



# 2023 ANNUAL REPORT



**Jewish Family Service**  
Caring for all Utahns since 1872

# 2023 STATE OF THE AGENCY

*David Dowsett, President*



This past year was marked by significant change and substantial progress for Jewish Family Service. We bid farewell to our beloved long-time Executive Director, completed a comprehensive Strategic Plan for 2024-2026, and embarked on a national search for a new Executive

Director. All this would likely tax any organization, but we emerged stronger and more focused on our mission than ever, as our resilient staff persevered, continuing to provide a growing complement of programs and services to meet the ever-increasing needs of individuals and families across the communities we serve.

Ellen Silver stepped down in the fall after 19 years with JFS, the last 15 as Executive Director. We are immensely grateful for Ellen's years of dedication and commitment. Her leadership transformed the organization and JFS is now a recognized leader in providing affordable mental health counseling to individuals and families, older adult programming, and safety net services. Ellen's empathetic leadership style and her commitment to collaboration created increased access to services for those we assist and very much enhanced our reputation in the non-profit human service community. We all miss Ellen both personally and professionally, and wish her the very best in the years to come!

With knowledge of Ellen's pending retirement, the JFS Board of Directors formed a succession planning taskforce to ensure that a comprehensive plan would emerge. Among the recommendations adopted by the Board was the decision to hire an Interim Executive Director to succeed Ellen, to provide ample time for the organization to absorb Ellen's departure and search for a permanent

successor. We are grateful to LeAnn Saldivar, an experienced non-profit executive, for stepping in so seamlessly. The taskforce also recommended the creation of a new Strategic Plan. The Board engaged Pathway Group, based in Salt Lake City, to assist in that process and set clear goals and initiatives for the next three years.

We also realized that a Strategic Plan would help inform our search for a new Executive Director and would be an effective way to communicate our plans to prospective candidates. Pathway helped us conduct a national search that was recently concluded with the hiring of Melissa Zimmerman, who joined us in March 2024 from Jewish Family and Children's Service of Southern Arizona. Melissa is a strategic, data-driven visionary and passionate leader, whose profound blend of fortitude and empathy have truly impressed us. We firmly believe Melissa's unique combination of skills and shared values will not only elevate JFS, but will also inspire staff, the Board, donors, and community partners. We are fortunate she is joining us.

Throughout these changes, our dedicated staff have demonstrated unwavering commitment to our mission and values, ensuring the continuity of our programs and services amidst increasing demand. We extend our heartfelt appreciation to our staff for their resilience and professionalism.

To our donors who entrust us with their resources, we truly endeavor to be good stewards of your funds. We thank you, and remind you that without you, we wouldn't be able to continue to meet the needs of those in our community who face some of life's most difficult challenges. We encourage you to continue supporting Jewish Family Service in the year ahead as we strive to meet the evolving challenges faced by individuals and families.

May the year ahead be filled with peace and prosperity for all.

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## **EXECUTIVE DIRECTOR**

Ellen Silver

## **INTERIM**

## **EXECUTIVE DIRECTOR**

LeAnn Saldivar

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## ELLEN SILVER, EXECUTIVE DIRECTOR, RETIRES

Ellen Silver, JFS Executive Director for 15 years, retired in the fall of 2023. She joined JFS in 2004 in a part-time role after moving to Utah with her late husband, Barry. Ellen's experience in human services soon proved invaluable to the small but growing organization, and she became the full-time Assistant Executive Director in 2006, then Executive Director in 2008.

Building on the foundation created by the agency's long time historical roots in Utah, Ellen's leadership transformed JFS; the initiatives she created and nurtured are many. JFS is a well-respected Older Adult programming service provider because of Ellen's efforts. She served on the Governor's Commission on Aging under Governor Huntsman, the Summit County Aging Alliance, the Salt Lake County Partnership Aging Initiative, and the Utah Alzheimer's Association Board of Directors. Ellen's keen eye for creative new programming led to JFS becoming the second community-based organization in the United States to offer the acclaimed Music and Memory Program to home-based dementia patients. Under Ellen's leadership, a small food pantry was put in place years ago. Now the Alex & Sally Lebwohl Food Pantry serves thousands every year.

JFS is a local leader in providing affordable mental health counseling to individuals and families, based on an innovative sliding fee scale, ensuring therapy is available to those in financial distress.

