

JEVS HUMAN SERVICES



IN LIVING COLOR
JEVS 2008 ANNUAL
HUMAN SERVICES REPORT



IN LIVING COLOR

For 67 years JEVS Human Services has understood and celebrated the rich diversity of those we serve and the communities in which we work. Moreover, the work we do to enhance employability and self-sufficiency reflects our deep understanding of the opportunities and challenges present in the lives of those we serve. We envision communities that are strengthened by individuals who are able to attain their highest quality of life through achievement of their potential. Inspiring and empowering those we serve to live in full color, *in living color*—that is, realizing their hopes and connecting to their communities—is our goal.



EXECUTIVE

MESSAGES

CHAIR'S MESSAGE

PRESIDENT AND CEO'S MESSAGE

Time certainly flies. It's hard to believe that in the three short years since I became chair of the board of directors we have realized so many significant accomplishments.

Our agency now serves more than 17,000 people every year. Through our career counseling and skills programs, many have broken the cycle of poverty and joblessness. We've helped individuals with disabilities to find work that provides them with dignity and meaningful life experiences. Our programs provide inmates with a variety of skills they need to re-enter the community smoothly and successfully. Thousands who need support to fully care for themselves have been able to remain in their homes or in the community, outside of institutional settings, through our in-home supports and residential programs. We provide a wide range of services for new Americans, including job readiness, placement and English language instruction to enable them to

lead productive lives. Many unemployed or underemployed mature workers benefit from our employment programs. Our addiction services give individuals and their families renewed hope. Our brand new state-of-the-art Orleans Technical Institute continues to be a national leader in skills training for people of all ages in the building trades, court reporting and human services fields. We adopted our new name, JEVS Human Services, to more accurately convey the broad range of services we provide. Each year we host our successful Strictly Business Awards Luncheon, which will celebrate its 10th anniversary this year. And, as always, we continue to focus on positive outcomes and results for every person we serve.

None of these accomplishments could have happened without our outstanding executive officers and our more than 900 dedicated employees who work every day in partnership with our motivated customers. Capping off these activities is the guidance and oversight provided by our wonderful board of directors. My heartfelt thanks to each and every one of you.

I have no doubt that JEVS Human Services will continue to fulfill its mission of *making hope happen* far into the future, and I look forward to remaining a member of this family for many more years.

Once a year, as we prepare our annual report to the community, I have a unique opportunity to reflect on our accomplishments over the past 12 months.

The number of clients served and outcomes measured by our programs never cease to amaze me. But the truth is that at JEVS Humans Services our success is in how we do what we do. Through partnership with the individuals we serve, our funders and other human service organizations, and across our own agency, we seize opportunity and overcome challenges.

For example, it is no secret that the need for services for individuals with disabilities outpaces available resources. Within our residential programs, we saw an opportunity to increase participation in our Life Sharing program, a less costly and more community integrated option for individuals with disabilities. Thanks to our Supports for Independence program, adults with long term physical disabilities can transition

from nursing homes to their communities and get the support they need to be safe in their own homes. By focusing on the goals of those we serve, we have been able to craft solutions that increase independence and realize cost savings.

When we broke ground on our new Orleans Technical Institute, we did so with the goal of creating a sustainable community resource—not just a new facility—to give the unemployed and underemployed a new chance for success. Now, just eight months after the grand opening, the school is realizing this vision with full classes and new training opportunities.

Hundreds of individuals on welfare benefitted from services provided in the Maximizing Participation Project (MPP), operated locally by JEVS for the Pennsylvania Department of Public Welfare. We

recognized the tremendous barriers faced by those remaining on the welfare rolls—not the least of which are behavioral health challenges. By leveraging our own expertise in behavioral health, this year we enhanced services within MPP so that individuals can access needed mental health services more quickly and with fewer referrals. This year's accomplishments, those I've mentioned above and others just as important detailed in this report, reflect our continuing commitment to improving the lives of those we serve and strengthening the communities in which we work. I look forward to helping more live full lives—in living color.



It is no surprise that studies have shown that people with physical disabilities are more independent when they can stay at home and direct their own in-home services. For example, setting and directing the time that their attendant arrives to help them get out of bed in the morning often determines their level of participation in employment or in community activities.

