



Jewish Family Service of Worcester, Inc.

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United Way
of Central
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2004 Annual Report & Looking Ahead... 2005



Jewish Family Service *today*

OF WORCESTER, INC.

WINTER 2004

Volume 5, Number 1

A Special Thank You to FY 2004 Donors

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continued on page 4

continued on page 4

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Correcting from page 1

area surrounding Westboro, visiting wards in nursing homes and utilizing the Middlesex Court. JFS Geriatric Care Manager Elaine Kapperman also provides assessments, counseling, and care plans to elders in the Westboro area, and has provided programs at elder serving agencies and assisted living facilities.

Dr. Greenberg has prior experience in consultation to parents and schools. Several years ago she developed the Family Enrichment Series with Karen Kaufman, a four session workshop for parents of young children. The series focused on strengthening emotional ties in families, developing confidence in parenting, and handling social pressures. Dr. Greenberg is also one of the co-leaders of the Children Cope with Divorce parent education program, mandated by the Probate and Family Court for all divorcing parents. She has consulted to the Worcester Public Schools, Head Start and Solomon Schechter Day School, among others.



JFS child psychologist Beth Greenberg, Ph.D. is going out to the Westborough Area Jewish Community Center (WAJCC) Preschool on a monthly basis to meet with teachers and parents about troublesome behaviors that arise in preschool children.

These consultation services, funded by Jewish Federation of Central Mass, are similar to other efforts in Worcester to intervene with young children who are at-risk.

For the past two years, JFS Executive Director and Psychologist Stephen Slaten, Ph.D. has served on the steering committee of the Together For Kids (TFK), a coalition of child serving agencies. TFK has developed an effective mental health consultation program in several Worcester preschools for dealing with challenging behaviors that in some instances result in expulsion of children. WAJCC Executive Director Mary Police was recently also elected to serve on the TFK steering committee.

Preschoolers Improve with Mental Health Intervention

In a pilot project with four preschools funded by the Health Foundation of Central Mass, TFK found that nearly 20% of children ages 2 to 5 exhibit behavior problems that impede their learning, and are disruptive to the preschool setting. Children with such difficulties are at high risk to enter kindergarten and first grade without

sufficient school readiness skills such as the ability to follow directions, sustain attention to tasks, tolerate frustration, delay gratification and engage in positive interactions with adults or peers. These children come from a wide variety of family settings and income levels. Results of the TFK pilot project showed that mental health consultation for targeted children led to decreased aggression and improvements in social and emotional delays.

The arrangement with the WAJCC provides Dr. Greenberg with an ideal opportunity to detect the difficulties of young children and intervene early in their development. She has access to both parents and teachers, and can observe a child in the classroom if warranted. Gathering information from multiple sources allows her to refine her assessment and track progress. Beth's presence and availability at the WAJCC makes it possible for families to obtain valuable information about child development and behavior management, either in an informal group setting or individually. This access to on-site professional consultation makes it easier for parents to obtain guidance and help for their children, as needed.

This project also allows JFS to establish a more visible presence in the Westboro/495 area. JFS has always provided services to individuals and families in the Westboro area, but with the exception of the elderly, services have always been provided through JFS's offices in Worcester. JFS has been appointed legal guardian for elders in the