Ellen has served in leadership roles on the Summit County Mental Wellness Alliance, the Summit County Suicide Prevention Task force, and other organizations building awareness around mental health issues.



Ellen's leadership in times of crisis has been exemplary. In response to the severe economic downturn in 2009, she co-facilitated the Park City Career Network to address the needs of the unemployed. During the Covid pandemic, JFS facilitated extensive relief efforts in Salt Lake and Summit Counties, administering funding provided by Salt Lake County and the Park City Community Foundation.

More than anything, Ellen's empathy and her commitment to collaboration both within JFS and among other human service agencies has resulted in better access to services and programs for those we serve. The organization commends Ellen for all she has done to ensure that Jewish Family Service has such a valued reputation in the human service community and throughout Utah.

## NATIONAL BASKETBALL PLAYERS ASSOCIATION FOUNDATION DONATES \$9.7K GRANT TO JFS DURING ALL-STAR WEEKEND

As part of the 2023 NBA All-Star Weekend, Jewish Family Service received a \$9,700 grant from the NBPA National Basketball Players Association Foundation via Park City Community Foundation Mental Wellness Alliance.

The funds will be used to facilitate access to culturally relevant mental wellness services for BIPOC (Black Indigenous People of Color) families in Summit County through the Affordable Mental Health Counseling Program at Jewish Family Service.



## JFS RECEIVES SMITH'S ZERO HUNGER HERO AWARD

JFS was honored to receive the Zero Hunger Hero award from Fox13 and Smith's in August in recognition of our Alex & Sally Lebwohl Food Pantry, serving those who are food insecure. Thanks to Tina Murray, Corporate Affairs Manager for Kroger, the parent company of Smith's Food and Drug Stores, and Jenny Hardman from Fox 13's The PLACE for presenting the award to JFS' Executive Director, Ellen Silver.



## ALEX & SALLY LEBWOHL FOOD PANTRY IS A GAME CHANGER FOR THOSE IN NEED

"I am so grateful for Jewish Family Service and their food pantry for providing the most basic needs to our most vulnerable population, and for making such a positive impact on our community. Their service is much needed and is seriously a game changer in so many people's lives." Rebecca Smith, Case Manager, The Road Home

The Alex & Sally Lebwohl Food Pantry at Jewish Family Service has been a resource for Utahns in need for the past 11 years. Since its humble beginnings in 2012 as a source of food for 85 clients, the pantry has grown immensely in size and scope. JFS partners with many local social service agencies in Salt Lake City and Park City, who know we are a valuable resource for their clients. Rebecca Smith, a case manager at The Road Home, recommends our pantry to her clients in need.

"I have noticed a huge increase in the need for food recently, due to the rising cost of groceries, as well as the COVID SNAP benefit ending," she said. JFS does not require proof of citizenship or financial documents in order to receive food. These requirements pose barriers for immigrant families and undocumented residents in particular. "Many people in this population do not have current photo IDs, and do not have access to their Social Security cards, or birth certificates," Rebecca said. "Most of the food pantries that I work with, and refer people to, require current photo identification for all adults, and birth certificates for all minors in order to receive a food box. The Jewish Family Service food pantry is one of the only food pantries that does not require documentation."

## ARTS & AGING CELEBRATION



Thanks to all who attended and contributed to our Arts and Aging Celebration in June! What a wonderful night to celebrate Creative Aging. We loved listening to the Gleeful Choir, hearing from our art class participants via video, seeing the amazing art exhibits, and enjoying the fun Choir Chime play-along with our audience.

Special thanks to the Daniels Fund, Salt Lake City Arts Council, and Utah Division of Arts & Museums for their generous support and to The Sorenson Unity Center, who provided the perfect venue.



## JFS HONORS OUR VOLUNTEERS DURING UNA PHILANTHROPY DAY



Risa Offit, Spencer Phelps & Rosa Maria Coronado

2023 UTAH PHILANTHROPY DAY  
HEART & HANDS AWARD

Jewish Family Service was happy to celebrate our dedicated volunteers at the annual Utah Philanthropy Day. Our Heart & Hands Award recipients this year were Risa Offit, Spencer Phelps, and Rosa Maria Coronado, who have volunteered with our Older Adult programs and in the Alex & Sally Lebwohl Food Pantry this past year. Thank you so much to them and to all of our volunteers who help us support the community.

