

# Family Matters

ANNUAL REPORT ISSUE



## 2020: A Year Like No Other



BY RUTH HAMPTON  
OLKON, MSW, MPH,  
JFS CEO

Day after day, headline after headline, the news just kept getting worse. Disbelief followed by fear

overtook the collective psyche of people around the world. We began to realize what it would mean to shut businesses, schools and organizations to stop the spread of the deadly novel coronavirus.

Claims for unemployment reached levels not seen since the Great Depression. Assisted living facilities stopped all visitors, isolating residents from their loved ones. At JFS, requests for emergency financial assistance increased 250 percent, while overall call volume skyrocketed 300 percent.



250% increase in requests for financial assistance.



300% increase in call volume.



85% increase in requests for Kosher Meals on Wheels.

For the nonprofit sector, giving dropped 11 percent in March. Many worried the trend would only worsen, leaving leaders to fear for the future of their organizations.

I worried too. We incurred unanticipated expenses to move JFS to remote operation. Program revenue was interrupted, and we saw the competition for limited grant funding soar. We made the difficult decision to change our annual fundraising campaign from an in-person event to an online appeal.

But the trend didn't continue and you didn't hesitate. At every turn, you supported the programs at JFS because you believe they are critical to a healthy community that is only as strong as its weakest link.

We were able to maintain all staff and services throughout 2020. With the help of program partners Sholom and the JCC, we delivered 7,716 Kosher Meals on Wheels throughout the East Metro, often to elderly clients who no longer felt safe grocery shopping or eating out.

Although it now seems impossible to imagine anyone who didn't know about COVID, we discovered a client in the very early days of the pandemic who was unaware of the magnitude of the virus. During his annual assessment, which had to be completed by phone, the care coordinator quickly became aware that neither he nor his caregiver realized the gravity of the situation. The coordinator reviewed the need to avoid crowds and stay home, keep food on hand, watch for symptoms and what to do should any

appear. They had no idea. The client did not speak English. Although his caregiver did, she didn't watch the news or participate in social media. They were grateful for the information about the virus and how to manage their lives during the crisis.

With the help of emergency grant funds, we were able to expand our emergency financial assistance qualifications to include people who live or work in the West 7th neighborhood of St. Paul. Up to \$1,000 was available to help each family with emergency expenses related to housing, utilities, transportation and healthcare. In total, we helped 52 families with financial aid and zero-interest loans.

With the help of donations and volunteers, we were able to safely deliver supplies, gifts and greetings through our Passover for All, Rosh Hashanah and B'Yachad Gift Bag programs. Just as we had completed plans and logistics for Passover for All, the stay home order was issued. Staff safely packed the bags in our office, while volunteers delivered them to the front porches of homes and the management staff of living facilities. Later in the year our dedicated team of volunteers helped us deliver 180 B'Yachad gift bags that included a face mask, hand sanitizer, a grocery gift card and a sweet treat.

Instead of visiting with clients, JFS Community Chaplain Rabbi Lynn Liberman, BCC, was able to continue to connect with clients using Zoom, taped videos and the telephone. She created a video of her

CONTINUED ON PAGE 4



# IF YOU NEED HELP

staying in your home,  
managing the stress of  
caregiving, writing your  
resume or finding a job, or  
managing your mental health,

CALL US AT (651) 698-0767.

## MISSION

Inspired by Jewish values,  
Jewish Family Service of  
St. Paul helps individuals  
and families build on their  
strengths to develop the  
skills and confidence needed  
to meet life's challenges  
with dignity.

Family Matters is a tri-annual  
publication. Client names in  
stories in this issue have been  
changed to protect client  
confidentiality.

JFS serves clients without  
regard to race, ethnicity, creed,  
religion, national origin, gender,  
disability or sexual identification  
or orientation.



### JEWISH FAMILY SERVICE OF ST. PAUL

1633 West 7th Street  
St. Paul, MN 55102  
(651) 698-0767  
info@jfsstp.org / jfsstp.org

Jewish Family Service of St. Paul  
is a nonprofit 501(c)(3) agency  
and a beneficiary of the St. Paul  
Jewish Federation.

# WE HELP PEOPLE REGAIN STABILITY AND EMOTIONAL



## Aging & Disability Services

Ensures clients and their caregivers have  
the support, information and services  
they need to remain living safely and  
successfully in their own homes.



## Counseling & Mental Health

Assess and treat a wide range  
of mental health issues for children,  
adolescents, adults, couples and families.