In addition, it is more cost effective for individuals to stay independent in their own homes. In the past several years, the Commonwealth of Pennsylvania has been increasing its participation in several federal initiatives that will help it transfer more of its Medicaid Long Term Care budget from institutions to in-home services.

In the past year, **JEVS SUPPORTS FOR INDEPENDENCE (SFI)** assisted 2,623 individuals throughout the Commonwealth so that they were able to hire and retain their own in-home caregivers through fiscal management services. This includes 950 individuals with long term physical disabilities in

eight counties who receive Attendant Care Services. SFI also provides in-home supports to nursing home-eligible seniors.

The Attendant Care service model, in which the consumer hires his or her own assistant, grew out of the Independent Living Movement for self-determination and community integration for people with disabilities.

In the past year, the Nursing Home Transition program, offered through JEVS Supports for Independence, has allowed us to transition 21 individuals under the age of 60 with long term physical disabilities to community living.

JEVS Human Services embraced a city-wide transformation of behavioral health policy and practice to improve the lives of individuals facing the challenges of mental illness. Our expanded recovery-oriented system of care offers an array of accessible services and supports from which individuals are able to choose their desired roles in the community with regard to living, learning and working.

This year, **JEVS WORK AND RECOVERY PROGRAMS** introduced new services to individuals with psychiatric disabilities. Psychiatric rehabilitation and treatment services apply the principles of consumer choice and the active involvement of individuals in their recovery. One hundred sixty-four individuals worked on their personal goals in the community while gaining support from peers this year.

Because individuals with mental illness face serious barriers to employment—according to some estimates, the unemployment rate is 80–90 percent—Work and Recovery Programs support individuals in exploring careers, building skills, and finding a job just right for them. This year, situational assessments were conducted in employment settings, in the community and throughout JEVS, to better identify an individual’s work preferences and interests. Eleven individuals found

employment through individualized placement and job coaching this year.

Through **JEVS COMMUNITY LIVING AND HOME SUPPORTS (CLHS)**, we provide residential settings that offer the support and encouragement necessary for individuals with mental illness to reach their fullest potential. CLHS served 15 individuals in four Community Residential Rehabilitation Services this year. These community homes provide specialized 24-hour support for two to six individuals. In addition, 18 seniors resided in CLHS’s Calvin and Morris Hassel Residence, a Personal Care residence that serves seniors who do not require skilled nursing care.

JEVS also piloted a program that crosses our psychiatric rehabilitation and residential programs to support people with co-occurring mental health and intellectual disabilities by modifying the evidence based curriculum “Illness Management and Recovery” to meet the needs of this group.





The Delaware Valley has offered a new home to refugees from across the globe since the 17th century. In the past 25 years, more than 33,000 refugees from over 30 countries have resettled in our region.

Thanks to **JEVS CENTER FOR NEW AMERICANS (CNA)** and its partner Lutheran Children and Family Service, 460 new Americans enrolled in refugee services in this year. We help refugees, asylees and victims of trafficking find satisfying jobs while teaching them about American culture and laws. New Americans attend workshops focusing on acculturation, interviewing, résumé writing, job readiness and retention, and speaking English. Our computer classes help individuals learn the fundamentals of using a computer and basic software. The CNA staff also helps 16- and 17-year-olds find part-time work during the school year and full-time work during the summer, thereby adding to the financial stability of their families.

By helping our clients throughout the five county area, we have strengthened the rich cultural diversity that is Greater Philadelphia.



In the Commonwealth of Pennsylvania, the number of persons age 60 and older is expected to reach 3.2 million by the year 2020. The Philadelphia Corporation for Aging, in its most recent findings, reports that this is an increase of one-third since the beginning of the millennium.

JEVS has been providing in-home care to seniors for the past 40 years—long before the distinct demographic shift toward an aging population. Today, we provide a full spectrum of services to seniors throughout the Commonwealth.

Through **JEVS SUPPORTS FOR INDEPENDENCE**, in the past year we have provided fiscal management services to 2,623 individuals throughout the Commonwealth.

