



IAJVS Executive Quarterly Report

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IAJVS/HIAS Conference Call on Argentina

In mid-March, twelve IAJVS affiliate agencies participated on a conference call, held in cooperation with HIAS, on the crisis in Argentina and its specific effects on the Jewish community. The call came about after a number of IAJVS communities—most notably JCS of South Florida—began receiving numerous requests for assistance by Argentineans residing in the United States. The ultimate goal of the conference call was to inform callers on the current situation and to begin brainstorming on how the IAJVS network can lend its services to this population in need.

Rachel Zelon and Harvey Paretzky of HIAS presented facts and figures on the current plight of Argentinean Jews, including how HIAS is offering vital assistance in Argentina. They also provided details on the population seeking some form of assistance from the United States. Callers from the IAJVS community shared experiences from their home cities and ideas were exchanged regarding how the two agencies can work together to assist the Argentinean population.

Representatives from the participating IAJVS affiliates will work with HIAS staff on this issue. Together, the two agencies will move forward to provide aide to this vibrant Jewish community. Please look for more details on this critical partnership.

New Director of AmeriCorps visits Philadelphia

During Martin Luther King, Jr. week in January, IAJVS and JEVS Philadelphia staff had the opportunity to meet with Rosie Mauk, the new Director of AmeriCorps. Ms. Mauk joined Genie and Ilene King of JEVS Philadelphia at a service opportunities fair designed to encourage youth with disabilities at the Widener Memorial High School to engage in volunteer service in their community. IAJVS was pleased to show-off the highly successful youthAbility program to the Corporation for National Service.

IAJVS on the Go

IAJVS staff continues to attend conferences and special events to network and share the IAVJS mission. On March 5th, Lucy represented the JVS network at an invitation-only event the White House, at which President Bush

officially announced administration's new program to coordinate and expand volunteer service, the Freedom Corps.

Hillel's Spitzer Forum

Bill Lynch traveled to Washington, DC in mid-February to represent the IAJVS network at the 2002 Charlotte and Jack J. Spitzer B'nai B'rith Hillel Forum. The forum attracted approximately 400 university students interested in social justice, community service and politics. One day or the 3-day forum was dedicated to Hillel's partner agencies, and IAJVS set up an information table at the Student Opportunities Lunch and Fair. This event proved to be an effective means to promote an awareness of IAJVS and an interest in the services that local agencies provide to this age group.

Armed with brochures, flyers and general information about individual member agencies, Bill was able to speak with many students who were interested in internship opportunities, career counseling possibilities and other reasons to turn to the IAJVS affiliate agency in their neighborhood. Copies of the IAJVS brochure are available upon request.

Agency News



A special thank you to everyone who submitted information for this column. If you would like us to print something about your agency in our next quarterly report, please send your news to Bill Lynch (lynchw@iajvs.org)!!

Atlanta

JF&CS Atlanta is working on a demonstration program under a county faith-based initiative. The program utilizes three partners: JF&CS, a local synagogue, and a local one-stop workforce center. Primary involvement of

JF&CS includes creating volunteer opportunities for professionals in the community to serve low-income individuals in need of career services. The program's goal is to enhance scarce community resources geared to career development. The higher mission is to create a stronger Jewish presence in the community by sharing professional skills and resources.

The service opportunities will include the establishment of a volunteer auxiliary at the one-stop center and synagogue volunteers will be trained to help individuals who visit the thriving workforce center. Currently, the staff is overwhelmed by the 100+ visitors per day. Three "one-time" opportunities will also be offered to volunteers. The first was a county Youth Career Fair where 14 volunteers helped approximately 200 youth and their parents find their way through the fair. The strong Jewish presence was both educating and invigorating for the volunteers as well as the community.

Upcoming events include a communications training session conducted by several volunteers and a networking session to help job seekers practice their networking skills. JF&CS is seeking funding for next year but also is working to develop volunteer leadership for this project.