## Community Engagement

From welcoming new b  
volunteers to provide s  
these services cover th

## SERVICE IMPACT



ILITY IN THEIR LIVES IN ORDER TO IMPROVE PHYSICAL  
AL WELL-BEING AND QUALITY OF LIFE.



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t  
  
ew babies to engaging  
de spiritual guidance,  
er the life span.



**Financial Assistance**  
  
Covers emergency expenses related to housing, utilities, transportation and some health expenses.

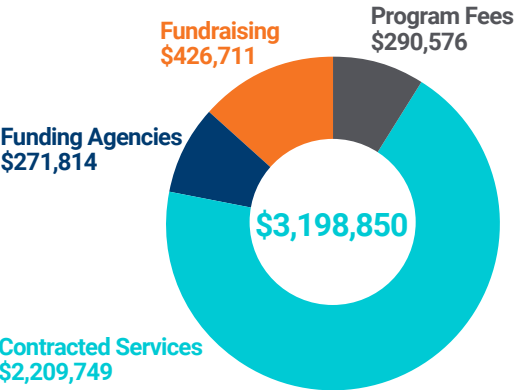


**Employment Assistance**  
  
Helps people with resume writing, interview skills and job search.



**Helpful Resources**  
  
Helps people identify and access the community resources they need to ease their burden.

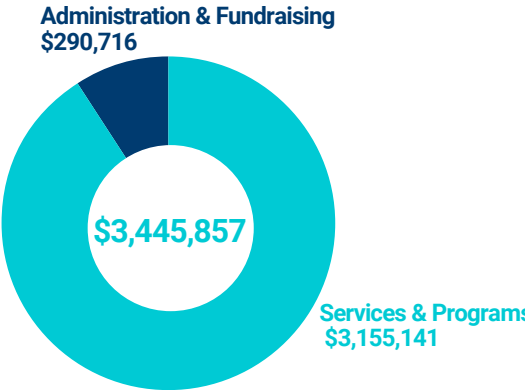
UNAUDITED REVENUES



Total revenue does not include investment gains/losses or the forgiven Paycheck Protection Program loan we received.

Audited financials will be available at [jfssp.org/about/financials](http://jfssp.org/about/financials) after 6/1/2021.

UNAUDITED EXPENSES



WITH YOUR SUPPORT, WE  
CONTINUE TO REACH THE  
ISOLATED AND LONELY

"A client I have known and worked with for a few years lives with deep depression that's especially harsh in the winter," said JFS Community Chaplain Rabbi Lynn Liberman, BCC. "As winter and his increased depression set in, he rejected my offers to continue the phone calls and tele-chaplaincy visits. But I kept sending him hand-written notes and asked the staff at the senior living center to tell him I said hello."

SERVICE IMPACT

Later in the winter, he called Rabbi Lynn to tell her he was looking for a mezuzah. Rabbi was delighted to have the opportunity to help him. As they ended their call, the client said, "I'm still out here. Please don't forget about me." Rabbi Lynn could feel her heart break. At the same time though, the impact of her visits with him over the years was reaffirmed. "These small points of contact have enormous impact."





High Holy Day program and distributed it to other chaplains and living facilities in September and wrote an article about the meaning of the Jewish New Year that was published in the Shakopee Women's Prison newsletter. She sounded the shofar outside Methodist Hospital to celebrate the start of Rosh Hashanah.



*JFS Community Chaplain Rabbi Lynn Liberman, BCC sounds the shofar outside Methodist Hospital.*

We also dedicated resources to elevate social justice within our organization. Several staff members came forward with the idea of creating a staff Diversity, Equity and Inclusion (DEI) committee.

"George Floyd's murder created a burning sensation within me that could not be muted," said JFS lead care coordinator and DEI committee member Andrea Perla. "As I watched the rioting, I thought about the safety of JFS clients who live in those neighborhoods. Ruth and I discussed the continued existence of racism in America and what action steps JFS could take to lead meaningful, inclusive social change."

The vision of the committee is to make everyone at JFS feel welcomed, embraced and empowered. We will foster a healthy, supportive culture within JFS that works towards greater diversity, equity and inclusion by intentionally providing opportunities for personal growth, evaluating our agency structures, and being a steadfast voice of solidarity to the communities we serve.