This includes 1,645 individuals over age 60 in 35 counties who receive Personal Assistance Services (PAS), providing them with in-home care. Eligible seniors may qualify for free services, and can hire their own assistants, who may be a friend or relative. Also, through Supports for Independence, in the past year we have provided home

modifications—enabling people to live more safely in their own homes—to 141 eligible individuals in Philadelphia and Montgomery counties.

Just this past year, JEVS has established its Home Care services as its own entity to expand this private-pay program to meet the needs of an aging population. Thanks to **JEVS HOME CARE**, we provide affordable, non-medical, in-home care to 95 individuals in the Greater Philadelphia region. Through JEVS Home Care, we also provide Geriatric Care Management Services; Home Modifications; and assistance with the application for the Veteran's Non-Service Connected Pension Benefit.

Individuals past traditional retirement age are increasingly more likely to remain in the workforce.

Thanks to **JEVS CAREER SOLUTIONS FOR 55+**, 300 Philadelphians received employment assistance in the past year.

JEVS also serves seniors with mental illness and seniors with intellectual/developmental disabilities. The Calvin and Morris Hassel Residence offers, through **JEVS COMMUNITY LIVING AND HOME SUPPORTS**, 18 individuals a home, in a tree-lined neighborhood, that serves seniors with mental illness who do not require skilled nursing care. **JEVS COMMUNITY COLLABORATIVE**, an adult day program for individuals with intellectual disabilities, also has a special program just for seniors.

The downturn in our economy and decreasing number of jobs add to the frustrations of those who are unemployed or underemployed. The unemployment rate in Pennsylvania was 4.9 percent earlier this year and at an alarming 7 percent in Philadelphia.

Even more shocking is that 41 percent of Philadelphia's adults are not in the labor force, according to the Philadelphia Workforce Investment Board. As a leading employment and training provider in the region, JEVS helps to decrease joblessness and promotes self-sufficiency among undereducated or unskilled individuals by offering assessment, training, job placement and career management services.

ORLEANS TECHNICAL INSTITUTE is one example of how JEVS enhances individuals' opportunities to become a successful part of the region's workforce. Orleans teaches in-demand, "real world" job skills that evolve with the changing needs of students and employers. The school opened the doors of its brand new 88,000-square foot facility in Northeast Philadelphia this year, training 1,201 future tradesmen and women, court reporters and human service workers. The new training facility accommodates increasing enrollment, and offers the ability to create new educational initiatives and design customized training for businesses.

With Orleans' 30-plus years of expertise in building trades training, the school helped an additional 185 individuals through specialized training programs, including free home maintenance and repair for low to moderate income homeowners in Philadelphia.