Chicago

The first quarter of 2002 was a productive one for JVS Chicago; highlights from this quarter include:

- The Duman Microenterprise Center and Loan Fund made its first loans to Jewish individuals starting or expanding a small business. The Fund has been up and running since the fall of 2001.

- "Ask a Career Expert," a partnership with local libraries, has expanded to nine suburban libraries and the downtown Chicago main library. Half-hour appointments with a JVS Career Counselor are offered onsite.

- Career Connections for Young Professionals has formed a networking/support group targeted

to executives in their thirties with salaries ranging from \$60,000 - \$100,000. The group was created in response to the tremendous influx of high-level young adult clients.

- JVS Chicago received a \$27,000 grant from the Illinois Department of Commerce and Community Affairs for computer equipment under the "Digital Divide" initiative. The equipment will help upgrade the technological skills of its refugee clients.

- The agency was awarded a continuing contract with the City of Chicago's Mayor's Office of Workforce Development to provide placement services to individuals with disabilities accessing the one-stop service delivery system. JVS Chicago has a staff member co-located at the Wright College One-Stop Career Center.

Gulf Coast

Gulf Coast JFS' Non-custodial Parent Employment Program was highlighted as a national model for successful programs at promoting responsible fatherhood in a March 2002 report by the Washington, DC-based Progressive Policy Institute. The report cited the program as "one of the country's largest and most established fatherhood programs." Non-custodial parents who are not making their child support payments and whose children are on public assistance are court-ordered into the program. The program helps establish a pattern of regular child support payments by obtaining and maintaining unsubsidized employment. Since its inception in 1996, the program has served more than 4,800 non-custodial parents benefiting 12,200 children. The program is funded through contracts with local workforce boards totaling more than \$3 million.

Tampa's oldest and largest AIDS-serving organization, Tampa AIDS Network (TAN), has merged under Gulf Coast JFS. TAN had a budget of \$1.2 million and 23 staff, and provided a wide range of HIV/AIDS services to 1,200 clients and 16,000 people in prevention programs. Gulf Coast JFS already was a major provider of HIV/AIDS services serving 800

clients a year in three counties. The combined program will be known as the Tampa Bay AIDS Network. Gulf Coast JFS is now the largest AIDS-serving organization in central and southwest Florida.

Israel Elwyn

A note from David Marcu, Executive Director

As I write these words, it strikes me that I should provide my colleagues in the U.S. and Canada with some information regarding the situation caused by the "Al Aksa Intifada" and its effect on Israel Elwyn. This past November, three professionals from Jerusalem visited JEVS Philadelphia as part of an ongoing exchange program. To give you a sense of the effect of the security situation in Israel, they reflect a bit of a "microcosm" for the country. One of these individuals, Yoel Tal (Lufti), the Director of Elementary and Special Education for the City of Jerusalem, is spending all of his time these past two weeks at Rambam Hospital with his son, who was called up for emergency reserve duty and was wounded in action. We pray for his speedy recovery. Another of these professionals, Shuki Ben-Noun, Director of Community Services in Jerusalem for Israel Elwyn, was called up for emergency reserve duty from vacation in Eilat with his family, and has been serving in the army these past several weeks. We pray for his speedy return to his family and to Israel Elwyn.

In short, in a country the size of Israel, everyone is affected by the current situation. The supermarket bombing in Kiryat Yovel in Jerusalem was at a supermarket where some of the residents of one of our group homes do their shopping. Thank goodness they weren't there at the time. Many of our consumers use public transportation and we hold our breath after every attack. All of us are careful where we go and avoid crowded places; many couples remain separated when they are out of the house so that their children will not risk losing both their parents. In short, Israel is facing a situation we have never faced before and the end is not currently in site. For the first time,

we at Israel Elwyn are posting armed guards in some of our day programs for adults and children with disabilities where such guards were not previously considered necessary. We are all on the front.