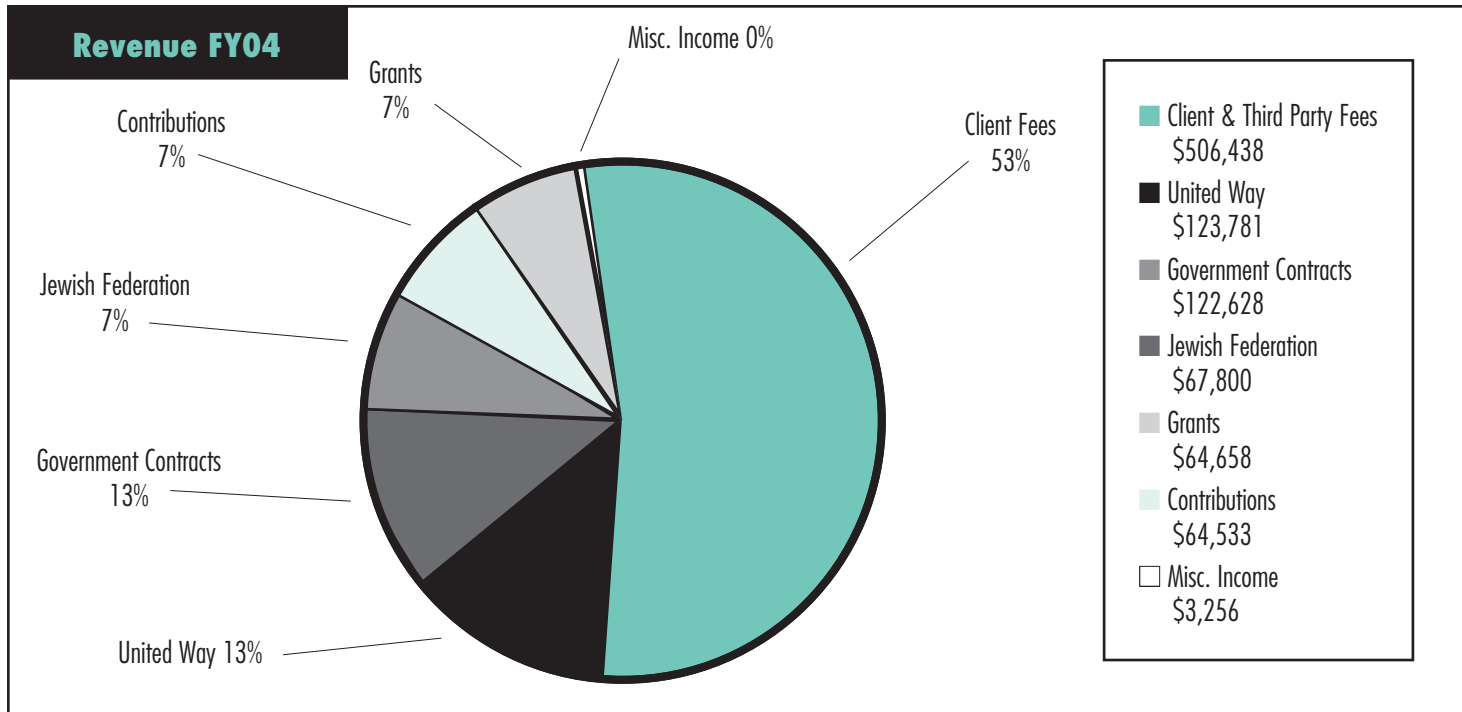
JFS staff members: Alice Litter and Stephen Slaten



JFS staff members: Janet Eckler & Virginia Frappier



JFS staff members: Kathy Kaiser & Zeldia Schwartz



How We Help: Report on Programs & Services

■ Counseling

- In FY04 JFS therapists treated 974 cases, an increase of 10.5% over the previous year. Of these cases, 56% were child and family presenting problems. In all 868 children and adolescents participated in counseling sessions.
- In response to an outcome/satisfaction survey given to all clients at the end of treatment: 95% report improved sense of well-being, 96% reported improved functioning, 94% reported improvement in the problem that brought them to treatment, 95% reported satisfied or very satisfied with the services at JFS, 4% were mixed, and 1% dissatisfied or very dissatisfied.
- 97% said they would contact JFS if another problem occurred.

■ Guardianship

- 144 elders have been served in the Guardianship Program in FY04.
- There were 51 new referrals to the program, 32 resulting in the appointment of JFS as Guardian. 12 of our wards passed away in FY04.
- Based on assessment of risk, within six months

of our being appointed guardian 100% of the wards live in a safe environment, are medically more stable and financially more secure.

- We write off 75% of our client fees; most of our wards have total assets of less than \$1000.

■ Children Cope With Divorce

- In FY04, 348 parents attended the court mandated Children Cope With Divorce parent education program. They have a combined 742 children, who are the absent beneficiaries of the program.
- 95% of the participants reported in an anonymous survey that the information they learned will help them understand their children

■ Mediation

- In FY04, 37 families were seen in mediation, a 250% increase over the previous year.
- Of these, 22 achieved mutually satisfactory agreements on matters such as child custody and support arrangements, and division of assets. Four are still in process.

■ Adoption

- In FY04, five home studies were completed, and an additional 4 families received post-placements

evaluations and support.

- We receive 2-3 inquiries per month regarding adoption.

■ Geriatric Care Management

- There were 93 cases of elders and their families seen in FY04 for geriatric care management and/or mental health counseling.
- The vast majority of returned client surveys report that geriatric care management/counseling has been valuable to the family.

■ Other services:

- We supply infant formula and baby food to pantries through the **Baby Food Club**.
- We provide a social program for about 10 developmentally disabled adults, **The Club**, run by Alan Harris.
- We provide a **Separation/Divorce Group**.
- We offer limited financial assistance for eligible Jewish families through the **Tzedakah Fund**.
- We provide food coupons to area grocery stores for low income families and individuals.

All of our programs combined served over 4300 beneficiaries in FY04, an increase of 7.5%. ♫



JFS Annual meeting:
Board members Debbie Steigman and Marci Lait



JFS Annual meeting: JFCM Director Howard Borer,
speaker Jonathan Barnett, Board member Steve Rotman.