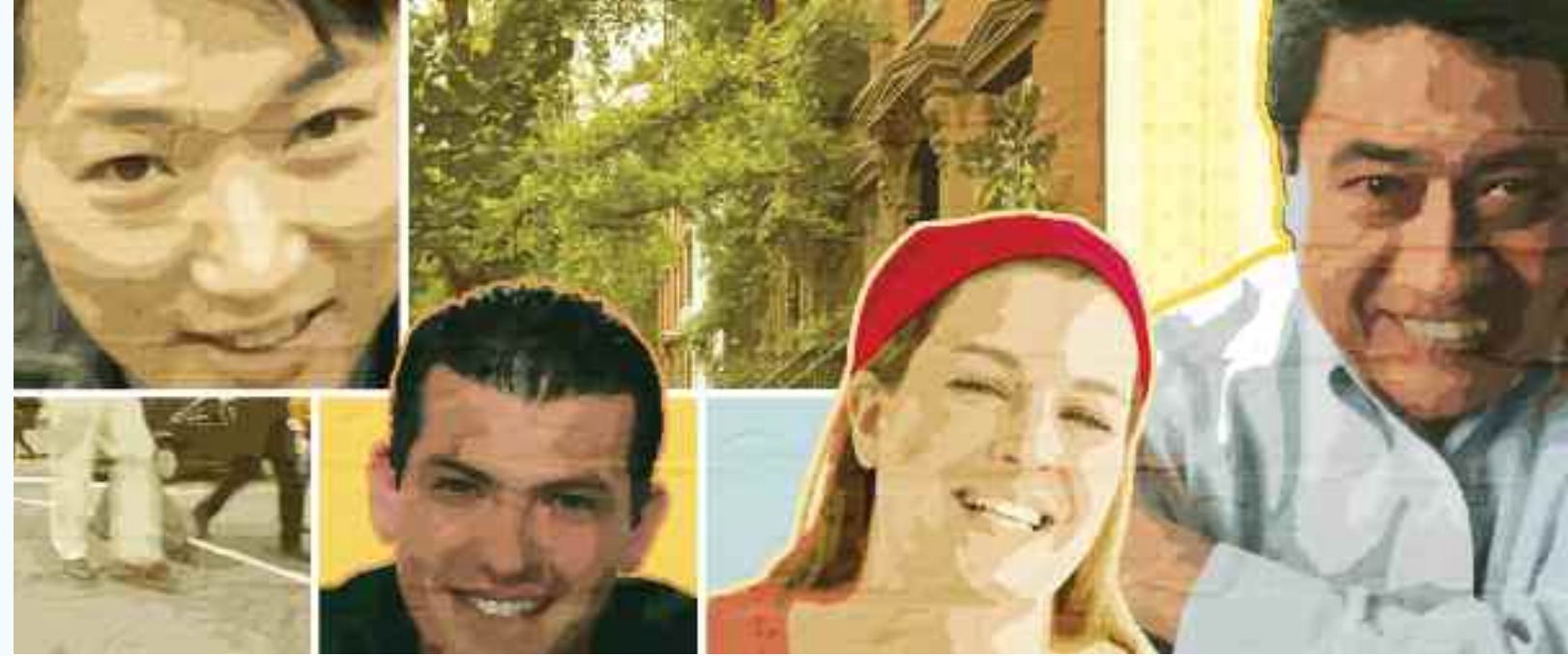
JEVS also offers customer service skills training and job placement assistance through its **RETAIL SKILLS CENTER** and **CENTER FOR CUSTOMER SERVICE EXCELLENCE** (formerly Customer Service Training Collaborative). In the past year, 1,182 job seekers benefitted from services from these two programs, including adults who have a child or children under the age of 18,

are low income, or are receiving public assistance. Both programs added Pharmacy Customer Service Training to their skills training programs.

JEVS also provides personal attention every step of the way to help clients achieve their employment goals, whether they are returning to work or looking for a new job or career. Through **JEVS CAREER STRATEGIES**, 1,000 individuals received career counseling and job search assistance services. By hosting financial seminars for clients, we helped clients develop financial skills and understand how such skills can help during a job search. We also offer an array of community programs helping unemployed and underemployed Jewish individuals find fulfilling work.

Philadelphia residents over the age of 55 who are unemployed, underemployed, or seeking a career change can find assistance at **JEVS CAREER SOLUTIONS FOR 55+**. Three hundred individuals received employment services through weekly orientation sessions, one-on-one job consulting, job readiness workshops, placement assistance, access to a computer lab and online job leads, and a first-time Retirement and Employment Seminar.