*Andrea with her daughter, Lily.*

## Holocaust Survivor Services

The number of survivors we serve ranges from 85 to 90. As they age and become unable to care for themselves, survivors continue to come forward to ask for help with the activities of daily living in order to stay safely in their home for as long as possible.

With the support of a grant from the Jewish Federations of North America (JFNA), we hosted a two-day event, "The Impact of Trauma from Generation to Generation," featuring Dr. Irit Felsen, an internationally recognized expert in the field of intergenerational trauma and herself a child of Holocaust survivors. She presented research conducted on the effects of living in a family dominated by wartime trauma-induced PTSD, the neurobiology of PTSD and trauma, and the difficult dynamics that can develop between siblings as they react differently to their parent's trauma.

In addition to presentations for professionals who support survivors and their families, Dr. Felsen hosted a small session for descendants of survivors. The group spoke openly with Dr. Felsen about experiences growing up in a survivor household. We are exploring additional services at JFS for these children and grandchildren.

When the pandemic began, we were forced to modify the Vital Elders program, also funded by a JFNA grant, that provides socialization and entertainment opportunities to about 45 Russian-speaking Holocaust survivors. Many know each other through a shared immigration experience or as neighbors, and enjoy "getting out of the house," to enjoy activities, events and programs.

But with the onset of COVID, phone calls, cards and notes, and safely delivered small gifts have replaced outings. "The program grant ended in February," said program coordinator Rena Federova. "I'm disappointed that I was not able to take them places, especially to put together an overnight trip, something they repeatedly asked for. But it filled my heart to get a call thanking me for not forgetting them and calling me granddaughter." We are searching for a way to continue this program in some form.

We also provide case management for Holocaust survivors, either through an elderly waiver for low-income clients or through the German Claims Conference. This includes finding home health aides or personal care assistants to support the activities of daily living like showering, dressing and shopping. Case management also includes finding an agency to provide house cleaning and homemaking.

Irina was receiving foods stamps and Minnesota Supplemental Income (MSI) funds in addition to her Social Security. She was admitted to the hospital just prior to COVID, and then transferred to a transitional care unit. By the time she returned home months later, Irina had missed the deadline to reapply for food stamps and MSI. Our case manager worked tenaciously to secure reinstatement and identify a program to pay her overdue electric bill and even provide a credit to help her going forward.

For case manager Bonnie Jaffe, RN, it's been particularly difficult to help survivors without being with them. "One of the services I provide is to make, transport and attend doctor appointments," said Bonnie. "Now I have to rely on home health aides to take my clients and connect with me using Zoom while they are with the doctor so I can help them understand their condition and treatment plan."



*Raisa, a participant in the Vital Elders program, was delighted to receive a beautiful plant from her "granddaughter," program coordinator Rena Federova.*

Recognized for excellence by Charities Review Council and GuideStar



## We are grateful to the following individuals who have made legacy gifts to JFS.

Adam Bahr	Flora Levine (z"l)
Gary J. Benedict	Jimmy & Stephanie Levine
Sharon Benmaman & John Allen	Don & Rhoda Mains
Herman J. Birnberg (z"l)	Bruce & Annie Matza
Dr. Arnold Brier	Susan & Mickey Minsberg
Judith Brier	Ruth & David Olkon
David & Sheila H. Brod	Jon & Robin Parritz
Elinor Brodie (z"l)	Eric & JoAnn Pasternack
Marjorie R. Dana-Levine	Ossie Perlman (z"l)
Stacy & Michael Dockman	Sharyn E. Pesses
Joan & Elliott (z"l) Farber	Paul (z"l) & Connie Ross
Jon & Holly Brod Farber	Lily Rothschild (z"l)
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Victoria Fodor	Steven J. Shaller
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Charles Levine	Deborah D. Weiss



## WE ARE HUMAN SERVICE LEADERS AND TRUSTED ADVISERS



## Designated and Endowed Funds

The following designated and endowed funds have been established to support the mission of Jewish Family Service of St. Paul:

- Irma and Adolf Adler Kosher Meals on Wheels Fund
- Bebe Endowment Fund
- Bear-Schoenkin Leadership Development Fund
- Herman J. Birnberg Endowment
- The Calvin Youth Services Fund
- Eight Degree Loan Fund
- Dena Frishberg Fund for People with Advanced Cancer
- Glaser Senior Service Fund
- Godes Community Service Fund
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- Brian and Judith R. Krasnow Fund for Senior Services
- Rose Smith Mirsky Endowment Fund
- Newman Emergency Assistance Fund
- Shel and Sandy Olkon Endowment Fund
- Sylvia Peilen Endowment Fund
- Maurice and Ruth Rischall Endowment Fund
- Victor Rosenblum Unmet Needs Fund
- Marjorie Sigel Endowment Fund for Wellness and Creative Arts Programming
- Arnold and Kaethe Simon Endowment Fund
- Milton and Evelyn Smith Endowment Fund
- Dr. Richard and Diane Smookler Fund for Addiction and Community Support
- Esther and Samuel Strauss Endowment Fund

### SAVE THE DATE

#### 5TH ANNUAL FUNDRAISER TO BENEFIT JFS

## CELEBRATION OF SERVICE

Honoring Community Service Award Winners  
**BARRY AND RENA GLASER**



**THURSDAY, MAY 13, 2021**  
7pm | Virtual



## With your help, JFS continues to give hope and make a critical difference in peoples' lives.

A complete list of all JFS donors can be found on our website at [jfssp.org/support-jfs](http://jfssp.org/support-jfs).

### \$50,000+

St. Paul Jewish Federation  
Joan Shapiro Endowment Fund

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Pastor David Holm Chaplain,  
Senior Care Communities, Inc.  
Donald Greenebaum &  
Beth Honetschlager  
Nancy Karasov

Jeffrey & Debra Kohen  
Luciano and Adriana Kolodny  
Beth & Todd Johnson  
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Don & Rhoda Mains  
Esti Koen & Andrew Meltzer  
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Devora Molitor  
Marvin Pertzik  
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Julie Wagner  
Michael & Jennifer Wall  
Charles & Susan Ward  
David Wellington  
Tom & Ardis Wexler  
Ruth Wolf  
Scott & Sheri Yarosh  
Marsha Zimmerman  
Michael Zis

*Please excuse any omissions or inaccuracies. For corrections, please contact Development at (651) 698-0767.*



# Thank You 2020 Volunteers

The following 97 volunteers generously gave 863 hours of their time in support of JFS and its' clients. Thank you for making a difference. Please excuse any omissions or inaccuracies. For corrections, please contact Margie Solomon, Volunteer Engagement Specialist at (651) 690-8907.

Joni Abramson  
Zoey Alch  
Linda Alter  
Wendy Baldinger  
Sharon Benmamen  
Elisa Bernick  
Julia Biel  
Joan Cleary  
Lisa Cohen  
Molly Cox  
Tom Cytron-Hysom  
Arty Dorman  
Lisa Dorn  
Cheryl Druck  
Fred Dulles  
Larry Eisenstadt  
Carly Engels  
Sara Frailich  
Jocelyn Frank  
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Andrea Freidberg  
Suzy Frisch  
Tom Frishberg  
Adam Garen  
Joel Glaser  
Rena Glaser  
Jane Goldberger  
Bruce Goodman

Julie Gotlieb  
William Gotlieb  
Mitzi Gramling  
Barb Grossman  
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Diane Hallock  
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Mimi Houston  
Bea Roitman Johnson  
Carly Johnston  
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Esti Koen  
Sloane Kohnstamm  
Roger Kramer  
Robin Lackner  
Etta Lambright  
Cynthia Launer  
Irving Lerner  
Daniel Levey  
Susan Levey  
Steve Levin  
Sarah Levine  
Harriet Levy  
Donna Lunak  
Jamie Maddeaux  
Don Mains  
Judi Marshall

Bruce Matza  
Dinah Meron  
David Milavetz  
Mickey Minsberg  
Linda Morgan  
Neil Moses Zirkes  
Pam Orren  
Barry Parnas  
Charles Rafowicz  
Andy Rapoport  
Rhoda Redleaf  
Betsy Rest  
Pola Rest  
Amy Rogovin  
Stuart Sanders  
Deb Savitt  
Karen Schanfield  
Paul Schanfield  
Laura Schauben  
Stuart Schmitz  
Howard R Schneider  
Sara Schwartz  
Sue Schwartz  
Kate Searls  
Roselyn Segal  
Jamie Shacter  
Dan Shapiro  
Myndal Davis Silver

David Smith  
Sheryl Snitkin  
Batyá Spector  
Linda Stein  
Leslie Strohm  
Maureen Sultan  
Jerry Swarsensky  
Alex Treitler  
Lori Winchell  
David Wolkowicz  
Tim Woloszyn  
Tomer Zadaka  
Marsha Zimmerman

## Groups from the following organizations also volunteered:

- Minnesota JCC, Capp Center St. Paul
- Students of St. Paul Lubavitch Cheder
- Students of Temple of Aaron
- Students of Mount Zion Temple
- The Compassion Museum

## ART BRINGS ISOLATED SENIOR AND VOLUNTEER TOGETHER



*Bird in watercolor by Kate*

"Kate," an isolated senior, called to request support and social interaction from a JFS volunteer. She was looking for someone with whom she could discuss and share artwork. When COVID began, she lost access to a program that allowed her to express her creative talents and interact with other artists.