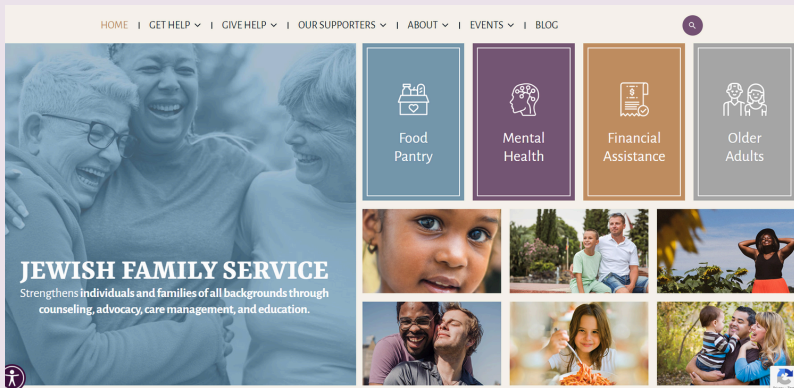


## COMMUNITY SUPPORT

JFS is so grateful for the ongoing community support from Congregation Kol Ami, Temple Har Shalom, and the BeeCHAIS from United Jewish Federation. Every year, they sponsor food drives and volunteer days in support of the Alex & Sally Lebwohl Food Pantry.

## LEANN SALDIVAR SERVES AS INTERIM EXECUTIVE DIRECTOR

LeAnn Saldivar, pictured with Lisa Treiman, Board Vice-President, and David Dowsett, Board President, assumed the position of Interim Executive Director in September 2023. LeAnn provides non-profit consulting services for Pathway Group, who assist organizations like JFS. She has served as the Interim Executive Director for a domestic violence service organization that offers many similar programs to JFS (emergency assistance, therapeutic services, case management, and prevention). Prior to that, LeAnn served the Boys & Girls Club of Greater Salt Lake for over 30 years, most recently as President & CEO.



## JFS LAUNCHES NEW WEBSITE

After a year of meticulous planning and development, we are thrilled to announce the launch of our revitalized website! Our new user-friendly design is tailored to enhance accessibility for clients seeking information and to provide donors with compelling reasons and convenient ways to support our organization.

A heartfelt thank you to Board Member, Sara Lambrinos, and Sites by Sara, for their invaluable contributions in crafting this new design. Special recognition also goes to our dedicated Marketing & Messaging Committee for investing hours in scrutinizing pages and offering invaluable feedback.

We invite you to explore the enhanced features and information on our website at [jfsutah.org](http://jfsutah.org).

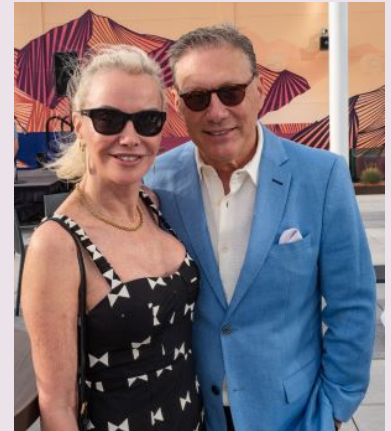
## PATHWAY GROUP RETAINED TO HELP WITH EXECUTIVE SEARCH AND STRATEGIC PLAN



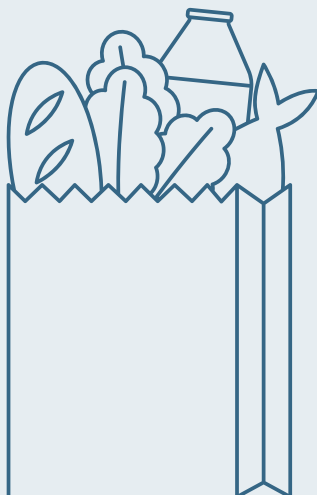
As JFS embarked on several initiatives in 2023, the board of directors engaged a Salt Lake City consulting firm, Pathway Group, to help facilitate a strategic plan, provide interim executive director services, and conduct a national search for a new executive director. The strategic plan, which engaged staff, donors, and the board, was completed in the fall. The new interim executive director started in October, as did the search for a permanent executive director. We thank the Pathway Group for their guidance throughout the year.

# THANKS TO EVERYONE WHO JOINED US FOR OUR SILVER SOIRÉE FUNDRAISER

Thank you to everyone who joined us and supported our Silver Soirée fundraiser, honoring Ellen Silver, our beloved Executive Director and friend. It was so wonderful to see so many new and old friends alike gathered in support of JFS.