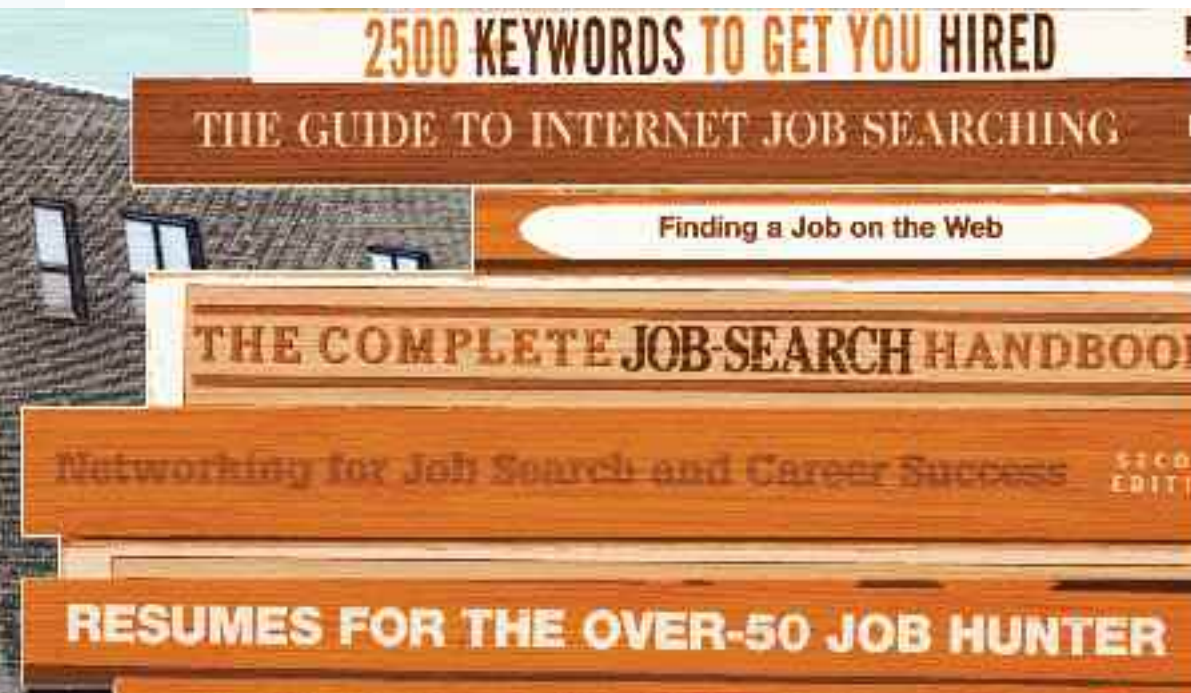
For individuals with little to no work experience and/or minimal academic skills, JEVS has developed specialized assessment tools through our **VOCATIONAL RESEARCH INSTITUTE (VRI)**. More than 395 individuals served by JEVS received aptitude and interest assessments through VRI's CareerScope®, which was recently upgraded to version 8.5. VRI is also the new distributor of The Quality Group's WinAt-Work® series, an Internet based training program that results in improved work skills.



Nationally, the incarceration rate is at epidemic proportions, representing an enormous cost to society. Locally, there are currently about 9,200 inmates in the Philadelphia Prison System, an increase of almost 47 percent from the beginning of the decade. The Prison System's budget has almost doubled since 1997, from \$117 million to a projected \$230 million next year.

The City of Philadelphia reports that with the cost of housing one prisoner averaging \$88 per day, the City must find a way to reduce incarceration and recidivism. In the past year, 2,397 offenders in the Philadelphia Prison System received vocational training through **JEVS PROGRAM FOR OFFENDERS** (in such areas as computer literacy, building maintenance, customer service and interview preparation) to help them increase their chances of making a smooth transition back into society; and 470 offenders received career assessments.

Just this past year, JEVS was awarded a contract by the Mayor's Office for the Reentry of Ex-Offenders (MORE) to provide 150 former offenders with the help they need to find and keep jobs. JEVS has exceeded its goals with MORE and is providing services to additional individuals.





As of February 2008, there were 3,894 persons with developmental disabilities waiting for services in the City of Philadelphia. The total waiting list in Pennsylvania is 21,475; the demand for services and supports for individuals with developmental disabilities will drive the future demand for Direct Support Professionals. The total number of individuals in need of residential, in-home and day supports is expected to increase by about 38 percent over the next decade.

This past year, JEVS has served 315 individuals with intellectual/developmental disabilities. Two hundred individuals were served through **JEVS COMMUNITY LIVING AND HOME SUPPORTS** (our residential program) and **JEVS COMMUNITY COLLABORATIVE** (our adult day program), and an additional 115 individuals through **JEVS WORK AND RECOVERY** (our vocational, rehabilitative, and employment services program).

Through JEVS Community Living and Home Supports, we employ 300 Direct Support Professionals (DSPs) in a variety of residential settings. In the past year, we have endeavored to attract and retain DSPs in a competitive market by introducing leadership training for all levels of staff and by increasing entry level salaries.

Two-thirds of our staff has already graduated from “Mentoring Means...,” a personal and professional development training that is being used to create a mentoring culture. The entire staff will take this training and graduate by the end of

this calendar year. Also in this past year, we have closed one of our Community Homes (transitioning the two residents into Life Sharing), allowing us to invest cost savings to increase the entry level salary for DSPs.