Pam, a volunteer who has been making supportive calls since the COVID lockdown began, was thrilled to be asked to call Kate. She had already shared her artistic talent in the Cards of Kindness campaign that distributed handmade cards and greetings to residents in local care facilities.

Pam is a retired social worker who has elevated her love for creating beautiful

artwork to a new level, including a website where she shares her work in digital form, occasionally even making a sale.

Pam called Kate and learned that Kate lives on her own and has two small dogs. Kate said that she tries to stay connected to her friends with calls and email. They explored possible art classes online and enrolled in a four-part class on the internet. They both took the class and emailed each other photos of pieces they worked on.

"It is really nice to connect with another amateur artist during this time of isolation," said Pam. "I think I get as much out of our conversations as Kate does, and we share ideas freely."

## Board of Directors

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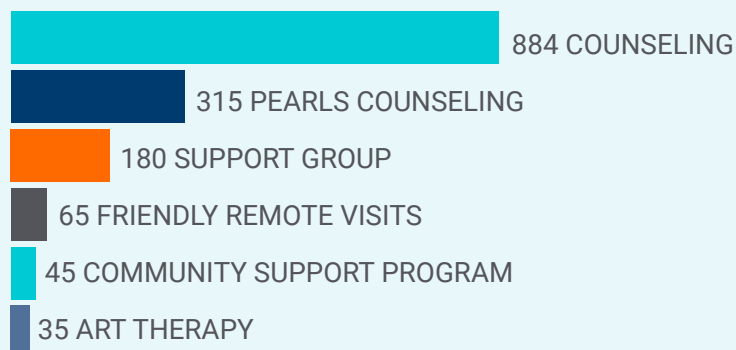
## Need for Mental Health and Emergency Financial Assistance Dominates 2020

Isolation, loss of income, fear and worry impacted nearly everyone in 2020. Many people stayed home with people they had previously not spent much time with, causing tremendous stress. They experienced increased anxiety due to fear of contracting the virus, the uncertainty of the future and instability caused by job loss and changes. Sleep problems and a sense of hopelessness and helplessness plagued many. In response, JFS found new ways to provide emotional and financial support.

### Mental Health Services

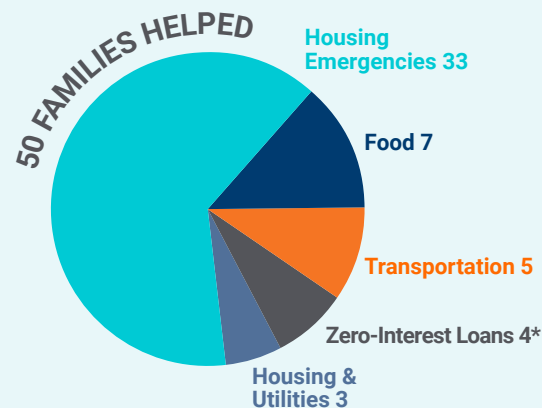
JFS counselors Dr. Mitchell Wittenberg, PhD, LP and Beth Johnson continued to provide counseling via telehealth after the pandemic began. PEARLS (Program to Encourage Active and Rewarding Lives for Seniors) delivered counseling to adults 55+ suffering from low mood or mild depression using the phone and Zoom. We also created booster sessions for former PEARLS clients to help them navigate the challenges of 2020. Our Community Support Program provide three free calls with a therapist, while the Friendly Remote Visitor program enlisted the help of volunteers to engage in friendly phone chats with clients.

### 1,524 COUNSELING & SUPPORT SESSIONS



### Emergency Financial Assistance

JFS distributed \$38,705 to 48 families facing financial crises. In addition, four zero-interest loans were granted totaling \$3,350 to help with housing and transportation emergencies.



\*2 loan recipients also received emergency financial assistance.