# 2023 IMPACT

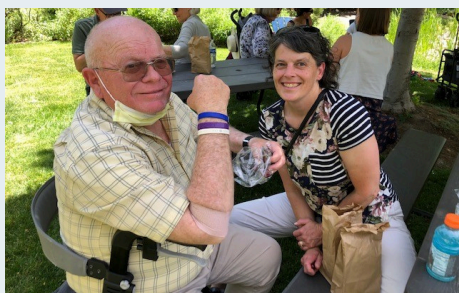


12,457

individuals and families were served by the Alex & Sally Lebwohl Food Pantry

5,833

bags of food were distributed



\$160,003

in Emergency Financial Assistance was distributed to clients facing short-term financial hardship



1,393

hours of Arts & Aging related programming for more than 120 clients



2,007

hours of direct support provided to more than 150 clients in Older Adult programs



2,571

hours of affordable mental health counseling was provided





# 2023 Financials

UNAUDITED

## Income: \$1,926,909\*

\*Total income includes \$168,151.69 of investment gains. The chart shows income excluding investments.

- 61.2% Individual Donations - \$1,178,499
- 37.1% Foundation/Corporate/Government Grants - \$714,522
- 1.8% Service Fees, Rent and Other Income - \$33,888\*\*

\*\* Includes \$8,100 for office space sublet to counseling services in Park City pending planned JFS growth

## Expense: \$1,798,150 \*\*\*

- 63% Program - \$1,136,906
- 21% Fundraising - \$380,537
- 16% Management & General - \$280,708

\*\*\* Management and Fundraising expense was higher in 2023 due to the Executive Director transition, hiring of an Interim Executive Director and executive search, and preparation of a strategic plan.

# CLIENT STORIES

## Dementia-Friendly Activity at Red Butte Gardens

*Special thanks to Michele Roepke for contributing this story and photo.*

Hal Wolf, PhD is an 88-year-old Professor Emeritus at the University of Utah who has walked the campus paths before. Walking the Red Butte Garden paths Friday, however, may have seemed like a fresh activity this April day, and that's understandable to his wife of 65 years, Joan, a PhD and faculty member from the U as well.

Admiring the bright yellow daffodils with them is Rosemary Quatrale, Older Adult Care Manager at JFS, who organizes the Dementia-Friendly Activity the Wolfs are enjoying.

The goal of her program offerings, said Rosemary "is socialization. When people have dementia, they're often cut off from friends and family activities. So we're providing an activity that's adult-based, and yet maybe a little bit of a slower pace and something very specific to people with dementia. There are no other programs like this for people who have dementia within the community kind of setting."

Hal and Joan, 86, have lived in Salt Lake City, on and off, throughout their adult lives. Married in Boston, they also lived, worked, and studied at Ohio State University. She's a Utah leader in the world of Education Psychology/ Special Education; he was the Dean of the College of Pharmacy at the U of U. Strolling hand in hand through the poignant and fragrant Garden of Medicinal Plants, things Hal knew well, brings them joy.

Taking on the role of caretaker these days, Joan gets



assistance not only from this group and a caregiver support group, but also from their two sons.

"We're quite fortunate, because we feel like we have a very strong support system," she said.

"I've read enough to know that caregivers, in formal and informal roles, are not always well supported. It's not necessarily part of our social system, and caregivers don't get the support they need. Some people have to leave their jobs, and then they don't have resources to pay for the help they need. It's nice to have been connected now with Jewish Family Service."

As the group continued to walk through the gardens, they slowed as they came upon a large, friendly Canadian goose, who was also spending a leisurely moment in nature. They looked up to see and closed their eyes to truly hear the flock of 40 small birds in the towering tree above them.

Red Butte Gardens and JFS brought peace to Joan and Hal.



"This group helped me accept my feelings regarding my loved one. I spent too much time trying not to feel; this group gave me permission to feel everything and reminded me it was okay to not be okay."

**-Pre-Loss Grief Workshop Participant**



# CLIENT STORIES

## Safety Net Services

to unforeseen circumstances, such as sudden job loss, illness, or injury. Living paycheck to paycheck, even a temporary setback can lead to financial distress.

Andrew's life took an unexpected turn when he suffered an injury that left him unable to work for a week. During that time, he faced the harsh reality of not receiving his paycheck, which jeopardized his ability to cover his rent. Determined to avoid falling further behind, Andrew reached out to various service organizations in Salt Lake City.