Our **LIFE SHARING** program has been expanded in the past year. It now serves 24 individuals, an increase of seven individuals from the previous year. With Life Sharing, an individual lives with a family or companion who provides supports for daily living and community involvement. This expansion has reflected a shift in the Commonwealth of Pennsylvania’s priorities that now favor Life Sharing arrangements for individuals who are receiving services for the first time.

In addition to Life Sharing, we provide a variety of residential settings for individuals with intellectual disabilities and mental illness, including 29 Community Homes in the Greater Philadelphia area—each providing specialized 24-hour support for two to six individuals.

Through **JEVS WORK AND RECOVERY PROGRAMS**, our staff members act as “employment ambassadors” in their endeavor to empower individuals with intellectual disabilities to realize their own personal employment successes. We offer vocational evaluation and skills training in janitorial, hospitality and culinary arts as well as a range of employment services to support individuals in getting jobs in their desired fields.

At **EMPLOYMENT NETWORK**, offered through Work and Recovery, individuals explore career options and learn new skills. In this past year, there has been an emphasis on community learning experiences which prove to be valuable to individuals to learn about work as they volunteer in such places as the JCC Klein Branch and Philabundance.

Through these JEVS services, we empower individuals with intellectual disabilities to participate in community life and to make their own choices and daily decisions.

The average cost for one full year of methadone maintenance treatment is approximately \$4,700. Every \$1 invested in addiction treatment programs yields a return of between \$4 and \$7 in reduced drug-related crime, criminal justice costs, and theft alone. Major savings to the individual and society also come from significant drops in interpersonal conflicts, health care costs, improvements in workplace productivity, and reductions in drug-related accidents.

This year, **JEVS ACHIEVEMENT THROUGH COUNSELING AND TREATMENT (ACT)** helped 845 individuals through treatment, counseling, education, and medical and psychiatric care in an environment that upholds recovery principles. Our services support and enhance individual goals, while affording patients opportunities to work toward and overcome some of their most difficult

obstacles, such as histories of trauma, unhealthy relationships, unemployment and inadequate housing. ACT continues to expand and enhance our core program with an array of integral services for the families and support systems of patients, including outreach efforts in the communities where patients live. ACT is unique in its scope of complimentary programs geared for substance

abuse and HIV prevention, education, testing, and referral. Our two family therapy programs, one for families with adolescents and the other for those with small children, provided additional services to 229 individuals. Another 817 individuals were helped through HIV early intervention, HIV rapid testing, HIV social networking and Hepatitis C community testing.





Young people in Philadelphia are particularly prone to disconnection from the world of work: 20 percent of 16 to 24-year-olds are not in school or working. Overall, fewer than half of Philadelphians age 20 to 24 have a job.

JEVS Human Services saw a need in the community for a program targeting youth who are neither in school nor employed in stable jobs. Through this program, **PROJECT WOW**, our Orleans Tech provided 29 out-of-school youth between the ages of 18 and 21 with job training and educational opportunities. The students learn about property maintenance while we teach them job readiness and leadership skills. Students who finish their training receive assistance in job search and job placement. Through our partnership with the Center for Literacy, we also offer formal classes in pre-GED and GED preparation to these students, and to those who are ready to take the GED examination.

In 2007, **JEVS COLLEGE STRATEGIES**, a program of JEVS Career Strategies, provided

one-on-one and group tutoring for 70 youth taking the SAT and ACT. Throughout the year, we guided parents and students in compiling information for college applications, such as activities lists and letters of recommendation, editing college application essays, and preparing for interviews at college campuses. Counselors also helped many families find financial aid by identifying schools that award need-based aid or offer merit scholarships, and by assisting them with the general financial aid application process.

CAREER STRATEGIES also offered two internships to assist Jewish youth in attending college, while providing local Jewish organizations with quality interns for the summer. **THE FRANKLIN C. ASH SUMMER INTERNSHIP**

PROGRAM helped 14 college students explore a deeper understanding of their Jewish identity while working in community agencies and learning about the world of work. At the same time, 15 high school juniors took part in the **TUTTLEMAN/LASKO PROGRAM**, another program that helps Jewish students learn more about their heritage while placing them at local organizations as interns and offering them free SAT/ACT tutoring. We continue to offer them aid in the college admissions and financial aid process through their senior year of high school. Participants in both programs receive a stipend for their work.

