensch.” – The Senior Management Team*

Richard Cummings  
Executive Director  
Tribute by  
The Senior Management Team

JF&CS has had a long and memorable history of excellent leadership, particularly from its Executive Directors.

For the past five years, Richard Cummings has been an integral part of that small, but illustrious group.

Richard brings a practical and enviable list of qualities to his job. He upholds strong personal values, has a deep passion for his work, possesses a great intellect, and maintains a sincere interest in his colleagues, agency volunteers and clients. Richard is a true mensch, with a wonderful wit and sense of humour, despite facing daily challenges. He sincerely cares about us, our work and about the Agency.

We wanted to take this opportunity to say ‘thank-you’ Richard, for all that you do, the support that you lend and the wise counsel that you share.

Anonymous Appreciation

All Staff

To everyone at JF&CS. Thank you for your hard work, your patience, your caring, your commitment to our clients and to the Agency. You all go the extra mile and you are greatly appreciated.

Support Staff

The support staff are the backbone of Jewish Family & Child. We can all count on their knowledge and efficiency and often a hug when things get a little crazy. Thank you to each and every one of you for the value you bring and the hard work you do.

Intake Team

What a privilege to work where you can feel confident that you are a welcome piece of the puzzle. I have such caring and compassionate colleagues who are so skilled and always have open minds and hearts. I am specifically grateful to have a team where each person is valued, respected, and cared for. The Intake Team fosters an environment where we can depend on each other without feeling weak, allow ourselves to be vulnerable while knowing we are supported, and gain knowledge and insight into ourselves and our work.

**Jewish Family & Child 2009/2010 Summary Financial Report**  
12 Month Period Ended March 31, 2010

Revenue	
Ontario Ministries of Children and Youth Services, Community and Social Services	\$9,820,461
UJA Federation of Greater Toronto	5,057,929
United Way	1,892,827
Other Income	2,120,193
Fees from Clients	165,903
<b>Total Operating Revenue</b>	<b>\$19,063,313</b>

Expenditures	
Programs and Services (including child welfare services, counselling, prevention, outreach and financial assistance delivery)	\$16,006,449
Direct Financial Assistance to Clients (including camp and Passover assistance and emergency assistance to Holocaust survivors)	3,075,002
<b>Total Operating Expenditures</b>	<b>\$19,081,451</b>
<b>Operating Deficit</b>	<b>(\$18,138)</b>

**Board of Directors  
2009/2010**

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Sutton Levy

**Executive Director**

Richard L.

Cummings, Ph.D.

**Annual Report of  
Jewish Family and  
Child Service of  
Greater Toronto  
for 2009/2010**

Jewish Family

& Child supports

the healthy

development

of individuals,

children, families,

and communities

through prevention,

protection,

counselling,

education and

advocacy services,

within the context

of Jewish values.



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UJA Federation  
of Greater Toronto

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Toronto

United Way  
of York Region



\*based on fiscal year  
of April 1, 2009 –  
March 31, 2010.  
All increases  
are based on  
a comparison  
with the previous  
fiscal year.



**JEWISH  
FAMILY  
&CHILD**

EVERY STEP OF THE WAY.