Fortunately, he was referred to Jewish Family Service. Andrew's situation was the kind we are here to assist with: he was back at work but needed a helping hand to catch up on his rent payments. Thanks to the additional funding provided by our anonymous donor, we were able to step in and offer Andrew the support he desperately needed. When he visited our office to receive the assistance check, his gratitude was palpable. "All I had to do was reach out," he said as he embraced our JFS staff, overwhelmed with appreciation. With our help, Andrew is now back on track financially, and the weight of potential homelessness has been lifted from his shoulders.

Your support enables us to reach individuals like Andrew before they fall through the cracks, facing imminent homelessness, utility shut-off, or the financial devastation of healthcare emergencies and other crises. Every day, we witness the incredible strength and resilience of our community. Together, we are restoring hope.

In a world where unexpected healthcare emergencies and unforeseen incidents can quickly spiral someone into financial crisis, we are happy to share an inspiring story that showcases the incredible impact of our community and the generosity of an anonymous donor. At Jewish Family Service, we take pride in providing emergency financial assistance to those facing eviction, utility shut-offs, and a myriad of crises, including healthcare emergencies and other incidents. It's a mission that resonates deeply with us, and it's stories like these that remind us why our work is so crucial.

Recently, an anonymous donor granted funds to Jewish Family Service to expand our Emergency Financial Assistance program. Their generous contribution enables us to reach even more individuals in need. Every month, we receive between 30 to 40 calls from people in crisis, desperately seeking help with their rent, utility bills, and unexpected healthcare expenses. These individuals are often teetering on the edge of homelessness due

"The Gleeful Choir is such a special and important part of our community. Music is often one place where dementia can't rob someone of their memories and seeing these men and women light up with familiar songs and melodies is a special privilege."

*-Gleeful Choir Participant*



# FINANCIAL ASSISTANCE NAMED FUND DONORS

THANK YOU TO THE FOLLOWING DONORS WHO HAVE MADE THESE SPECIAL FINANCIAL ASSISTANCE FUNDS POSSIBLE:

## **DR. HERBERT & MARIANNE KATZ HEALTH CARE ASSISTANCE FUND**

*Lisa & Jerry Treiman*

The Katz Health Care Assistance Fund helps individuals respond to health expenses necessary for well-being. While not intended to pay for hospitalizations or extensive medical bills, the fund can provide limited assistance with medical needs, such as prescriptions, special equipment, procedures, or other medical expenses where the fund's resources can make an impact.

## **WALTER & THERESA KIEDA SELF-SUFFICIENCY FUND**

*Lisa Goldstein Kieda & David Kieda*

Existing clients in our mental health program can be helped through the Walter & Theresa Kieda Self-Sufficiency Fund. Lisa Goldstein Kieda and David Kieda were inspired to set up a fund in memory of David's parents. The fund assists those who face the challenges of a transition in life, and are already JFS clients.

## **PERLMAN LOAN FUND**

*Greg & Jodi Perlman and The Change Reaction*

The Perlman Loan Fund is open to individuals who are experiencing emergency financial difficulties that qualify them for emergency assistance. Funding for the Perlman Relief Fund Program is made possible through a generous donation from Greg and Jodi Perlman and The Change Reaction, in partnership with Jewish Family Service.

## **REFUGEE ASSISTANCE FUND**

*Carol & Ted Levy z'l*

JFS provides emergency assistance to refugees through referrals from a variety of local resettlement organizations. In 2017, Carol and Ted Levy were inspired to help the refugee community. The Refugee Assistance Fund has helped hundreds of individuals and families since its inception.

## **JOSEPH & EVELYN ROSENBLATT INTEREST FREE LOAN FUND**

The Joseph and Evelyn Rosenblatt Interest-Free Loan Fund was established in 1998 to provide small loans to members of the Jewish community.

## **CAREGIVER TRAINING FUND**

*Susan Schulman*

Susan established this fund to help train people to meet the many care needs of dependent and infirm adults. She recognized this important job when faced with managing long-distance caregiving for her father. This fund recognizes the professionalism of these important workers and helps our community by improving the quality and availability of care for our loved ones. The fund supports those caregivers seeking training opportunities to better care for those within the Jewish community.



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Utah Food Bank  
Utah State Legislature and the Department of  
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