Finally, the current wave of anti-Semitism and anti-Israeli activities throughout the world, coupled by a very biased press (particularly in Europe) has not added to our sense of security and improved our mood. It is for this reason that I am pleased to say that we have received expressions of support from many of our colleagues overseas, and among them from IAJVS and its affiliates. I encourage each of you to support Israel publicly and in ways not previously thought of as part of your missions, since these are unique times.

I would be pleased to be in contact with anyone would like more information, or would like to discuss ways to cooperate with use on professional matters at a time when such cooperation would have a major impact on the morale of our staff.

Los Angeles

JVS Los Angeles has received several grants worth over \$500,000, including \$318,000 from the State of California, \$60,000 from the Rochelle F. and Newton D. Becker Foundation, and \$50,000 from the Weisman Foundation. These grants will help us to fund programs for high-risk youth, individuals with disabilities, women, and more.

JVS Los Angeles recently launched the innovative Career Road Show program bringing career services to three Los Angeles area synagogues. The Career Road Show's evening events will feature a panel of career experts speaking on opportunities in healthcare, IT, entertainment, and the non-profit industry. Participants will also benefit from onsite career counseling and resume and cover letter review by JVS Career Counselors.

Finally, JVS is preparing for the grand opening of its WorkSource California Center, offering free services to help the people of Los Angeles

launch their careers. The WorkSource California Center offers the tools and technologies job-seekers need, like classes in today's hottest office software, 75+ periodical titles, 500+ reference books, and "Eureka," the comprehensive California database of pay scales, job outlooks, and education opportunities. The Center provides jobseekers free, ongoing access to phones, fax machines, and more, along with a cutting-edge computer lab featuring 40 Internet-ready workstations. To help jobseekers determine which career is right, the Center offers professional skill and interest assessments, along with industry-specific job forecasts. With a staff of expert career counselors, the Center guarantees expert advice on job-search strategies, resumes that open doors, and more.

Minneapolis

JVS Minneapolis started a new program in January 2002 to address welfare recipients' mental health barriers to employment and employment advancement. Funded by Hennepin County Training and Employment Assistance, WISE/BLENDS (**balancing life and employment needs**) is a retention program focusing on juggling the demands of work and family life. Based on an assessment to determine individual issues and priorities, and a game plan designed with the participant's current job counselor, each participant receives appropriate mental health services for barriers ranging from stress management to depression and severe and persistent mental illness. Marketed as a job retention referral program, BLENDS' success is measured by lasting employment and increased wages for participants. For more information, please contact Sue Wallace at swallace@jvsmn.org or 952-591-0300.

F.E.G.S.

New York's Pierre Hotel welcomed 650 people who turned out for the F.E.G.S. Partnerships for a Changing World Inaugural Benefit Dinner. Many heads of the real estate industry and the philanthropic and business communities turned out to honor Scott Resnick, COO of Jack Resnick and Sons. Mr. Resnick was recognized

for his efforts on behalf of F.E.G.S. relocation to the recently named Harry and Jeanette Weinberg Health Related and Human Services Center. This 200,000 square foot, lower Manhattan complex is where more than 1,000 individuals participate in F.E.G.S.' programs each day. NYC Mayor Michael R. Bloomberg, and UJA Federation of NY CEO, John Ruskey recognized F.E.G.S. for its leadership over the past 68 years and particularly since 9/11. Also in attendance was Ernie Anastos, Anchor of WCBS-TV. Mr Anastos recounted his experience covering the events of 9/11, and paid tribute to honorary Co-Chairs James S. Tisch, Joseph Stein Jr. and Jerry I. Speyer, CEO Al Miller, and so many others for their efforts on behalf of F.E.G.S. and the people of New York.