By helping the youth of Greater Philadelphia access education and find work, JEVS is helping to improve the quality of life for Philadelphians.

According to the Pennsylvania Department of Public Welfare, the number of Pennsylvanians receiving a TANF cash grant remains lower than anytime since 1961. However, 69 percent of the persons remaining on TANF cash assistance have disabilities. Others are victims of family violence or face other serious barriers that make it more difficult to enter the workforce.

This year, JEVS' programs helped 3,740 Philadelphians search for work in order to become self-sufficient. Sixteen hundred residents of the Unity and Boulevard Districts receiving public assistance found help at the **NORTHEAST EARN CENTER**, where our main objective is helping people find work. By offering a plethora of services, including monthly wellness seminars, we continued to use a holistic approach to employment that helps clients find work and also helps them become more healthy and productive individuals.

Through intensive one-on-one case management, the **MAXIMIZING PARTICIPATION PROJECT (MPP)** helped 2,140 clients overcome obstacles on the path to independence this year. MPP offers team support for behavioral, health and educational issues followed by job search and placement assistance. Through these supports and additional assessments, we assist Philadelphians in becoming self-sufficient.

With support from JEVS, these individuals are on their way to ending the cycle of poverty and becoming independent members of society.



JEVS is fortunate to have many generous friends.

The following is a list of individual, corporate, foundation, and public donors who supported our programs through our campaigns during this past year (from July 1, 2007 to April 15, 2008).

List may be incomplete. JEVS apologizes for any inadvertent errors or omissions.

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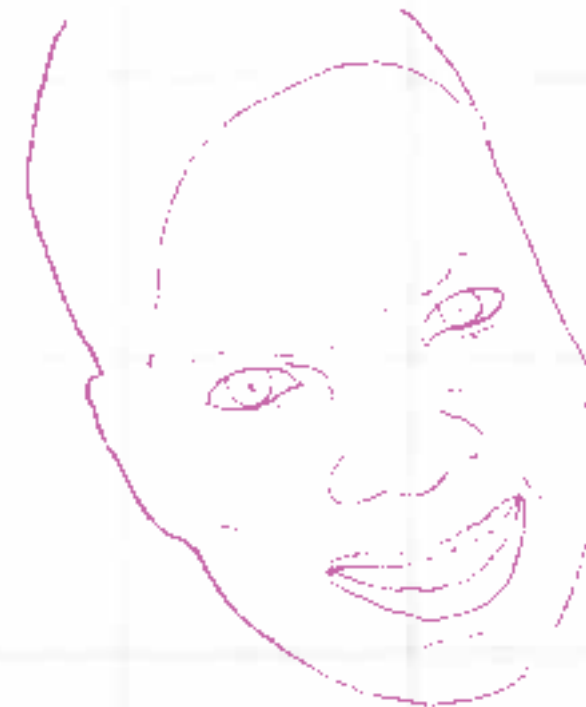
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 Melvin N. and Eunice A. Miller Foundation
 Nagel & Lavin Plumbing, Inc.
 NICO Landscaping
 A.P. Orleans Insurance Agency, Inc.
 Orleans Homebuilders, Inc.
 The Jeffrey P. Orleans Charitable Foundation
 Packaging Corporation of America
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FINANCIAL SUMMARY

OPERATING BUDGET FOR THE YEAR ENDING JUNE 30, 2008

REVENUE

Pennsylvania Department of Public Welfare	\$31,080,000
Philadelphia Department of Behavioral Health and Mental Retardation Services	\$13,286,000
Philadelphia Workforce Development Corporation	\$10,422,000
Vocational Training Tuition	\$5,940,000
Third Party Client Fees	\$3,731,000
Montgomery County Office of Mental Health/Mental Retardation	\$1,768,000
Philadelphia Prison System	\$1,528,000
Vocational Research Institute Contracts	\$1,267,000
Client Fees for Vocational Counseling, Psychological Testing and Therapeutic Activities	\$1,065,000
Jewish Federation of Greater Philadelphia	\$616,000
Pennsylvania Office of Vocational Rehabilitation	\$554,000
Philadelphia Coordinating Office for Drug and Alcohol Abuse Programs	\$420,000
U.S. Department of Health and Human Services	\$268,000
Philadelphia Youth Network	\$217,000
Private Foundations	\$193,000
U.S. Department of Education	\$185,000
Montgomery County Department of Economic and Workforce Development	\$146,000
All Other	\$382,000