JFS's Annual Jacobson Program:
Staff members Kim Shea and Renee Harrison

Changes to the JFS Team

Through the phenomenal success of the Red Sox and Patriots, New Englanders have learned the value of adding talented people in key roles, and the right team chemistry.



First we want to thank **Pat McGurn** for her 23 years of service to JFS, having left the agency this past summer due to illness. Pat first started as a homemaker at JFS, and by 1984 she became Head Receptionist/Secretary. For twenty years Pat was the "voice" of the agency, answering the phone as well as registering clients and helping them with their business. Over time Pat assumed many additional responsibilities which helped the Agency run smoothly. Pat, with her pleasant and calm manner, is greatly missed.

JFS wants you to know the following talented individuals have joined our team, and are here to help those in need:



Michelle Sheerin, LICSW, has assumed the directorship of the Guardianship Program. Michelle brings to the Guardianship Program a strong medical and psychiatric background, having worked as Manager of Social Work Services at St. Vincent Hospital, for the VNA, and at the ED at UMass Hospital. The Guardianship Program cares for over 100 elders a year who are no longer competent to manage their own finances and make informed medical decisions. About a quarter of these elders are under state protective services, having been abused or neglected by family or involved parties.



Elaine Kapperman, LICSW, has joined JFS as a Geriatric Care Manager, and has quickly established a presence in the community. As Geriatric Care Manager, Elaine addresses the safety and well-being of elders to remain in their homes or transition to appropriate residences, and maintain their quality of life. Elaine will assess the needs of an elder, and develop a care plan which might include arranging services at home, exploring other living options, helping to access benefits, addressing depression and loss, and supporting caregivers. Elaine has started a bereavement group, and is giving talks to community groups. She has experience in medical social work and mental health, having previously worked at Fairlawn Rehabilitation Hospital and Fallon Clinic.



Kristan Nadeau has started recently as Third Party Billing/Receptionist. Kristan has training in medical billing as well as providing direct care to nursing home residents. She has a vibrant manner, bringing concern for clients to her business responsibilities at JFS.



Cindy Whelan has taken on the dual roles of agency Bookkeeper, assisting the Director of Fiscal Services, and Guardianship Administrative Assistant. In her Guardianship role, Cindy tracks many of the legal and fiscal details for each ward. Being thorough and attentive to detail, Cindy is able to skillfully balance her multiple roles.



Lynn Snelling is joining the JFS staff in December, 2004 as Lead Receptionist. Lynn has worked in similar positions at the Jewish HealthCare Center and Chadwick Medical Group, where she also did medical billing. Lynn is vivacious and professional, an ideal combination for being the public's first point of contact with JFS.

We are pleased to welcome new Board members **Marci Lait, MD, Toby Richmond, Jonathan Baer, and Ariella Greenspan.**



We are also pleased to welcome back Board **President Jody Schwab Prunier**, who took a brief leave of absence following the birth of her twin sons. JFS showed itself to be not only a family-serving agency but also a family-sensitive agency. **Rabbi Seth Bernstein** temporarily took over Jody's responsibilities in her absence. Rabbi Bernstein will assume the JFS Presidency in June, 2005.

JFS also elected Board members **Howard Fixler, MD and Ken McDonnell** as Vice Presidents, joining **Glen Mair. Curt Feldman** and **Anne Sadick** have continued on as Board Treasurer and Secretary, respectively.



We thank **Stan Olds** for many years of service on our Board of Directors. Stan was an exemplary Board member who involved himself with the Agency's programs and served as an ambassador in the community.

Jewish Family Service

■ Administrative Staff

Stephen Slaten, Ph.D.,
Executive Director
Kim Shea,
Director of Administrative Services
Virginia Frappier,
Director of Fiscal Services

■ Reception/Support Staff

Lynn Snelling,
Head Receptionist/Secretary
Kristan Nadeau,
Billing/Receptionist

■ Clinical Staff (Family Therapy Team)

Zelda Schwartz, LICSW,
Director of Family Therapy
Beth Greenberg, Ph.D.
David Hollis, LICSW
Kathy Kaiser, LICSW,
Coordinator of Mediation Services
Alice Litter, LICSW
Janet Eckler, LCSW,
Adoption Coordinator

■ Elder Services

Michelle Sheerin, LICSW,
Director of Guardianship
Sue Clifford,
Coordinator of Guardianship Program
Janice Conrad, B.A.,
Guardianship Case Manager
Elaine Kapperman, LICSW,
Geriatric Care Manager
Renee Harrison,
Bookkeeper for Guardianship Program
Cindy Whelan,
Guardianship Administrative Assistant/Agency Bookkeeper

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