The Robert R. McCormick Tribune Foundation Disaster Relief Fund, to which Newsday and its readers were significant contributors, has awarded F.E.G.S. a grant of \$425,000 to continue its counseling, employment, and crisis services for victims of the attack on the World Trade Center. The Foundation previously awarded the Agency \$500,000 to help disaster victims. F.E.G.S. has reached out to and served some 25,000 individuals, families, organizations, and communities affected by the events of 9/11. F.E.G.S. is also working with the leading experts in Israel and the U.S. to provide ongoing trauma response training, and in partnership with others will provide this expertise to business and organizations. F.E.G.S. is grateful to The McCormick Tribune Foundation and many other foundations, governmental agencies, businesses, and individuals whose joint efforts help support the Agency's disaster response efforts.

F.E.G.S. welcomes the Haym Solomon Foundation as its newest affiliate. Highly regarded for its grant-making program that provides arts opportunities for older adults, the Foundation's affiliation with F.E.G.S. will broaden its mission to reach other populations, and will be enhanced by new corporate, government, and foundation support by working together with F.E.G.S. The Haym

Solomon Foundation, named for this hero of the American Revolution, was founded in 1991 to enhance the quality of life for older people throughout Metropolitan New York.

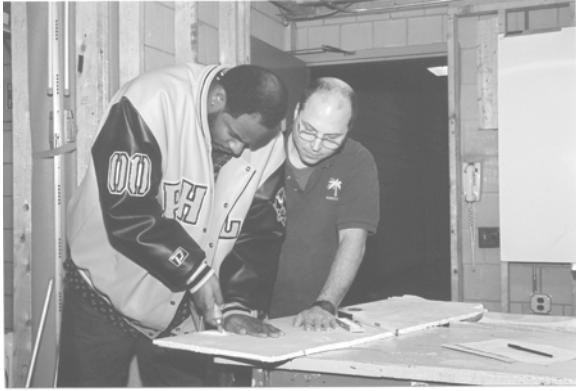
Philadelphia

JEVS' Orleans Technical Institute/Northeast (OTI/NE) is preparing Philadelphia residents for spring do-it-yourself home projects with a new program in Home Maintenance and Repair. A partnership between JEVS and four Philadelphia community development corporations, this creative program teaches first-time, low-income homeowners a range of handy skills to properly and safely maintain their homes.



This free program equips participants with the basics to improving their homes inside and out. Home Repair and Maintenance comprises 12 Saturday sessions where homeowners learn a wide range of skills in home upkeep such as plumbing, seasonal maintenance, basic electricity, repairing dry wall, painting, paperhanging, tiling and flooring, basic carpentry, and other home care skills. These eight cycles are currently being funded through the City of Philadelphia's Office of Housing and Community Development, the William Penn Foundation, Lincoln Financial Group Foundation, LISC Home Ownership Center and Citizens Bank.

In addition to the program providing training in simple repair and routine maintenance, participants receive textbooks, tools and reimbursement for transportation and childcare.



San Francisco

JVS San Francisco recently received a \$268,000 grant from the State of California's Community and Faith-Based Initiative. Governor Gray Davis presented the award to Abby Snay, JVS Executive Director, at a press conference in Oakland, CA. This is the second year of the Governor's Faith-Based Initiative. Twenty community and faith-based organizations received \$3.75 million in first-time funding for innovative and diversified employment assistance programs and services to individuals not traditionally served by the workforce development system.

"These grants continue our commitment of reaching out to people who might not otherwise use government services. We want them to become self-sufficient," Governor Davis said. "Community and faith-based organizations are well connected to their local neighborhoods and have a unique role in improving people's lives."

Grantees were selected through a competitive process. Each organization will provide services to a wide-range of high-risk and hard-to-employ individuals. More than 680 organizations submitted proposals totaling \$184.5 million for the second year of Faith-Based Initiative funding.

JVS-SF will use the grant to expand and enhance programs for the most difficult to service clients including limited English speakers, long-term welfare recipients, low-skilled workers and unemployed individuals. A comprehensive continuum of services will be provided including assessment, basic skills

training, office technology training, counseling, and job placement and retention services.