TOTAL REVENUE \$73,068,000

EXPENSES

PROGRAM SERVICES

Supports for Independence	\$23,840,000	33.8%
Employment and Vocational Counseling	\$10,579,000	15.0%
Residential Services	\$13,851,000	19.7%
Education and Training	\$7,667,000	10.9%
Drug and Alcohol Treatment	\$3,891,000	5.5%
Work and Recovery	\$3,235,000	4.6%
Vocational Assessment Development and Distribution	\$1,047,000	1.5%

TOTAL PROGRAM SERVICES \$64,110,000 91.0%

MANAGEMENT \$6,356,000 9.0%

TOTAL EXPENSES \$70,466,000 100.0%

EXCESS OF REVENUE OVER EXPENSES \$2,602,000

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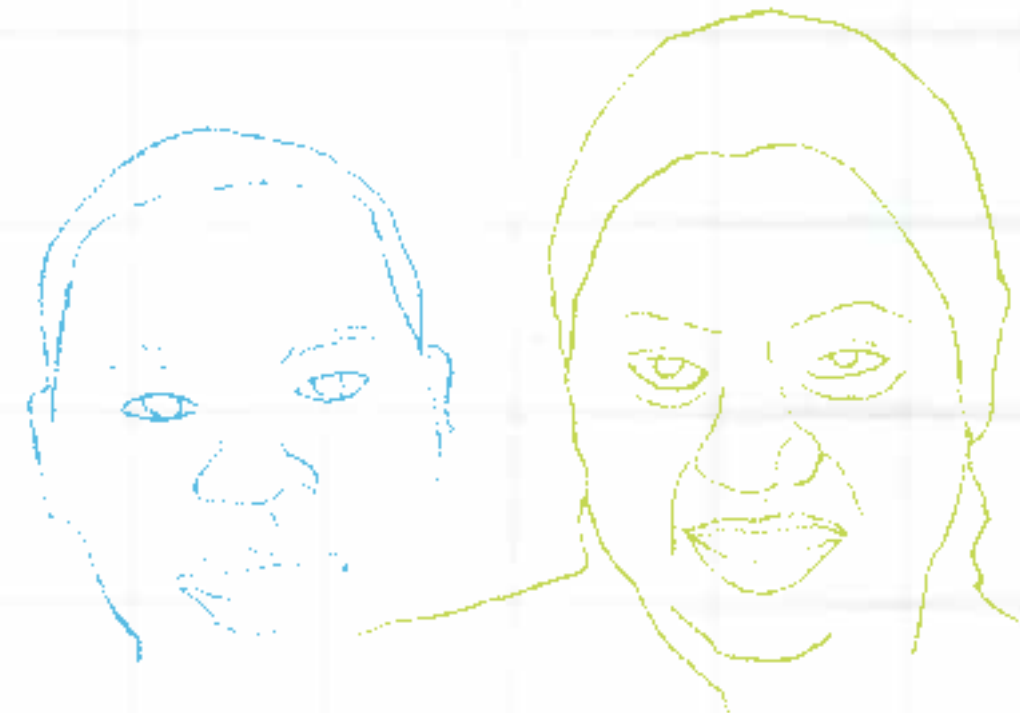
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**JEVS COMMUNICATIONS
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Veronica L. Yankowski—Chiarascuro Photography,
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PRINTING

Southwest Graphics 06/08

SOURCES

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- Page 8 – Philadelphia Workforce Investment Board, 2007: *A Tale of Two Cities*
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- Page 11 – Pennsylvania Waiting List Campaign, 2008; US Dept of Health and Human Services: *The Supply of Direct Support Professionals Serving People with Intellectual and Other Disabilities, 2006*
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