Toronto

JVS Toronto has been providing psychological services to Jewish Day Schools since 1964. This program grew and flourished to include eight schools on seventeen campuses with a population of over 6,000 students. During this time we helped literally generations of students with obstacles to learning acquire new strategies that would enable them to succeed and master their schoolwork. In the process we gained the respect and appreciation of the Jewish community for the quality and depth of the psychological assessments, remedial instruction, and consultation to parents and teachers that we offered and continue to provide. The success of this program led to the establishment of a new and equally appealing program of psychological services in our agency that reaches out to the Greater Toronto community-at-large. The most recent and exciting news is that the newly formed Tikun Chaim program of the Toronto Board of Jewish Education has, in partnership with JVS, made it financially feasible for Orthodox schools, which are very much in need of the JVS service but unable to afford it, to participate in the JVS program. Four new schools have recently begun participation in the JVS Education Services program. They have agreed to a new model of "consultation" service, specifically, consultation to teachers, parents and school administration, which concerns the barriers to learning that some students encounter. The schools are excited to have the JVS staff and service in their schools, and we very much look forward to helping them.

For further information please contact Ruth Borchiver, Ed. D., C. Psych., Director, Education Services at 416-787-1151, ext. 214 or rborchiver@jvstoronto.org

The introduction of the Ontario Disabilities Support Program/Employment Supports Act in 1998 by the Province of Ontario, Canada, to replace the Vocational Rehabilitation Services (VRS) Act, meant major changes in the way we

perform our work. The key principles driving the new Act were:

- a voluntary program that focused on increased consumer choice,
- increased accountability,
- outcome measures, and a
- transition to a fee for service model.

The transition from a grant economy to a fee for service model posed many challenges for the agency. Developing a business approach in Rehabilitation Services required a shift in culture, a new way of doing business, benchmarking and increased accountability.

The need for a strong marketing approach was identified as a key component to our success. In the spring of 1999, JVS Toronto established the **Ideas to Action Committee** comprised of staff, management and a consultant to explore needs and find new or expanded areas of business. The outreach concept for Mental Health was born, and a pilot project in conjunction with the Community Outreach Services of Toronto East General Hospital was developed.

A major recommendation was to increase client accessibility by taking our services to their neighborhood. By July 2001, the *JVS on the Move* concept soared. Today, we are seeing clients in six different locations across the city; our clients have a choice. We have successfully partnered with other community agencies to provide services in their locations.

Outcomes to date include:

- Exceeded the target for employment plans set for the year;
- The number of employment plans delivered in our home base represents 37.4%, other locations 62.6%; and
- Since the outreach concept was introduced, the number of employment plans done in outreach is double in comparison to the employment plans done internally.

Lessons learned through the program include:

- We have demonstrated that the saying “*location, location, location*” also works for other areas, not just real estate;
- To establish a presence in a location requires an investment of time, building a relationships with a community agency may take longer than initially planned;
- To create a new mode of service delivery requires a shift in culture and demonstrated success. You run with the runners and hope that the rest will come along; and
- Being out in the community also proved to be beneficial for staff. It provides a change of scenery and adds variety.

Program next steps include expanding to 4 new locations in 2002-2003; continuing with the outreach concept and exploring new locations for underserved areas; selecting our locations strategically; increasing responsiveness to clients’ needs; and continuing a culture based on resilient, and flexible staff.

For further information please contact Yona Frishman, Director of Rehabilitation & Training at 416 – 787 – 1151, ext. 213 or yfrishman@jvstoronto.org

Washington DC

Lionel J. Haga, a client of Jewish Vocational Services, a department of Jewish Social Service Agency, received a Pyramid Award from Montgomery County’s Department of Health and Human Services and Commission for People with Disabilities. The Virginia C. Andary Award recognizes the achievements of a person with a disability who has a special work-related financial need. Mr. Haga earned recognition for working hard to make the most of his abilities rather than concentrating on his developmental disabilities.

Mr. Haga came to JVS in 1992 as a client in the **JVS Employment Support Program**. ESP is a program of vocational counseling, job development and job coaching for individuals with developmental disabilities. Funded by the Montgomery County Department of Aging and Disabilities and the Maryland Department of

Health and Mental Hygiene, ESP helps individuals find jobs appropriate to their skills and interests. ESP counselors provide support and assistance at every step of the way: forming a job search strategy, preparing applications and resumes, understanding job requirements and expectations, interviewing, and providing ongoing on-the-job support.

ESP staff helped Mr. Haga maintain a full-time position at Miles Glass in Silver Spring. This has included: advocating for salary increments, employer/employee education and advocacy, continuous motivation in the upkeep of task performance and reasonable accommodations. With JVS job coaching and counseling, Mr. Haga has enjoyed continuous employment in the maintenance department. In addition, he has worked weekends at MOM's market in Rockville for the past two years.

The job coaches and counselors who work with Mr. Haga have observed his continued growth and maturity. He not only fulfilled his duties and responsibilities at Miles Glass; he also expanded the responsibilities in this competitive employment position. Miles Glass has found Mr. Haga to be a hard-working, motivated employee and, in fact, refers to him as "a member of the family." The company has so much trust in Mr. Haga that it expanded his duties to include making the bank run every day.

Winning the award certainly helps Mr. Haga with his loan payments, but it also accomplishes so much more. It demonstrates to Mr. Haga his value as an employee, increasing his self-esteem and providing a tangible reminder of how far he has come in his struggle to maintain his status as a productive member of the Montgomery County workforce. For JVS staff it represents Supported Employment at its finest: assisting a client to become a productive member of the community.



*l - r: Roberta Feigen, JVS Director
Lionel Haga
Arlene Wiseth, Vocational Rehabilitation Counselor*

JVS of Metropolitan Washington will help 10 economically disadvantaged young adults in the Jewish community develop a career plan through a special grant to its YES! (Youth Employment Strategies) program.

Each young adult will complete aptitude, interest and personality inventories. Career counselors will interpret the results, teach the youngsters how to research career information, and provide individualized counseling to help each develop a career plan that includes employment or education.

YES! is an ongoing JVS program; many families, however, cannot afford the fee for this specialized service. JVS receives many calls from refugees, parents and teachers of students with disabilities who do not qualify for government programs yet desperately need career guidance, and from low-income parents of teens struggling to make career decisions.

JVS received the grant from the Jewish Federation's Youth Philanthropy Fund, a special fund created by teens, whose donations were matched by the Federation's Endowment Fund. The teens, after learning about local and international social service organizations, review grant requests and make allocations.

Many of the 10 young adults receiving YES! services through this grant are newcomers from the former Soviet Union who need help planning their lives in America. Through this program, they can plan a career suited to their abilities and strengths, which is the first step on their path to economic self-sufficiency,

enhanced self-esteem, and productive, enriching lives.

For more information about JVS programs call JVS at 301.JVS.9666

Save the Date

IAJVS/AJFCA Lobby Day

We hope that you will join your colleagues on June 19th for the IAJVS/AJFCA collaborative day of advocacy in Washington DC. The meetings will be facilitated by the assistance of the United Jewish Communities.

As many of you know, this is a critical time for social service programs in Congress. The Temporary Assistance for Needy Families (TANF) program will need to be reauthorized by September 30, 2002. There are several other social service programs important to us that are potentially facing significant cuts in funding. For these reasons we encourage you to bring your voice and stories from your agency to this important date of advocacy on Capitol Hill.

The projected itinerary for the day will include a morning briefing with the latest updates on social service legislation and scheduled visits with Members of Congress and relevant Administration officials.

Registration forms have already been sent via Email. If additional information is needed, or to request a registration form, please contact the IAJVS office at 215-854-0233.

IAJVS Board of Directors' Winter Meeting

December 7 – 9, 2002



Loews Miami Beach Hotel
South Beach, Florida

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We welcome your comments and suggestions.